<div align="center">**Policies**</div>

**Library Accounts:**
Anyone living or paying property tax in the City of Oak Ridge may get a library card. There is no charge for the initial library card. To obtain a library card, patrons must provide proof of identity and proof of Oak Ridge residency. For children under age 18, the parent or guardian must provide proof of residency and assume financial responsibility for the child's account. Regardless of the type of library account, the patron or, in the case of a minor child, the parent/guardian, is financially responsible for any losses, fees, or damages associated with the account.

Acceptable forms of ID are
- Any state or federally issued ID (i. e. passport, hunting or fishing license, driver's license)
- School or university picture  ID

Proof of residency:
- Current driver's license
- Current utility, telephone, or internet bill
- Voter registration card
- A piece of mail, cancelled within the last 30 days, showing name and address
- Bank statement showing name and address
- A lease agreement showing name and address
- Safe at Home substitute address as sponsored by the State of Tennessee

People living outside of the City of Oak Ridge may purchase a library card for $45/year with proof of identification and valid contact information.

Card holders assume responsibility for their card, and are obligated to contact the library if their card is lost or stolen. After the initial issuance, the library will not try to verify the identity of the card holder.

Card holders also assume responsibility for all items checked out on their card. Assuming responsibility means ensuring the security of a library card, returning or renewing materials on time, alerting the library when an item has been lost or damaged, paying fines and fees in a timely manner and maintaining current contact information with the library.

Parents of minor children assume responsibility for their children's reading and viewing choices. The library will not monitor the items checked out by a minor.

Resident library cards will be renewed every 2 years by verifying the patron's address, phone number, email address, and contact preferences. Fines must be paid in full in order for the card to be renewed.

Non-Resident cards will be renewed every year by verifying the patron's address, phone number, email address and contact preferences, along with a yearly $45 fee. Fines for overdue or lost or damaged materials must be paid in full in order for the card to be renewed.

For patrons who are in emergency housing but have an Oak Ridge address, digital access cards are available. These cards allow patrons to access the digital collections the library makes available through its website and public access catalog. These cards expire after 6 months. A digital access card can be changed into a full access card with proof of residency and photo ID.

For patrons who are in temporary housing, such as on an extended work stay or in anticipation of a permanent move, a regular access card will be provided that will expire in accordance with their stay.

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**Fines and Fees:**

Library Cards:

| Residents of Oak Ridge | No charge |
|---|---|
| Non-residents of Oak Ridge | $45/year |
| Non-resident Internet Courtesy Card | $2/day |
| Replacement Card | $4 |

Overdue and Lost/Damaged Materials:

| Item | Check Out Period | Overdue Fine |
|---|---|---|
| Books, Audiobooks, and CDs | 3 weeks | $.20/day |
| DVDs | 1 week | $2/day |
| Launchpads | 3 weeks | $.20/day |
| Wi-Fi Hotspots | 1 week | $2/day |
| Maximum Overdue Fine for any one item | | $10.00 |

Library Services:

| Interlibrary Loan | No charge* |
|---|---|
| Black and White prints and copies | $.10/page |
| Color Prints | $.40/page |
| Scanning | No charge |

*Please see ILL policy for exceptions.

Lost or Damaged Materials:

| Books | Original cost +$5 processing fee | Will accept replacement of original material if in acceptable condition and of an equal or newer version + $5 processing fee. Replacement requires prior approval of library staff. |
|---|---|---|
| DVDs, Mp3s, CDs | Original cost + $10 processing fee | Will accept replacement of original material if in acceptable condition and of an equal or newer version + $10 processing fee. Replacement requires prior approval of library staff. |
| Launchpads | | |
| | Lost or Damaged Tablet | $70 |
| | Lost or damaged bumper only | $9 |
| | AC Power adapter (without cord) | $10 |
| | Lost or Damaged Case | $13 |
| | Earbuds | $2 |

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| | USB Cord | $5 |
|---|---|---|
| Wi-Fi Hotspots | | |
| | Lost or Damaged Device/entire item | $90 |
| | USB cord or adapter | $5 each |
| | Lost or Damaged Case | $10 |

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## Circulation Policies:

- Books and physical audiobooks circulate for three week periods (21 days) and may be renewed twice.
- DVDs and BluRay movies circulate for one week (seven days) and may be renewed twice.
- Launchpads circulate for three weeks and may be renewed twice.
- Wi-Fi Hotspots circulate for one week (seven days) and may not be renewed.
- Periodicals are loaned on an honor system. The current issue will not circulate. Other issues are available for a recommended circulation time of 3 weeks.
- Reference materials and Oak Ridge Room material do not circulate and must be used in the library.

## Borrowing Limits:

First time card users will be limited to 6 items for the first 21 days. After 21 days, assuming the library card is in good standing, the six item limit will be removed.

A card in good standing is defined by less than $10.00 fines and no outstanding, lost, or damaged materials. In order to renew a privilege, all items must be accounted for and all fines must be paid in full. Any card accruing more than $10.00 in fines will be blocked, and patrons will not be able to borrow more items or use a public computer until the fine is below $10.00. However, in the case of public computers, patrons will be allowed to use a computer if they pay at least $2 towards their overdue fines or lost/damaged material fees.

Interlibrary loan services are available to all patrons in good standing. There is no charge for Interlibrary Loan service, but patrons are limited to five ILL titles at any one time.

Any patron past their initial 21 day New profile status, may check out unlimited books, one Launchpad, 5 DVDs or BluRays or combination thereof, 2 Mobile Wi-Fi Hotspots.

Seed library users are asked to limit themselves to 10 seed packets, three of which may be heirloom seeds, per card per visit.

## Interlibrary Loan

Interlibrary loan requests are accepted through our online form found both on our website, orpl.org, and our Catalog, orpl.ent.sirsi.net. All requests for materials from other libraries must be made through this form.

Patrons may submit 5 ILL requests at a time, assuming their library card is in good standing. There is no charge for this service. However, there will be times when we cannot locate the requested items through one of our partner libraries. In this case, we will ask if you are willing to pay the associated costs before requesting the item.

Interlibrary Loan services are offered for items not owned by Oak Ridge Public Library in the desired format. If an item is lost from our collection or is more than 30 days overdue with no plans to replace the item, we will request it through ILL. However, ILL is not meant to provide extra copies of items the library currently owns.

Digital materials – ebooks, downloadable audiobooks, streaming video, and online magazines – cannot be obtained through ILL.

Items that are less than one year old cannot be borrowed through Interlibrary Loan. Patrons may submit a Request Materials form, found on our website and in our catalog, for items that are less than one year old from publication.

ILL items may not be renewed without approval of the lending library.

ILL fines for lost, damaged, or overdue materials are set by the lending library. Please do not purchase a replacement copy for in Interlibrary Loan item.

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**Mobile Wireless Hotspots**

Wireless hotspot devices, also known as WiFi hotspots or mobile hotspots, are available to be checked out to anyone with a valid Oak Ridge Public Library card in good standing. Mobile hotspots circulate for 7 days. While grant funding is available, Oak Ridge Public Library will not charge for the use of hotspots. However, in the event that grant funding is not available, Oak Ridge Public Library reserves the right to charge for the use of hotspots in an amount to cover the monthly usage fee billed to the library by the service provider. In the event the library must charge for use of a hotspot, the fee will be due at checkout.

Overdue mobile hotspots will be deactivated within 24 hours of due date. Mobile hot spots are only available for checkout from the circulation desk. The overdue fine for hotspots is $2/day to a maximum of $10. If a hotspot or piece of a hotspot is not returned, the replacement charge listed in the schedule above will be charged.

Oak Ridge Public Library is only a provider of the hotspot itself and does not guarantee internet access in all areas. The Internet Service Provider determines which areas receive coverage.

Internet access through this Hotspot device is filtered by the service provider and is compliant with the Children's Internet Protection Act (CIPA). Oak Ridge Public Library is not responsible for content, material, or sites that are filtered or not filtered. Each patron that uses this device assumes the risks inherent with Internet use and accepts the use of filtering software; filtering is not a guarantee of privacy, safety, or security. Parents and Guardians assume responsibility for access by Juveniles. For questions or concerns regarding filtering, please contact the service provider 1-844-361-1310.

**Volunteer Policy**

Oak Ridge Public Library is grateful to the community members who offer their time and talents volunteering at our public library. People ages 14 and up are welcome to undertake volunteer duties at Oak Ridge Public Library to help make the facility a welcoming place for all. In order to make this service an effective and pleasant one for all volunteers, the Library has established the following guidelines.

- Volunteers are expected to be responsible, able to handle their assignments, and to ask questions for clarification as needed.
- Volunteers with challenges requiring supervision should be accompanied by a parent or caregiver at all times.
- Volunteers typically work one or two hours per shift. Volunteers are expected to let the library staff know if they will be unable to work their usual shift.
- Volunteer shifts will be scheduled only during normal Library operating hours. Shifts in the Children's Room are only scheduled Monday-Friday from 10-5:30.
- Each volunteer will work with the Volunteer Coordinator to determine a mutually agreeable assignment and schedule. Volunteer shifts are scheduled so that work will be ready for them.
- The Children's Room staff will ensure that the tasks provided to the Children's Room volunteers are age appropriate and within the capabilities of the individual volunteer.
- Volunteers are asked to refrain from socializing with their friends or having extended cell phone conversations while volunteering.
- All volunteers must conduct themselves in a manner consistent with the Library Ground Rules, including ensuring that all library materials are properly checked out, not damaging library property, and communicating with staff respectfully.

- The Library reserves the right to deny volunteer privileges to anyone not abiding by these guidelines.
- The Library is not able to provide supervised court-mandated community service.

Volunteers completing 20 hours of service in a calendar year earn the benefit of having all late fees waived in the following calendar year.

Volunteers needing a summary of their hours are asked to give at least 2 days' notice so that hours may be compiled. Volunteers are responsible for submitting any paperwork (i.e. Boy Scouts, National Honor Society, etc.) that requires a staff person's signature.

**Code of Conduct for Oak Ridge Public Library Patrons**

The Oak Ridge Public Library strives to be a place where everyone feels welcome and safe. We ask for your cooperation in maintaining an environment in which all Library patrons can use and enjoy the Library's resources, services, and facilities.
For the safety, protection, and comfort of everyone using the library, the following behaviors are prohibited:

1. Any behavior that is disruptive to library use

2. Eating

3. Consumption of alcoholic beverages; Non-alcoholic drinks with tight fitting lids are welcome in all areas of the library except at the public computers and the Oak Ridge Room. Please report any spills to library staff immediately.

4. Misuse of restrooms

5. Putting feet on chairs or sitting on tabletops

6. Leaving children under 14 unsupervised or ignoring any disruptive behavior

7. Overt sexual behavior, misconduct, or harassment

8. Violating Public Computer Use Policy

9. Blocking aisles and exits in violation of fire code

10. Smoking or other uses of tobacco including e-cigarettes

11. Leaving personal belongings unattended; the library is not responsible for the theft of items left unattended.

12. Soliciting library patrons or staff for money, items, or services

13. Bringing in animals, other than service animals, without prior permission

14. Harassment or abuse of public library staff and patrons.

Anyone disregarding these regulations is subject to removal from library premises and/or restriction of library privileges; this includes suspension from all Recreation and Park facilities including the Civic Center Recreation

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Building, Municipal Pool, Scarboro Community Center, Senior Center, parks, etc. The suspension includes free play, league play, camps, swimming lessons, classes, and special events.

In addition to the library-wide ground rules, the following rules have been established for the Children's Room in order to maintain the safety and security of people using that room:

Library patrons are expected to be respectful of our staff, property, and other patrons.

We expect everyone to follow all library rules. The rules below are specific to the Children's Room, but should be followed in all parts of the library:

- Walk
- Do not climb on shelves or other furniture, stand on chairs, or sit/stand on tabletops.
- Do not throw things.
- Children's Room toys should stay inside the Children's Room .
- Do not touch the ceiling while in the loft.
- Save games like tag or hide and seek for outside play.
- Leave bikes and ride-on toys outside the children's room (strollers are permitted inside).
- No fighting or play-fighting.
- Do not bang on the computer keys, yank the computer mice, or draw on the screens.
- Drinks should have tightly sealed lids and be kept out of reach of small children and away from books and computers.
- No food is permitted in any part of the library.
- Please keep all your clothes on, including shoes.
- If you are a caregiver, please be attentive.

### Internet Acceptable Use Policy and Guidelines

Purpose:

The internet provides a useful research tool that allows access to information far beyond the Library's own collections. Library patrons use it at their own risk. Though the Library computers have Internet filtering software, the Library cannot entirely protect users from materials they may find offensive. While much of the information accessed can be valuable and enlightening, the user may also find materials that are inaccurate, unreliable, personally offensive or illegal under United States Law. Each individual user must take responsibility for their activities on the Internet and for the activities of their children. Parents are advised to supervise their children's sessions on the Internet and may wish to review safe online procedures with their children. Some guidelines can be found at the National Center for Missing and Exploited Children, https://www.missingkids.org/HOME.

### Access to the Internet in the Library

In order to provide the community with fair and equal access to the library's public computers, Oak Ridge Public Library uses software to allocate patron time. For library card holders, sessions will last the duration of the library's open hours. If all computers are full and people are waiting, library staff will ask those patrons having been on a computer the longest to give their computer to a waiting person.

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In order to login to the computer, residents of Oak Ridge must have a library card in good standing. They may be asked at any time to show their Oak Ridge Public Library card or valid legal photo ID. A PIN is also required and is provided with each library card. If a patron has accrued fees of more than $10, they may obtain access for a 2 hour computer session by paying $2 each visit towards their fines. Nonresidents are given a courtesy session of 2 hours, but must first check in at the front desk. If a non-resident or non-library card holder would like to use a computer for more than 2 hours, they may purchase additional computer time at a rate of $2 for 2 hours.

Printing is available from the Library's computers at 10 cents per page. Printed pages may be paid for and picked up at the main desk. Patrons are responsible for everything they print.

Wireless internet access is available for patrons bringing their own devices. Mobile printing from personal devices is available at 10 cents per page. Prints may be retrieved from the main desk.

All public computers and city provided wireless connections are filtered with software installed at the direction of Oak Ridge City Council in order to comply with Tennessee Code Annotated 39-17-911.

Should a user desire access to a site that is blocked by the filtering software, the user may request the blocked site be reconsidered by asking at the main desk.

**Monitoring Internet Use**

While respecting individual users' right to privacy, the City reserves the right to electronically monitor use of Internet workstations to ensure compliance with this policy, as well as applicable city, state, and federal laws. Additionally, the City has the right to disclose any necessary information to satisfy and law, regulation, other governmental request or operational necessity.

**Rules for Internet Use in the Library**

All internet resources accessible through the Library are provided equally to all Library patrons. However, it is the responsibility of each user, adult and minor, to be guided by the following principles:

- Internet users should have an Oak Ridge Public Library card or a valid guest pass to use the computers and may be asked to show it at any time.
- Respect for the privacy and sensibilities of other users.
- Attention to the legal protection provided by copyright and license to programs and data.
- Consideration for the integrity of computing systems. For example, users must not intentionally develop programs to harass other users or to infiltrate a computer or computing system, or develop program that may damage or alter the software components of this or other computing systems.

Further examples of unacceptable use by patrons of any include, but are not limited to, the following:

1. Damaging or destroying equipment, software or data belonging to the Library or to other users, including adding, altering or deleting files on Library work station hard drives or other Library computer equipment, or the attempt thereof.
2. Installing or downloading any software on the hard drive of the Library's computers.
3. Violating computer system or network integrity (hacking), including attempts to bypass network security functions, obtain passwords or alter the configuration of Library workstations in any way.

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4. Transmitting or displaying threatening, pornographic, harassing, libelous or slanderous materials.
5. Using the Internet for any criminal or illegal activity, including accessing child pornography or obscenity.
6. Unauthorized copying of copyrighted material. (Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility resulting from such use.)
7. Violating software agreements.
8. Gambling on the Internet.
9. Wasting finite resources, including printing materials without paying

The Library may impose other restrictions on the use of Library equipment. The library reserves the right to terminate the computer access privileges and/or Library privileges of any person abusing these principles. Unacceptable use that is illegal may also result in criminal prosecution by local, state, or federal authorities.

**Downloading**

Downloading files may be done to USB devices. Downloading to the hard drive is prohibited. WARNING: Software downloaded from the Internet may contain a virus, and you may need to have virus protection software on your computer. You may not install any downloaded software or any other personal software on any of the Library's computers.

**Children's Use of the Internet in the Library**

It is the policy of Oak Ridge Public Library that parents or legal guardians must assume responsibility for deciding what library resources are appropriate for their children. There will be some resources which parents may feel are inappropriate for their children. Parents are responsible for supervising their child's internet usage. All workstations use filtering software to access the Internet. However, no filtering software can control access to all materials that an individual may deem inappropriate for a child.

Parents should be aware of the safety and security issues surrounding minors:

- Use of social media, email, and other forms of direct electronic communications, and
- Disclosure, use, and dissemination of personal identification information regarding minors.

These policies are designed to help restrict minor's access to harmful materials.

**Reference Services**
Reference services at Oak Ridge Public Library are designed to provide citizens with their information needs including research assistance in all areas, local history information, technology help, and general information guidance.

Requests involving in-depth assistance are best handled by making an appointment ahead of time. When that is not possible, library patrons may be asked to wait until staff time allows.

**Oak Ridge Room**

The Oak Ridge Room was established to serve the community by:

- Collecting, cataloging, and preserving records and history of the Oak Ridge area;
- Collecting the works of Oak Ridge authors for the purpose of supporting local authors.

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- By providing assistance to the public in using the collected materials.

Works by Oak Ridge authors are collected in the library's Local Authors collection and are available for circulation. Non-print works by Oak Ridge musicians, actors, screenwriters and other artists are shelved within their format and are labeled as an Oak Ridge artist. See Selection Policy for more details.

The Oak Ridge Room houses a special collection that cannot be replaced, and, therefore, requires the attendance of an Oak Ridge Public Library staff member. No food or drink are allowed in the Oak Ridge Room.

**Technology Assistance**

Oak Ridge Public Library provides basic technology assistance and education in the following ways:

- One-on-one assistance
- Reference appointments
- Technology Classes
- Community Outreach

All library staff members are available to help patrons on the library's computers, with e-readers and digital library materials, and mobile printing. Assistance is available by asking at the front desk.

Library users desiring dedicated assistance are encouraged to make an appointment. Reference appointments are available for help on personal technology as well as technology belonging to the library.

Technology Classes are held at the library on a published schedule. These classes are designed to provide the general public with a hands on, classroom setting to learn various skills on current technology, software, and online services, as well as, important information regarding technology and its use in society.

Community Outreach services are custom designed with community partners to help extend library services throughout the community.

**General Information Services**

Oak Ridge Public Library is dedicated to helping fulfill the community's information needs. This purpose of this policy is not to define which information services the library will accommodate, but rather set guidelines for the best method of delivery for certain services.

For information on the Reference materials collections, please see the Selection Policy.

The library offers a wide array of online databases. Help navigating these resources is always available from all library staff and dedicated research assistance is available by scheduling a reference appointment.

Exam Proctoring

Oak Ridge Public Library can offer exam proctoring services by appointment. Exams will be administered under the following conditions:

- Both the student and the school understand that the testing will happen in the main library and that the library cannot guarantee a dedicated, private space.
- Library staff will be able to administer the test but may be called away to assist other patrons.

- If the test is to be administered online, the student or the institution will provide the appropriate URLs well in advance of the test date in order to make sure all appropriate sites are whitelisted.
- The student understands it is their responsibility to make all arrangements well ahead of time. Since library staff time is limited, walk-in and last minute arrangements cannot be accommodated. Please plan accordingly.

## Privacy and Confidentiality

Oak Ridge Public Library believes that all patrons deserve privacy and confidentiality concerning their use of the library. In accordance with TCA 10-8-102, no library employee shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services, or as having otherwise used such library.

Privacy exists when patrons feel they can use the library freely without being observed or judged for their search or use of information. Confidentiality exists when the library gathers only that information needed to ensure the smooth operation of the library and protects that information. Oak Ridge Public Library adopts the ALA Library Bill of Rights, Freedom to Read, and Intellectual Freedom Statement as guiding principles in all library affairs.

Information the library collects:

We will collect contact information such as name, address, phone number, email address and notification preferences in order to communicate with you about overdue items, fines and fees, library programs and services, and library news. We collect information on age only for juvenile card holders in order to graduate those accounts to adult status at the appropriate time.

Library computers are equipped with software to erase browsing history, cookies, downloaded documents, and autofill information when each patron session is logged out. However, no software is perfect, and users and encouraged to ensure they have not saved any personally identifiable information to a library computer.

## Security Cameras

The purpose of installing security cameras at Oak Ridge Public Library is to protect the safety and security of library patrons and staff, library holdings, and the physical environment while simultaneously protecting the privacy and freedom to read of library patrons and staff. The Oak Ridge Public Library firmly supports everyone's right to browse, collect, and contemplate information free of judgement and without assumption of wrong doing. However, since theft, vandalism, and behavior inappropriate for a public setting have been demonstrated issues over time, security cameras are installed for the sole purpose of ensuring the safety of library patrons and staff and to secure the library's holdings against vandalism and theft.

- Cameras will be placed in areas where vandalism and theft are recurrent.
- Cameras will not be placed in areas where there is a reasonable expectation of privacy such as restrooms.
- Video collected from security cameras will be retained for seven working days only.
- Video collected from security cameras will be for the sole purpose of deterring crime in the library, protecting staff and patron security, and assisting law enforcement as deemed necessary by court order.
- The library director will have access to recorded video.

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- Live video will be available to staff in order to help ensure the safety of the building in real time.

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