

**MOORPARK CITY COUNCIL
AGENDA REPORT**

TO: Honorable City Council

FROM: Jennifer Mellon, Administrative Services Manager



DATE: November 12, 2015 (Meeting of 12/16/15)

SUBJECT: Consider Revisions to City Council Policy 2.20: Moorpark City Library Materials Collection; Policy 2.21: Moorpark City Library Internet and Computer Use and Patron Agreement; Policy 2.22: Moorpark City Library Circulation; Policy 2.23: Moorpark City Library Standards of Conduct as well as the Library Card Application

BACKGROUND AND DISCUSSION

It has been two years since the City Council Policies relating to the Moorpark City Library and the Library Card Application have been reviewed. On November 10, 2015 staff took the attached Policies and the Library Card Application, with proposed revisions in legislative format, before the Library Board for review, discussion, and approval. The Library Board approved staff recommendation to take the Policy and Library Card Application revisions to the City Council for consideration as part of their next City Council Policies update.

The most significant changes to the Policies and Library Card Application are to stress that the Library is not responsible for monitoring Library usage, access to Library materials, or computer activity of any Library users, regardless of age, and that this should be clearly stated within the Policies and on the Library Card Application. Monitoring activity or any use of the Library is contradictory to the Library Bill of Rights and the Intellectual Freedom Statement principles to which the Library adheres. The Library Card Application has been simplified and if approved by the City Council will be translated into Spanish to be available to patrons along with the English Application.

Other proposed modifications include:

Policy 2.21 – Moorpark City Library Internet and Computer Use and Patron Agreement:

Sections 5 and 6: Disclaimers have been added for assistance with personal patron mobile devices brought into the Library and that staff can provide only verbal guidance for patrons wishing to access the wireless network.

Section 7.F.: States that printing from mobile devices may be made available via a wireless printing application and a coin vending machine.

Policy 2.22 – Moorpark City Library Circulation:

Section 1: Language was changed to allow all children, regardless of age, are eligible for a Library card.

Section 2: Language was added regarding cardholders electing to associate their Library card account with that of another cardholder.

Section 5: Language was added regarding materials checked out from consortium libraries.

Section 8: The language in this section was revised with regards to suggestion for purchase and overdue, lost, and damaged materials.

Policy 2.23 – Moorpark City Library Standards of Conduct

Section 2.G.: This section has been revised to address that skateboards or other wheeled transportation devices should be within a backpack or bag if brought into the Library and that there will be token operated lockers for use on the Library porch for storage of those items.

Section 3: This section was added to include language regarding use of the Library Meeting Room.

STAFF RECOMMENDATION

Approve staff changes to City Council Policy 2.20: Moorpark City Library Materials Collection; Policy 2.21: Moorpark City Library Internet and Computer Use and Patron Agreement; Policy 2.22: Moorpark City Library Circulation; Policy 2.23: Moorpark City Library Standards of Conduct; as well the Moorpark City Library Card Application to be incorporated as part of the next City Council Policies Update.

Attachment 1: Moorpark City Council Policies 2.20, 2.21, 2.22, and 2.23

Attachment 2: Proposed New Moorpark City Library Card Application

Attachment 3: Current Moorpark City Library Card Application

Policy 2.20: Moorpark City Library Materials Selection

1. Mission

The Moorpark City Library (Library) provides information, lifelong learning, inspiration and enjoyment to people of all ages through reading and technology. This Materials Selection Policy sets guidelines used by the Library for the selection of books and other print and electronic materials.

2. General Governing Factors

The selection of materials for the Library is governed by four factors:

- A. The needs of the individual and of the community.
- B. The individual merit of each work.
- C. The existing collection, budget and services of the Library.
- D. The Library adheres to the *Library Bill of Rights* and *The Intellectual Freedom Statement* (copy is available at the Moorpark Library Circulation Desk and at the City Clerk's office).

3. Principles of Selection

- A. The Library aims to obtain and make readily accessible materials that fill the cultural, educational and leisure needs of City residents.
- B. Materials are selected from a number of sources. The basic consideration for the selection of any item is whether it is of proven or potential interest to the community served.
- C. Additional criteria include:
 - Availability and cost of the material
 - The amount of similar material already in the collection
 - The availability of the material elsewhere in the community
 - The physical makeup of the material
 - Opinions expressed by critics or reviewers
 - Local interest or demand
- D. In selecting materials to reflect the diversity of the needs and interests of the residents of Moorpark, it should be recognized that some materials chosen may be offensive or trivial to some persons while being meaningful or significant to others. The Library does not endorse or agree with all opinions expressed in the materials in the collection.

- E. Materials shall be made as accessible as possible to the public. The Library does not serve as censor of the reading of any person. The Library recognizes the importance in an open and democratic society of allowing individuals to form their own opinions on issues and, therefore, acquires materials that may be of a controversial nature.
- F. Responsibility for the use of Library materials by minors rests with their parents or legal guardians. The selection of materials for the Library will not be governed by the possibility that these materials may come into the possessions of minors.

4. Responsibility for Selection

- A. The initial responsibility for materials selection lies with the Library staff working within the area of service to children, young adults, and adults. The general public may recommend material for consideration.
- B. In making selections, Library staff shall do so in a manner based on principle rather than personal opinion, reason rather than prejudice, and judgment rather than censorship. The spirit of selection should be inclusive rather than exclusive. Variety and balance of opinion are sought whenever possible.
- C. The Moorpark Library City Representative shall be the City Manager or City Manager designee (City Representative), who shall be responsible for overseeing the development of the Library collection by the City Librarian according to the principles set forth in this policy. The City Librarian shall execute best practices in librarianship when developing the Library collection and shall be responsible for collection development.
- D. The Moorpark City Librarian and City Representative shall present an informational item to the Library Board each July identifying suggested allocation of collection budget resources to various types of materials for the Fiscal Year beginning July of that same year. Collection statistics for the prior Fiscal Year shall be included within the Moorpark City Library Annual Report that is presented to the Library Board at the August meeting. The Library Board will provide suggestions to the City Librarian and City Representative who have final decision making authority on collection development.

5. Placement of Materials in the Library

- A. The Public has free access to all Library materials consistent with this policy.

- B. Placement of materials within the Library will be made by the City Librarian. Criteria include:
- Assigned Classification
 - Format
 - Susceptibility to loss or damage
 - Rarity or cost

- C. The Library staff labels materials for placement only, not to predispose the user-patron for or against any materials.

6. Bindery / Book Mending

Only those materials of local significance, of long-term importance to the collections, or heavily used items will be bound, rebound, or mended as needed.

7. Gifts – Funds

Donations of funds are welcome and must be documented by the City. Donated funds must be immediately sent to the City of Moorpark Finance Department for deposit and accounting on the day received or the next business day if received on a weekend or after 5:00 pm. The City reserves the right to make the final decision on use of donations of funds towards library enhancements.

8. Gifts - Materials

Donations of materials to enrich the collection are welcome. Donated materials are received by the Moorpark Friends of the Library and the Library staff reserves the right to review all donated materials to determine if any of the materials are to be added to the collection. If the donated materials do not meet the selection criteria to be added to the library collection, the materials become the property of the Moorpark Friends of the Library.

9. Withdrawal of Materials

Damaged, worn, obsolete, superseded, or unused items may be withdrawn from the Library upon the written recommendation of the City Librarian with the written approval of the City Representative.

Weeding and/or disposal of library materials shall be at the discretion of the City Representative. Recommendation regarding resale, donation, or disposal of weeded material will be made by the City Librarian and approved by the City Representative prior to undertaking the following procedural options:

- A. Materials determined worthy of re-sale or donation shall be offered to the Friends of the Moorpark City Friends of the Library for the purpose of sale(s) with all proceeds to benefit the Moorpark City Library. -Items that

remain unsold are the responsibility of the Moorpark Friends of the Library who will dispose of the material.

- B. If the Friends of the Moorpark Library do not accept the discards worthy of re-sale or donation, the City, at its sole discretion, shall ~~hold book sales~~discard or donate the material to non-profit, charitable organizations as determined by the City Representative.
- C. Books determined not worthy of re-sale or donation will be appropriately disposed of by the City as determined by the Moorpark City representative. Any material that can be recycled will be recycled.

10. Reconsideration of Materials

Persons objecting to the content of materials in the Library shall be invited to state their objection in writing and addressed to the Moorpark City Library. Any request for reconsideration will be reviewed by the City Librarian in consultation with the City Representative. The decision of the City Librarian shall be final.

Policy 2.21: Moorpark City Library Internet and Computer Use and Patron Agreement

1. Introduction

The Moorpark City Library (Library) provides the opportunity for public access to the Internet, which allows individuals of all ages the freedom to explore and expand their knowledge beyond the traditional "walls" of the Library.

The following policy governs the use of public computer resources in the ~~Moorpark City Library~~, including public Internet access, library workstations and library laptop computers, non-Internet applications, wireless access (Wi-Fi), and remote use of the library's technology offerings.

Before using any public workstation at the ~~Moorpark City Library~~, patrons agree to abide to this "Moorpark City Library Internet and Computer Use Policy and Patron Agreement". By signing for a library card for their children under the age of 18, parents or legal guardians acknowledge that their children will be allowed access to the Internet ~~if the parent or legal guardian gives permission on the library card application.~~

Library patrons that access the City's wireless network (Wi-Fi) while using their own wireless capable devices will be required to affirmatively acknowledge a wireless user agreement prior to each use.

2. Internet Content

The Internet is an unregulated, global resource that contains materials that some persons may find offensive. While the City will take precautions to regulate internet access by minors on the City's library computers, the City is not responsible for anything that any library user may see or read while in the Library that the user or, in the case of minors, the user's parents or legal guardian, may find offensive. The City is not responsible for a minor that brings into the library a wireless capable device that permits access to Wi-Fi, which is unfiltered and unsecured. The City urges parents or legal guardians to accompany their children while visiting the Library to ensure that their children are safe at all times.

3. Internet Users

Internet users are expected to act in a responsible, ethical, and legal manner. Users may not use Library computers to access Internet sites that depict or transmit material that violates state or federal law. The Library is not responsible for the content of retrieved information. Library users are responsible for critically evaluating the quality and accuracy of material obtained from the Internet. Internet filter software is not infallible and even when using filtering tools minors may be exposed to explicit material.

The Library expressly disclaims and shall have no liability for any direct, indirect, or consequential damages related to information obtained from the Internet. All users shall expressly assume the risk of receiving incorrect, inaccurate, defective, fraudulent, or unlawful information while accessing the Internet through any equipment or service offered by the City of Moorpark.

Wireless Internet users must agree to the wireless network user agreement, the wording of which shall be approved by the City Manager or his/her designee, before accessing the Library's network with their own wireless capable devices.

To protect their privacy, Internet users are advised to log off at the end of their session.

4. Internet Access

Access on most of the Library computers is filtered as to sexually explicit content. Adult patrons, by default, have unfiltered access for themselves. A parent or legal guardian for children under the age of 18 shall designate, upon completing and signing the library card application in the presence of Library staff, whether they authorize unfiltered access to the Internet. Without this authorization, no minor shall be issued a card with unfiltered Internet access.

Users whose conduct while using public computer systems is disruptive or interferes with the use of the Library by others, will be asked to modify their behavior or, if unable to modify their behavior, will be asked to leave the Library.

The City Library reserves the right to revoke or suspend computer privileges in the case of failure to comply with this policy or the violation of local, state, or federal law. The Library may suspend privileges by a minor without notification to the parent or legal guardian. In addition, unlawful activities will be reported to the Ventura County Sheriff's department and dealt with appropriately.

5. Disclaimer for Assistance with Patron Owned Devices

Library staff may provide verbal guidance about using a mobile or other personal device. By requesting help or assistance with operating a patron's personal cellular phone, eReader, tablet, laptop or other personal device, patrons agree to the following terms and conditions:

- The Library makes no warranty or guarantee of any kind regarding any technology assistance provided.
- The guidance could involve certain risks to the device and any data stored on the device and personal information stored on the Internet.
- It is the patron's responsibility to back up all software, data, and files on the mobile device.
- Library Staff are neither responsible nor liable for any damage to the device and/or loss, damage, alteration or corruption of any software, data operating system or files that may result from Library staff guidance.
- Given the complex and changing nature of computer and information technology, there may be omissions or inaccuracies in the information provided by Library staff.

5.6. Wireless Network (Wi-Fi) Security Warning and Disclaimer

- A. ~~The Moorpark City Library cannot guarantee the safety of data transmitted across its Wi-Fi.~~
- B. ~~The Moorpark City Library assumes no responsibility for the configurations, security, or changes to personal data files resulting from a connection to the Wi-Fi; the safety of equipment (patrons should keep equipment with them at all times); nor the availability of a wireless connection (there is no guarantee that users will be able to make a wireless connection).~~
- C. Library staff does not may provide limited verbal guidance to patrons wishing to access the City's wireless network. †Technical assistance of any kind nor does not include Library staff touching patron's personal technology electronic devices or equipment.

- D. The City's Wireless Internet Network Policy (City Council Policy 2.14) applies to the Moorpark City Library use. All users with portable computers or devices capable of receiving wireless signals will be required to acknowledge they have read the City's wireless network user agreement prior to each use.

6.7. Rules of Conduct for Internet and Computer Use

- A. Library workstations are available for one hour per day per user. Sessions may be extended if no other patrons are waiting for workstations. Library staff may designate one or more computers for use as online homework tutoring stations and may allow an exemption from the one-hour rule on any such computer for this use between the hours of 3:00 p.m. and closing Monday through Thursday.
- B. One workstation will be designated as the "express" computer terminal. This computer will be specifically for quick use and limited to 15 minutes at a time.
- C. Use of a workstation is on a first-come/first-served basis.
- D. Users can sign up to use a workstation on a next-available basis. Requests for specific computers cannot be honored.
- E. Only one person at a time may use a workstation. Exceptions may be made at the discretion of Library staff.
- F. Printing may not be available at all public internet access computers/workstations. The printing fee shall be set by resolution of the City Council, and customers are not permitted to supply their own paper. Printers may not be moved used for other purposes or attached to other computers or patron personal devices. Printing from patron personal devices may be made available to patrons via a wireless printing system and coin vending system.
- G. Library laptop usage and procedures shall be at the discretion of Library staff and the City Representative and may change at any time.
- H. Users are prohibited from interfering with the performance of the network. Users must not reconfigure workstations, "hack" passwords, gain entry to closed areas of the network, or introduce computer viruses. Users are responsible for any hardware or software damage they cause. Tampering with hardware or software is considered vandalism and may result in legal action (violation of California Penal Code Section 502 et. seq.).

- I. Users may not use the workstation or laptops for illegal activity, including violating copyright laws or software license agreements.
- J. Users may not install their own software programs or attach personal hardware to Library computers other than a Universal Serial Bus (USB) for saving documents.
- K. Users must not interfere with the work of others and must respect ~~one's~~ right to privacy rights of all Library patrons.
- L. The Library upholds the right of confidentiality and privacy for all users; however, the Library reserves the right to monitor the use of its Internet services and review any electronic data ~~on generated from use of the Library's lines computers as may be needed to maintain the City's computer network(including e-mail communications) if necessary for the proper operation of the Library or to ensure compliance with this policy and/or local, state, or federal laws. Daily Ssign-in logs for Internet use are considered temporary records and are not retained, as permanent records by the Library.~~
- M. Absolute privacy for patrons using electronic resources in the Library cannot be guaranteed. There exists a possibility of inadvertent viewing by other patrons, either by watching the user's screen or because a user may leave the screen unattended.
- N. The Library does not provide individual e-mail accounts to users; however, users with existing e-mail accounts may access their accounts or users may register for free e-mail services available on the Internet. The Library assumes no responsibility and shall have no liability for any claim or damage resulting from the provision of such Internet access to users.
- O. Use of the Library's computers is a privilege. Users must end their sessions, log out, and leave the workstations or laptops when asked to do so by Library staff.

7.8. Supervising Computer Use by Children

The Library does not serve *in loco parentis* (in the place of a parent). Librarians cannot provide supervision of children as they explore the Internet. The responsibility for what minors read or view on the Internet rests with parents or legal guardians.

The following are recommended guidelines for parents and legal guardians to ensure that children have positive online experiences, whether at home or at the Library.

- A. Use the Internet as a family. Join your children in Internet exploration.
- B. Explore the wide range of available information and tell your children about sites you consider inappropriate for them.
- C. Provide guidelines for your children on the amount of time they spend online, just as for television viewing.
- D. Instruct children NEVER to give out personal information (name, address, password, telephone number, credit card number) online.
- E. Teach children to be good online consumers. As with print information, consider the source, date and accuracy of online information.
- F. Parents or legal guardians and children are encouraged to read "Child Safety on the Information Highway" and "Teen Safety on the Information Highway" available free at any library location or at www.safekids.com and www.safeteens.com.

8.9. Policy May Be Revised

The City of Moorpark reserves the right to revise this policy from time to time. If revised, a copy of the current policy will be available online at moorparklibrary.org, at the Library Circulation Desk and in the City Clerk's office. All patron use of the Library Internet workstations must be in compliance with the current policy whether or not a patron has ~~signed or~~ read the revised policy.

Policy 2.22: Moorpark City Library Circulation

The following policy governs the terms by which materials may be borrowed from the Moorpark City Library (Library).

1. Library Card Registration

Any person residing in California may borrow materials free of charge from the Moorpark City Library. Cardholders are responsible for all material checked out on their card.

The Moorpark City Library Card application may be revised from time to time. Changes will be submitted by the City Librarian and reviewed and approved by the City Representative before changes are implemented. Library Card applications shall be made available in both English and Spanish.

Library Cards for Adults. Any person 18 years of age or older applying for a Moorpark City Library card must show proof of identity and residence. Post office boxes are acceptable as mailing addresses; however, proof of residence is required to obtain a card. Acceptable identification may be any of the following:

- A. California driver's license
- B. California identification card
- C. Check imprinted with name and address
- D. Official mail (postmarked with current address)
- E. Current bill imprinted with name and address
- F. Current monthly rent receipt
- G. Tax payment receipt

Restricted Temporary Library Cards for Teenagers without Parental or Legal Guardian Signature. Patrons 12 years of age through 17 years of age are classified as teenagers in this policy. Teenagers do not need a parent's or legal guardian's signature to get a restricted, temporary, one-time use card; however, a parent or legal guardian must sign the application in person, in the presence of Library staff, for the teenager to obtain their permanent card, which allows continued checkout of material, use of the public computers, and the ability to check out digital videoesmedia (DVDs, CDs etc.). In order to obtain a temporary, one-time use card, the teenager must be a Moorpark resident or attend a Moorpark School. To obtain their temporary card, the teenager must present a picture ID verifying residency or attendance at a Moorpark School. The temporary, one-time use card allows teenagers to check out two written material items only. Library staff will provide the teenager with a letter for their parent or legal guardian which explains the temporary card.

Library Cards for Children. ~~Children~~ All children are eligible to become a library cardholder with the understanding that the child's parent or legal guardian agrees to take responsibility for maintaining the child's account in good standing. Good standing includes the return of materials borrowed on the account, and resolving any associated late fees, item damage, or any other charges. ~~for a library card as soon as they can print both their first and last names on the applicant signature line. In the event a child is unable to print, and at least 4 years of age, parental or legal guardian signature will be accepted. The minor's date of birth is required on the application.~~

The signature of a parent or legal guardian, in person at the Library, is required on applications of children under 12 years of age and for permanent library cards for youth ages 12 through 17.

Once the library card application is signed, the ~~user-cardholder~~ agrees to follow the rules and regulations of the Library. New cardholders are limited to borrowing two items on the first day the card is ~~issued~~used. When those items are returned, the cardholder may borrow with full privileges if-as long as their account is in good standing.

2. Confidentiality of Library Records

California State law (*Government Code*, Title I, Division 7, Chapter 3.5, Sections 6254 (j) and 6267) protects the confidentiality of library patrons. Library staff will always operate in a manner that conforms to the requirements of the law in the handling of ~~patron-cardholder~~ records and accounts. According to this statute, Library staff may not release information to any other party regarding any item borrowed by any other person, including information released to a parent or legal guardian regarding what items their child has checked out.

As permitted by the above-cited statute, Library staff may release information on a cardholder's account to a third party if the cardholder has provided a written notice allowing the third party access to the cardholder's account information. A cardholder may authorize another party to pick up and check out materials by sending his or her library card along with the written request or notice with the third party. Cardholders may elect to associate their Library card account with that of another cardholder for purposes of learning what items are checked out on the associated card, to receive notice that the associated card has fees, or to pick up holds. The request to associate cards must be made in person at the Library, both cardholders must be present to associate cards, and both cardholders must have their library cards with them. Requests for another patron to pick up holds without an authorized association noted on the account will not be honored. Held items can be checked out only to the card that was used to place the hold whether or not another card is associated with the cardholder who made the request.

Demographic information may be gathered in order to plan Library services. This information is used anonymously and is not disclosed in any way that would identify the person registering. All information provided on the registration form is protected by the statute cited above.

3. Non-Resident Cardholders

Persons residing outside of the State of California may obtain a Moorpark City Library card by paying a non-resident fee as determined by resolution of the City

Council. Payment of this fee will entitle the cardholder to the same borrowing privileges enjoyed by all other Library card holders.

4. Loan Periods

Reference the Moorpark City Council Policies Resolution adopting a Library Fine and Fee Schedule for details regarding loan periods for Moorpark City Library owned materials and fines and fees. (aA copy of the current Schedule will be available online at moorparklibrary.org and at the Library Circulation Desk) ~~for details regarding loan periods.~~ For purposes of this policy, new bestseller material shall remain in that category no longer than six (6) months. DVDs and bestseller items will be available for a one-week check-out period with no renewals, ~~and will not be available for holds.~~ New bestseller items will be clearly labeled and shelved separately from other materials.

Materials checked out at Moorpark City Library that belong to other consortium libraries shall follow the lending policy of the owning library, not the Moorpark City Library lending policy. Cardholders may review their accounts online or phone the library to check loan periods or renewal capability.

~~Loan periods for inter-library loaned materials will be determined by the lending institution and are generally non-renewable.~~

Reference materials and ~~microforms~~ must be used in the Library and are not available for checkout. These materials may be loaned to other libraries for in-library use only.

5. Renewals

All City of Moorpark items, with the exception of DVDs and identified new bestseller books can be renewed once for the standard loan period for the item unless the item is on hold for another cardholder. ~~Patrons~~ Cardholders may renew overdue items online, over the phone, or in the library provided they pay any outstanding fees before renewing.

Cataloged materials that are eligible for renewal may be renewed at the ~~Moorpark City Library~~ Circulation Desk, from any Library computer, via the Internet Library website, or by phone.

6. Number of Items per Library Card

Reference the Resolution adopting the Moorpark City Library Fine and Fee Schedule for details regarding borrowing limitations ~~for specific material and fines and fees.~~

~~7. Parental/Legal Guardian Control of Minors' Access to Video and DVDs~~

~~The Library will honor written requests by a parent or legal guardian that their minor children not be permitted to borrow any DVD or may be permitted to borrow only DVDs from the Children's Collection as marked on the library card application for the child.~~

8.7. Reserves and Interlibrary Loan Holds and Suggestions for Purchase

Holds may be placed to reserve items by completing a hold request form on the online catalog. ~~Users~~ Cardholders will be notified via e-mail or by phone when items are available. Items will be held for one week from the date of notification ~~to the users~~ to the cardholder.

Items not owned by the ~~Moorpark City Library~~ may be requested from other consortium libraries through the shared library catalog, by filling out an "Interlibrary Loan Request" at the Library. Library ~~users~~ cardholders are also welcome to fill out a "Suggestion for Purchase" form, available at the library or on-line at the library website, for items not currently in the collection. A librarian will review each of these suggestions.

9.8. Overdue, Lost, and Damaged Material

~~Library users~~ Cardholders assume full responsibility for the return of materials, in good condition, on or before the due date noted on the receipt provided at check out. Fees accrue for each day the Library is open. Fees vary by item type.

~~Media materials should not be returned in the book drop.~~ There are two drops outside item return bins; one for books, and one for media (CDs, DVDs, Audio Books, etc.). Patrons are advised to return media to the circulation desk or place media in the media designated book drop. Patrons will be charged for media materials that have been damaged from being returned in the book drop marked for books.

Library ~~users~~ cardholders assume full responsibility for loss or damage to materials they check out. Damage includes, but is not limited to, stained and/or torn covers or pages, writing in or on materials, liquid damage, missing pages, missing pieces, scratched discs, and dirty or damaged cases or damaged parts. Charges for materials lost or damaged beyond repair will be the price shown in the Library's automated catalog, either the actual cost or a default cost for the type of item plus a processing fee (reference the Moorpark City Library Fine and Fee Schedule), and accrued overdue fees (if applicable). In the cases of unusual circumstances, it will be left to the City Librarian, under direction of the City Representative, to assess charges for lost or damaged materials other than as specified by the Moorpark City Library Fine and Fee Schedule.

In lieu of paying for a lost item, a ~~patron~~ cardholder may replace the lost material with like material of equal or greater quality if the replacement item fulfills

collection development criteria. The City Librarian has final authority to determine the acceptability of the substitute item. The cardholder is still responsible for the processing fee and any overdue fees accrued. Charges for damaged materials that can be repaired will be determined on a case-by-case basis by the City Librarian under the direction of the City Representative.

~~For materials borrowed for a Moorpark patron from another library (interlibrary loan materials), the replacement cost is determined by the lending library. The cardholder is still responsible for fees accrued.~~

It is the responsibility of the cardholder to return borrowed items on time. Overdue notification is done as a courtesy only. Overdue items are considered lost 30 days after the due date and applicable fees will be assessed. Patrons Cardholders are encouraged advised to keep check out receipts and check verify item due dates on their online account ~~on-line~~ as they are responsible for all fees whether or not they receive a courtesy notice.

~~User Cardholder~~ accounts with fees totaling \$5.00 or more will be suspended and blocked from further use until fees are paid. In financial hardship cases, the City Librarian may work with the patron cardholder to provide an alternate payment plan and will note such arrangements on the patron cardholder record for tracking purposes.

40.9. Recovering Overdue Materials

~~Moorpark City~~The ~~Library~~ will ~~send~~ sends courtesy overdue notices to a patron cardholder, via email or text message, 14 days after an item is due. At 28 days after the item is due, a second notice and bill is sent to the patron cardholder requesting that either: 1) the item be returned and fees paid; or 2) the patron cardholder can pay the cost of the item, which shall be identified as lost, plus a processing fee established by Resolution of the City Council. At 14 days following the second notice, delinquent accounts with a value of over \$50.00 shall be referred by the City to a collection agency. An additional delinquent account fee shall be added to the cardholder's account and shall be established by Resolution of the City Council.

Policy 2.23: Moorpark City Library Standards of Conduct

Everyone has the right to use Moorpark City Library ("Library") services and resources provided his or her behavior does not unreasonably interfere with the rights of others to do the same. The ~~users~~ patrons of the Library have the right to expect the facility to be a clean, safe, and accommodating place for reading, writing, doing homework or research, browsing for Library materials; quietly conferring with others, including Library staff; and attending programs and meetings. Patrons are urged to report disruptive behavior so that appropriate steps can be taken.

Neither the City of Moorpark nor the Library are responsible for lost or stolen items, although please check with Library staff if you have lost anything as ~~we do have a 'lost and found'~~ such items may be temporarily retained in accordance with City lost and found procedures. Patrons need to keep their belongings with them at all times as staff cannot be responsible for their safekeeping.

This policy is intended to maintain the Library's peaceful atmosphere, facilitate Library usage, preserve easy access to Library materials, and protect Library property.

Patrons shall be considerate of others by refraining from activities that may disturb others or disrupt Library activities. Keep all conversations quiet and set mobile and electronic devices to silent mode. All patrons and staff have the right to be safe, and feel safe while attending a City facility or program. With this right comes the responsibility to be law-abiding citizens and to be accountable for actions that put at risk the safety of others or oneself. Patrons shall comply with all established and adopted rules and procedures governing City buildings.

1. Dangerous, destructive or illegal conduct, including any violation of local, state, or federal law but not limited to the following, is strictly prohibited:
 - A. Engaging in or threatening physical assault or abuse.
 - B. Displaying a weapon of any type.
 - C. Threatening or harassing other patrons or staff, including but not limited to battery; verbal threats; stalking or following; offensive staring or touching; unwanted sexual advances, comments, or gestures; or other behavior typically defined as ~~Sexual H~~arassment.
 - D. Theft of Library and/or personal property.
 - E. Damaging, defacing, vandalizing, or destroying Library property or grounds.
2. Prohibited Activities:
 - A. Eating and chewing gum in the Library public areas (conference room excluded) without Library staff approval. Beverages in covered containers are allowed in the Library. Covered containers include bottled drinks with a tight lid, hot drinks in a cup with a tight lid, baby bottles, etc.
 - B. Using the Library without footwear or a shirt.
 - C. Possession of, being under the influence of, or using alcohol or controlled substances on Library premises.

- D. Smoking or the use of tobacco, including e-cigarettes, inside or anywhere on the Civic Center premises which includes the Library, Active Adult Center, Community Center, City Hall Buildings, and parking lots.
- E. Unruly behavior, such as running, jumping, hitting, wrestling, throwing objects, or other aggressive actions or statements will not be tolerated.
- F. Use of sports equipment in the Library.
- G. Skateboarding, roller skating, or riding a scooter in the Library. Skateboards, roller skates, and scooters should be inside a backpack or bag ~~when-if~~ brought into the building. Token operated lockers are located on the Library porch are for storage of personal items.
- H. Bicycles may not be brought inside the Library, or left on the porch, or block any entrance to the Library. Bicycles should be locked in the bike rack outside.
- I. Sleeping in the Library or on Library grounds.
- J. Bringing sleeping bags, bedrolls, mats or blankets (except blankets for use by young children), large boxes, shopping carts, and oversized backpacks or duffle bags into the Library.
- K. Using Library restrooms for bathing, shaving, or washing hair or clothes.
- L. Using the Library if one's bodily hygiene is offensive so as to constitute a nuisance to others.
- M. Dirtying or staining Library facilities, material or equipment.
- N. Placing feet on tables, chairs or against walls.
- O. Loitering in the Library or on City property. The public must leave the premises at closing time.
- P. Obstructing aisles or access to Library facilities, furnishings or equipment.
- Q. Posting or distributing of printed material inside the Library without receiving approval from authorized Library staff. The City Manager shall approve a "Library Community Bulletin Board Procedure" for additional rules regarding posting of material.
- R. Solicitation, selling, panhandling, or any other commercial activities.

- S. Photographing, audio recording, or filming without permission from City Administration or Library supervisory staff except at governmental meetings open to the general public.
- T. Animals are prohibited, except for service animals for the disabled and for scheduled, approved Library activities. Service dogs must have an assistance dog identification tag per California Food and Agricultural Code Section 30850.
- U. Tampering with or destroying of computer equipment or files, manipulating or bypassing Library software systems such as those used to regulate computer use. Please refer to the "Moorpark City Library Internet and Computer Use Policy" for further clarification.
- V. Removing any hardware component or accessory from Library computers.
- W. Using any other person's Library card to obtain additional computer time or check out library materials.
- X. Using personal appliances such as tablets, laptops, and calculators with a noise level that interferes with others. Cellular phones must be turned off or switched to a non-audible signal and answered outside the Library.
- Y. Plugging in personal electronic equipment (i.e. cell phones/laptops) so that it creates a tripping hazard or disturbs others.
- Z. Printing and copying via coin and bill vending machines at the library are not for business or commercial use. There may be quantity or time limits imposed by Library staff to ensure fair patron use on a case-by-case basis. Library staff shall have the authority to approve large quantity print or copy usage (of over 20 pages) on a case by case basis.

3. Use of the Library Meeting Room

The library meeting room is available for the use of groups or individuals on a first come, first served basis when the room is not being used for City of Moorpark programs and services. The room may not be reserved other than by request to the Library Staff and pre-approval of the City Representative or Library staff.

3.4. Children in the Library

The Library is dedicated to providing free access to information to the entire community in a safe and pleasant Library environment.

Children are welcome in the Library and encouraged to use its resources and services. The Library is not, however, an after-school or day-care facility. The Library cannot assume responsibility for the care and safety of unsupervised children. In the best interests of the children, parents should make regular after-school or day-care arrangements for children who cannot go home after school.

- A. Children under the age of 10 may not use the Library unless supervised by a parent or guardian at all times. Older brothers, sisters, or caretakers under the age of 16 are not considered adequate supervisors. A responsible adult must directly accompany preschool children at all times. If a child under the age of 10 is left at the Library unsupervised, the parent will be warned upon picking up the child, and if the offence happens again, staff reserves the right to contact the Moorpark Police Department.
- B. Children of any age who behave in such a manner as to disrupt the Library environment will be subject to the disciplinary process in Section 4.5 of this policy. Disruptive behavior includes any situation, which causes the child, other Library patrons, or Library staff distress or concern, whether or not the parent/caregiver is present.
- C. Regardless of the age of the child, parents of a disruptive child will be asked to control the child's behavior or remove the child from the Library immediately if requested by staff.
- D. If a child is left unattended at closing time, staff will make a reasonable effort to locate the parent/guardian. All children, regardless of age, should be able to provide current emergency contact information, including a telephone number. If staff is unable to reach a responsible adult, law enforcement will be contacted to take custody of, and ensure the safety and welfare of, the child.

4.5. Disciplinary Process for the Moorpark City Library

- A. Failure to comply with this Moorpark City Library Standards of Conduct Policy may result in disciplinary actions, up to and including permanent suspension from the Library. The severity of the offense may be cause for immediate suspension without warning. When a serious act of misconduct by a patron occurs, the City Librarian shall immediately investigate the allegation. The City Librarian shall make a recommendation to the City Manager or City Manager Designee regarding the determination of final disciplinary action. In the interim, the City Librarian may immediately impose reasonable restrictions up to a temporary suspension verbally or in writing until the final determination of action is completed.
- B. The disciplinary actions below may be enforced and escalate directly to permanent suspension and/or any step(s) in between depending on the

behavior, misconduct, level of disruption of normal activities, or severity of the offense. The Moorpark Police Department will be called for assistance if necessary. If the disruption is suspected to be related to adult mental health issues, County of Ventura Adult Protective Services will be contacted for an investigation as required by law. Family members may also be contacted, if known, to help alleviate issues, where appropriate.

- 1) First Occurrence – Verbal or written warning including a review of the Moorpark City Library Standards of Conduct Policy. This staff review will also include possible suggestions on ways to avoid a recurrence of the incident of behavior. Depending on the nature of and/or severity of the offense, a first occurrence can lead to permanent suspension.
- 2) Second Occurrence – A written admonishment to the participant with a copy to the City Manager or City Manager Designee shall be completed. Depending on the nature of and/or severity of the offense, a second occurrence can lead to permanent suspension.
- 3) Third Occurrence – May include a temporary or permanent suspension from the Moorpark City Library. Two suspensions within a twelve (12) month period may result in an extended or permanent suspension. A written suspension notice will be given to the offending party with a copy to the City Manager or City Manager Designee.

C. Appeal Process

Request for review and appeal of any of the above steps must be in written form and delivered to City Hall, Attention: City Manager, within ten (10) working days of the warning or suspension. After investigation, and within fifteen (15) working days of the incident, the City Manager or City Manager Designee shall notify the offending party, in writing, of the final decision.



Moorpark City Library

Library Card Application - Please Print

Attachment 2 - Proposed
New Library Card Application

Last Name	First Name	M.I.						
Street Address		Apt. #						
City / State	Zip Code	Cell / Primary Phone #: () Your default account personal identification number (PIN) is the last 4 digits of this phone number. Carrier for text notices (optional) _____						
Driver's License / ID Number		Home / Work Telephone ()						
Email Courtesy hold, overdue & lost notices are sent by email and/or text only. <input style="width: 560px; height: 30px;" type="text"/>		Birth Date <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;">Month</td> <td style="width: 33%;">Day</td> <td style="width: 34%;">Year</td> </tr> <tr> <td style="height: 30px;"></td> <td></td> <td></td> </tr> </table>	Month	Day	Year			
Month	Day	Year						
I ACCEPT RESPONSIBILITY FOR KEEPING MY LIBRARY CARD ACCOUNT IN GOOD STANDING AND AGREE TO OBSERVE ALL LIBRARY RULES								
Permission: I, the cardholder, allow those listed to access my library card account. Please print authorized person's name(s) below: <input style="width: 420px; height: 40px;" type="text"/>		I, the cardholder, wish to associate my account with another cardholder for the following reasons (both cardholders must be present and both cards are required): <input type="checkbox"/> To learn what items are checked out on my card <input type="checkbox"/> To receive notice that my card has fees (optional) <input type="checkbox"/> To pick up my holds (optional)						
Cardholder Signature <input style="width: 830px; height: 40px;" type="text"/>								
FOR MINORS UNDER THE AGE OF 18:								
I, the parent or legal guardian of the cardholder, <ul style="list-style-type: none"> Understand my child's PIN protected library card account and all library policies are available online at moorparklibrary.org Accept responsibility for keeping my child's library card account in good standing Accept responsibility for the types of materials checked out by my child Understand that this library card entitles my child to complete access to all materials of the Moorpark City Library Understand my child's library card, if used to access library public computers, provides for filtered internet use. <i>Note: Internet filtering software is not infallible and even when using filtering tools minors may be exposed to explicit content</i> 								
Parent/Legal Guardian Name (Print if not already above)	Parent/Legal Guardian Signature							

STAFF USE: Barcode 2906900 _____ Adult _____ Teen _____ Child _____

Staff Initials _____ Date _____

Library Card Application - PLEASE PRINT



Moorpark City Library

Identification Number (Driver's License or ID)
--

Name, Home Address, Phone Number				
Last Name	First Name		Middle Initial	
Number	Street		Apt. #	
City	Zip Code	Home Telephone ()		
Work Telephone ()		Cell Number ()		
Email Notification You will receive hold, overdue & lost notices by email only.				
Email Address			Birth Date	Month
			Day	Year
PERMISSION TO ALLOW ANOTHER PERSON TO ACCESS MY LIBRARY RECORD				
I, hereby, allow the following person(s) access to my library account:				
Authorized individual(s) library card #(s)			Cardholder signature	
For minors under the age of 18; parent/guardian please complete the following:				
<input type="checkbox"/> My child may use the internet (Internet access is automatically filtered for users under 18)*			Yes___	No___
<input type="checkbox"/> My child may use the internet without filtering			Yes___	No___
<input type="checkbox"/> My child may check out ANY DVD movies or television show series in the Library's collection			Yes___	No___
<input type="checkbox"/> My child may ONLY check out DVDs from the Children's Collection			Yes___	No___
<i>*Internet filtering software is not infallible and even when using filtering tools minors may be exposed to explicit material.</i>				
Print Parent/Guardian Name			Signature of Parent/Guardian	

STAFF USE:

Barcode 29069000 _____ Adult___ Teen___ Child___

Child NO internet access___ Child with unfiltered internet access___ Child NO DVD___ Child with Children's DVD ONLY___ Child with ALL DVD access___

Teen NO internet Access___ Teen with unfiltered internet Access___ Teen NO DVD___ Teen with Children's DVD ONLY___ Teen with ALL DVD Access___

Date _____ Staff Initial _____