



**LUCIUS E. AND ELSIE C. BURCH, JR.
LIBRARY**

**POLICY
MANUAL**

SUBMITTED BY

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APPROVED BY THE
COLLIERVILLE PUBLIC LIBRARY BOARD

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I. Organizational Responsibility Statements

A. The Library Board Responsibility Statement

The Lucius E. and Elsie C. Burch, Jr. Library Board has been appointed by the Collierville Board of Mayor and Aldermen according to the provisions of Tennessee Code Title 10, Chapter 3, "Libraries in Counties, Cities and Towns," and is authorized by statute to:

- Extend privileges and facilities to its patrons upon such terms as it may deem appropriate.
- Establish Library operational policies and procedures.
- Encourage responsible usage by levying fines and fees where necessary.
- Protect the Library and its patrons by making and enforcing rules for loss of or injury to library property.

B. Vision and Mission Statement of the Lucius E. and Elsie C. Burch, Jr. Library

Our vision is to inform, educate, entertain, and enrich our community. The Library is a community destination to explore, read, learn, create and grow through self-directed or collaborative opportunities and experiences. The Library enhances the community's quality of life by providing a safe, neutral place to have fun and participate in events and activities. Resources for self-improvement, quality leisure time, and lifelong learning are offered to engage visitors in various levels of participation and concentration. Partnerships with community agencies, in particular the schools, for sharing of resources, homework assistance, and improved educational opportunities is a priority. Additional service priorities include early literacy, exploration, creativity, and collaborative space.

It is the mission of the Lucius E. and Elsie C. Burch, Jr. Library Board and staff to provide access to information, content, and services in order to meet the evolving educational, informational, recreational, and cultural needs of our patrons with courtesy, professionalism and competence. The Library will provide a broad array of programs and services to educate, entertain, and enrich people. The Library will be a customer-driven organization with friendly, professional staff dedicated to creating a positive and rewarding library experience. The Library is committed to free and equitable access to basic library service that is thorough, impartial, and confidential.

It is the Responsibility of the Lucius E. and Elsie C. Burch, Jr. Library to strive toward satisfying the diverse needs and interests of the residents of the community through the selection, acquisition, organization and preservation of library materials within the limitations of space and budget. The Library will collaborate with other Town agencies and community groups to serve the needs of the community.

C. Library Objectives

The Library is committed to meeting the following objectives:

- To facilitate lifelong learning. Residents will have resources needed to explore topics of personal interest and continue to learn throughout their lives. Students will have access to resources they need to help them succeed in school.
- To supply access to content in diverse fields of knowledge. Our collections and resources will reflect a wide spectrum of ideas and viewpoints, mirroring community needs.
- To create young readers and encourage the development of reading skills. Children from birth to age five will have programs and services designed to ensure that they will enter school ready to learn to read, write, and listen.
- To encourage informed discussion by providing materials on different cultures, experiences, and viewpoints.
- To support and encourage the community's participation in the arts.
- To promote the use of print, non-print, and digital materials for recreation and enjoyment and also to nourish intellectual, aesthetic, and creative growth.
- To support the democratic process and affirm that free access to ideas, information, and experience are vital to every citizen.
- To provide an accessible, safe, comfortable, adaptable, and welcoming facility capable of high technology applications with easy access to organized materials and a place to meet and interact with others.
- To provide linkage of libraries, agencies, and institutions to provide access to and sharing of information and resources by distance learning technologies, statewide borrowing, and other such means.

D. Community Roles of the Lucius E. and Elsie C. Burch, Jr. Library

- These commitments have been selected from "Planning and Role Setting for Public Libraries" by the Public Library Section of the American Library Association. They represent the major commitments to the community but are not all inclusive of the services offered by the Library.
- Popular Materials Library: The Library features current, high-demand, high-interest materials in a variety of formats for persons of all ages. Residents will have materials and programs that excite their imaginations and provide pleasurable reading, viewing, and listening experiences.
- Formal Education Support Center: The Library assists learners of all ages in meeting educational objectives.

- Preschoolers' Door to Learning: The Library encourages young children to develop an interest in reading and learning through services for children and for parents and children together.
- Cultural: The Library will provide access to genealogy and local history resources residents need to connect the past with the present through their family histories and to understand the history and traditions of the community.

II. Materials Collection Policies and Guidelines

A. Collection Development

The Lucius E. and Elsie C. Burch, Jr. Library selects materials that support its mission to meet the evolving educational, informational, recreational, and cultural needs of the community. The Library serves as an information and educational resource for the community.

The Library recognizes and affirms the rights of citizens granted by the constitutions of the United States and Tennessee. The Library endorses the "Library Bill of Rights," "the Freedom to View," and "Freedom to Read statements of the American Library Association (ALA).

1. ALA Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- Books and other library resources should be provided for the interest, information and enlightenment of all people of the community that the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

- Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
- A person's right to use a library should not be denied or abridged because of origin, age, background or views.
- Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

2. ALA The Freedom to View

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, these principles are affirmed:

- To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
- To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
- To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
- To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
- To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

3. ALA The Freedom to Read

The freedom to read is guaranteed by the Constitution. We therefore affirm these propositions:

- It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or

unpopular.

- Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.
- It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

- It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

B. Community Served

Collierville is centrally located in the Mid-South region of the United States in West Tennessee. Located on the eastern edge of Shelby County, Collierville is in the southeast growth corridor of Memphis, one of the most thriving metro areas in the South. Preschool and elementary age children form an important part of the Library's clientele. This is a critical time to instill a love of learning and reading and to foster a child's identification of the Library as an appealing and useful part of life. For preschool children, who are served by no other community agency, the Library is their first experience of a structured educational environment. Fostering a love of books and reading is crucial to building an educated and responsible population. Materials for the Youth Services section have an important role in the collection.

The Lucius E. and Elsie C. Burch, Jr. Library's hours of operation are considerably longer than those of school libraries. Since the Library is open in the evening and on weekends, high school, middle school, and elementary students frequently use its facilities and collections for research and study purposes. For that reason, materials are selected with their needs in mind. Students require access to general interest periodicals and newspapers, as well as a variety of encyclopedias, dictionaries,

collections of literary criticism, and other reference and digital tools geared to their grade level and subject interests. Special emphasis is placed on supporting K-12 students and on stimulating children's interests and appreciation for reading and learning.

The presence of The University of Memphis at the Collierville Center, several area community colleges, and private colleges indicates that a college level student population comprises a portion of the Library's clientele.

The economic development of the community depends to a great extent on its business environment. Small and medium-sized businesses often require business-related information in order to make sound decisions and plans. As they generally do not have their own libraries, it is vital that the Library selects resources to satisfy their specific needs.

Finally, the Library, as a service unit of the Town of Collierville, is responsible for providing reference information services to the government. Developing a collection of materials that will provide officials with the information they need is a goal.

C. Developing the Collection

The collection development policy is important to prevent the Library from being driven by events or by individual enthusiasms and from purchasing random resources, which may not support the mission of the Library. The Collection Development Committee of the American Library Association (ALA) has developed "Codes" to define levels of collection intensity practiced by type of library, its defined roles, and the type of patron it serves.

The Lucius E. and Elsie C. Burch, Jr. Library attempts to collect at the "basic information level" which is defined as follows: "A highly selective collection which serves to introduce and define the subject and to indicate the varieties of information available elsewhere. It includes up-to-date general materials, major dictionaries, and encyclopedias, selected editions of important works, historical surveys, important biographies and periodicals." Also included is access to a limited collection of owned or remotely accessed electronic bibliographic tools, texts, journals, etc., in addition to digital materials.

The collection should be frequently and systematically reviewed for currency of information. Superseded editions and titles containing outdated information should be withdrawn. Classic or standard retrospective materials may be retained.

D. Selection Process

Under this policy, both collection development and maintenance decisions will be made by the Library's professional staff under the direction and management of the Library Director and subject to the oversight of the Collierville Public Library Board. All staff members may recommend materials for consideration. Involvement by the community in the selection process is encouraged. Several mechanisms are provided for this purpose including: analysis of pending hold requests, purchase suggestions submitted by Library patrons, and questionnaires and surveys administered by the Library. Patron suggestions for purchase will be evaluated in accordance with the Collection Development Policy.

E. Selection Tools

Based on an understanding of the community needs and the knowledge of authors and publishers, the Library staff utilizes professional, literary, specialized and general periodicals, various digital sources, in addition to standard lists of basic works to determine purchases. Publishers' catalogs and bibliographies prepared by other libraries and subject authorities are also checked. Title announcements from Baker & Taylor (B&T) are reviewed (Baker & Taylor is a leading full-line distributor of books, videos, and music products to libraries). Several approval plans are in place with various vendors which allow the library to automatically receive popular or high use materials. The following is a list of recognized sources used in the selection of public library materials. This list is representative but, by no means comprehensive:

Booklist; Library Journal; New York Times Book Review; Publisher's Weekly; Voice of Youth Advocates; School Library Journal; and Kirkus Reviews.

F. Selection Criteria

Librarians apply their judgment and experience in selecting materials for value of interest, information, recreation, and enlightenment of all people in the community.

Criteria employed for selection decisions include:

- Literary or artistic merit
- Contribution to the diversity and scope of the collection
- Present and potential relevance to local interests and needs
- Physical format
- Receipt of nomination for awards
- Authority or significance of one of the creators of the work
- Published evaluation or reviews
- Degree of user demand
- Price and availability
- Quality of production

G. Types of Collections

Based on the criteria outlined, the library staff selects for the following collections:

Fiction: The collection focuses on 21st century literature including classics and standard titles, and diverse genres. There is no single standard for inclusion in the fiction collection. Because of the large volume of fiction published, it is possible to purchase only a representative selection with emphasis on major authors and the most popular examples of a genre. Patron requests for fiction are purchased whenever possible and influence the addition of multiple copies. Every attempt is made to acquire and maintain books in a series written by a popular author. An effort is made to ensure access to the titles on required reading lists issued by Collierville area schools.

Non-fiction: The non-fiction collection includes timely, accurate and useful informational materials to support individual, business, government, and community interests. It emphasizes materials that are current and in high demand. Resources are available for all ages and reading levels in a variety of formats. Materials are selected to represent a continuum of opinions and viewpoints when available. Titles with continued value and those of current, accepted authority are part of the collection. Textbooks are included when they are the only source available on a subject, or when they give an overview of a subject, but are not added in support of a specific curriculum. As a new field emerges, the Library attempts to respond with timely additions.

Reference: Reference materials, in print and computer-based formats, are selected to provide information on a wide variety of subjects and index other material in the collection. Ready reference sources suitable for providing quick access to specific facts, as well as comprehensive materials which offer breadth and depth in subject areas, are collected. Examples of reference materials include, but are not limited to, almanacs, encyclopedias, directories, indexes, bibliographies, dictionaries, critical essays, biographical resources.

Periodicals: Periodicals are an important source of new ideas, current topics, and consumer information and are in demand as recreational reading material. A balanced subject collection of periodicals is maintained as a current supplement to the book collection. Selection is based on appeal and demand and the accuracy and objectivity of the authors, editors and publishers.

Newspapers: Newspapers are selected to provide current information, and to satisfy casual interest in current events. Local papers and some national papers are selected.

Government Documents: Documents are purchased as additions to the reference and non-fiction collections provided these materials are timely, up-to-date, and subject oriented.

Large Print: Large print materials are purchased to meet the needs of the community. They are usually duplicates of titles held in other collections, both fiction and nonfiction. Materials for blind and other patrons with a disability are available from the Library for Accessible Books and Media. Applications for this free Library service are available at the Information Desk.

Young Adult Materials: The young adult collection is both informative and recreational in scope. Materials are selected based on the principles outlined for the adult fiction, adult non-fiction and reference, but with a focus on the experience and maturity of young people. The YA collection includes series that are popular with young adults as well as biographies.

Children's Materials: Selection of materials for the children's section is based on the informational, recreational, and cultural reading needs of children from infancy through grade 6. Curricula oriented material to meet school demands is considered and purchased. Emphasis is based on quality, critically acclaimed materials as demonstrated in awards or reviews; quality and aesthetics of illustrations; awareness of curriculum-based needs of public, private and home schooled students; information and stories, which represent the richness and diversity of young people's local and world community; and materials which meet the particular developmental needs of youth at different stages. Material selection for children reflects the concept of the child as an individual with greatly varying needs at any given time in his/her development.

Professional Collection: A collection of specialized materials pertaining to the management and development of public libraries is kept for use by library staff. Materials include professional journals, books that deal with collection management, fundraising, planned giving, administration, programming, storytelling, library web sites, copyright, and the internet. These materials are non-circulating.

Audiobooks (CD's): Audio materials are considered an adjunct to the print collection; this collection is not intended to mirror the literature collection or to systematically cover non-fiction topics. Efforts are made to select on a variety of topics and to appeal to a range of interests. Audiobooks are currently being purchased in both compact disc and digital formats.

DVD's: The Library makes an effort to purchase a variety of DVD materials to meet the needs of a broad cross section of patrons. The collection will emphasize recreational, educational, instructional, documentary, classics, children's materials, and theatre releases. Selected general interest works including how-to, self-paced learning, sports, health, etc. are purchased.

Exams/Career: Preparation guides for tests include but are not limited to the GRE, HiSET, LSAT, SAT, GED, MAT, and TOEFL. Resources include career information, resume preparation, and college directories.

Electronic Resources: This collection includes, but is not limited to, citation or full-text databases. The following criteria should be considered when selecting these resources: ease of use by library patrons; enhanced searching capabilities; price of print versus electronic; frequency of updating; anticipated demand; remote access capability; licensing fees and usage restrictions. The Library coordinates with the Tennessee State Library and Archives to provide access to electronic resources.

Digital Resources: The collection may include Web-based databases and other reference sources, ebooks, digital audiobooks, digital magazines, and other text, audio, visual, or multimedia digital resources. Publisher and distributor requirements currently limit the availability of some ebooks for library circulation. Ebooks selected for the collection are included in the Library catalog when catalog records are available.

H. Donations

The Friends of the Library welcomes your donations of books and other library materials on behalf of the Lucius E. and Elsie C. Burch, Jr. Library. The library may add donated materials that support its mission. Materials added must fall within the scope of the library's collection development policy. Those materials that are not added to the collection may be sold by the Friends to raise funds for library needs. Donated materials intended for the Friends of the Library may be placed in the "Book Drop for Donations." It's located in the foyer to the left of the entry into the library. Donation forms for tax purposes are available in the Friends Again Bookstore.

The Library does not pick up materials which are being donated. For Pick-up of book donations, call the book store during operation hours or email at booksalemanager@colliervillefriends.org.

Appraisals:

Library staff and Friends of the Library are prohibited by law from appraising gifts for tax deduction purposes. For specific questions regarding charitable donations, donors should consult the IRS or a tax expert. The IRS Publications 526 (*Charitable Contributions*) and 561 (*Determining the Value of Donated Property*) can help answer questions you may have about regulations governing noncash charitable contributions. Donors must fill out IRS Form 8283 (*Noncash Charitable Contributions*) when filing taxes if they are claiming a deduction of over \$500 for all contributed property. Donation forms for tax purposes are available in the Friends Again Bookstore.

I. Other Gift Donations

Donations of materials other than books, magazines, etc. to the Library can be received by the Board of Mayor and Alderman, the Library Board, the Lucius E. and Elsie C. Burch, Jr. Library, or the Friends of the Library. Donations become the sole property of

the Library without reservation or conditions, and their possible disposition or liquidation will be subject to the Town of Collierville's, the Library Board's, or the Library's discretion.

The Library welcomes the donation of paintings, sculptures, photographs, and other works of fine or graphic art. Artwork must be matted, framed, encased or otherwise protected and ready for permanent display.

Acceptance of donated artwork in no way obligates the Library to display the artwork. Preference for the display of artwork will be as follows: those that provide an uplifting, pleasant, and harmonious environment; those created by a current or previous Collierville resident; those by a person with ties to the Collierville community. Determination of the monetary value of each donated artwork will be the donor's responsibility and must accompany the donation.

See the Art Donation Form, Appendix A. 5 and Gift Donation Form, Appendix A. 6

J. Patron Request for Reconsideration of Library Material

The Library welcomes expression of opinions from the public concerning materials selected or not selected for inclusion in the Library collection. Patrons' selections of library materials are an individual, private matter. **While each patron is free to select or reject materials for himself/herself and their minor children, a patron cannot restrict the freedom of others to read/view/listen or inquire.** Parents have the primary responsibility to guide and direct the selections of their own minor children. The Library does not stand "in loco parentis" (to assume the duties and responsibilities of a parent). Individual items which may be controversial or offensive to some, may appropriately be added to the collection if they meet the selection criteria and contribute to the balance and effectiveness of the collection.

The Library recognizes the right of individuals to question materials in the Library's collection. Any individual is free to ask the staff about materials, and the staff is encouraged to discuss the materials. The Library staff should present to the patron the written selection policy and explain its meaning. Requests to add or remove materials shall be considered within the context of the principles affirmed in this document. Any individual may state his/her opinion in writing using the Patron Request for Reconsideration of Library Material Form, Appendix A. 2. The form must be completed and submitted in person to a staff member at the Library. The statement and material in question will be reviewed by the selector for the area of the item in question, other staff if appropriate, and if necessary the Library Board to determine if the material meets the selection criteria in the policy manual. The patron will be notified of the final decision of the Lucius E. and Elsie C. Burch, Jr. Library.

See the Patron Request for Reconsideration of Library Material Form, Appendix A. 2

A. Circulation Services

1. Library Cards

Applying for a Card:

The Library provides Collierville residents library cards at no charge and nonresidents library cards at an annual fee of \$50. All resident cards must be renewed three years from the date of issue. All non-resident library cards issued must be renewed one year from the date of issue. There is no minimum age to apply for a library card if the parent/guardian is present at the time of application/renewal.

The following information must be supplied on the library application card in order to receive services. This information is protected under the state's confidentiality laws and can only be obtained by subpoena:

- Name and Parent's Name if under 18
- Residential Address- PO Box can only be used as the 2nd Address
- Phone number(s)
- Date of Birth

The groups listed below are exempt from the \$50 nonresident fee. Requirements for obtaining a card if in one of these groups are outlined below:

Collierville Burch Library Staff	Photo ID and proof of residence. Not staff Family members.
Town Staff	Proof of Town Employment, Photo ID and proof of residence. Not Staff family members.
Active Duty Military Personnel/Families	US Uniformed Services ID and Privilege Card and proof of residence. Includes family members.
Collierville K-12 students	Photo ID shown by adult, proof of residence and prior semester report card, letter from school/teacher. Includes public and private school students. Not Pre-K, Homeschool "schools" or College. Student only, not parents or siblings.
Collierville Schools Staff	Staff ID and proof of residence. Includes public and private school staff. Not Pre-K, Homeschool "schools" or College, Teacher Substitutes, Student Teachers not living in Collierville or staff family members.
Collierville Business Owners	Current year paid tax receipt for business location, a business license, a current lease and photo ID shown by adult and proof of residence.

Germantown Community Library Cardholders in Good Standing	Germantown Community Library Card, (not temporary cardholders) photo ID and signed form from Germantown Community Library stating that the patron is in good standing. See "Interlocal Agreement," Appendix A10)
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Documentation Required:

When applying for or renewing a library card, all applicants must present a picture ID shown by an adult. Accepted forms of picture identification are a driver's license, or military I.D. Other forms of acceptable I.D. will be at the Library Director's discretion. Minors under 18 need a parent or legal guardian to be present when applying for or renewing a library card.

In addition, the applicant's residential address must be verified. The verified address must match the information supplied by the patron on the application form. To verify addresses, the following must be provided:

Collierville Homeowners	Address will be verified through the Shelby County Tax Assessor website
Collierville Renters	Provide ONE of the following, showing your name and address: lease agreement OR water bill, OR cable bill, OR phone/cell phone bill, OR electric bill OR homeowners insurance bill. Must be current (dated within 60 days of submission).
Nonresident Applicants	Photo ID for verification of current address is sufficient.
Assisted Living Facility Residents	Photo ID AND either letter from Assisted Living Facility verifying residency OR Assisted Living Facility Resident Agreement

Library Card Renewals

All resident cards must be renewed three years from the date of issue. All non-resident library cards issued must be renewed one year from the date of issue. Cardholders may renew their card in person or online through the Library's website. The same information required when applying for a card, as listed above, must be provided for renewal of a library card.

Lost Library Cards

Lost cards should be reported immediately. Library users are responsible for all materials checked out on their card up to the time that they notify the library that the card is lost. Replacement library card fee is \$1.00

Allowing Others to Use Your Library Card

Library patrons are responsible for all materials checked out on their card or on the cards of children for whom they have assumed responsibility. If Library patrons allow others to check-out materials on their card, those materials are still the responsibility of the card owner.

Library Card Requirements for Checking Out Materials

Library cards or virtual library cards should be presented each time a patron checks out materials.

Forgotten Library Card

To protect accounts from theft, we require patrons to present a valid ID and provide other identifying information before checking out materials without a library card or when providing information from their account.

Blocked Cards

Households with one blocked card due to excessive fees cannot open a new card until the blocked account is cleared.

Temporary 7-day Guest Library Card

Non-residents and visitors may obtain a 7-day Temporary Guest Library Card for a fee of \$5.00. Temporary cards are for public computer use only and do not allow check-out of materials.

Institutional Library Cards

An Institutional Library Card may be obtained which allows an institution/organization to check out library materials. The organization is responsible for all materials checked out by authorized staff and the issued card must be presented at each check-out. Any fines or fees due for late, damaged, or lost materials will be the responsibility of the authorized institution. All Burch Library policies regarding the use of the card apply. Requests for this card must be submitted on an organization's letterhead and contain signed authorization by the head of the institution/organization for this service.

Interlocal Agreement

In addition, the Lucius E. and Elsie C. Burch, Jr. Library and the Germantown Community Library have adopted a policy whereby library patrons in good standing of both communities may borrow library materials from each other without being charged a non-resident fee for a library card. Also, an "Interlocal Agreement" establishes a courier service between the two communities that will allow materials to be transported to and from Collierville and Germantown in order to fulfill the needs of patrons. See Appendix A.10.

2. Circulation Guidelines

There is a fifty (50) item per card limit on borrowing resources, except in special circumstances.

The fees and Loan Periods for materials are as follows:

Printed Materials	Check-Out Fee	Loan Period
Popular Library	Free	14 days (one renewal)
All other Books/Materials	Free	21 days (two renewals)
Book Club Kits	Free	56 days (no renewal)

Audio	Check-Out Fee	Loan Period
Books	\$1.00 per title	21 days (two renewals)

DVDs	Check-Out Fee	Loan Period
Entertainment	\$1.00	7 days (two renewals)
All Other	\$1.00	21 days (two renewals)

Late Fees and Lost Items

A late fee of \$0.10 per day, per item will be assessed for juvenile materials. A late fee of \$0.20 per day, per item will be assessed for adult materials. A late fee of \$0.20 per day per item will be assessed for juvenile and adult DVDs. A late fee of \$1.00 per day will be assessed for Book Club Kits. The maximum fine per item is \$25.00. A patron may carry a fine balance up to the maximum allowable account balance of \$25.00 before being blocked from checking out materials. All checkout fees for materials must be paid upon checkout.

The cost of all lost materials must be paid.

For six months, new popular arrivals circulate for a two-week period. Popular items have one renewal.

All circulating items may be placed on hold. If a patron requests an item that is checked out, the staff will place the item on hold. When the item is returned, the staff will notify the patron that the item will be held for them no longer than 3 days.

If a patron wants to checkout or renew an item that has "holds" on it, and the item has not been pulled for the holds shelf, the patron with the hold on the item will be given priority. The library card of the person who has placed the book on hold is needed to check out the item at the self-check machine.

The computer automatically numbers the holds in the order received, and they will be honored in that order.

Holds may be placed by patrons either in person, over the phone, or online. Patrons will be notified by a communication method of their choice, e.g., email, telephone, text message, etc. There is no charge to the patron for placing a hold.

Reference materials do not circulate but may be photocopied for 20 cents per page. The staff does not photocopy for patrons. The staff will instruct any patron in the use of the copy machine, but they are not responsible for his/her photocopying.

Materials will be automatically renewed, provided the patron's account is in good standing, the item is not on hold for another patron, and the item is eligible to be renewed. Patron may also renew by telephoning the library or going online to their patron account.

Any materials with an initial checkout fee will have that same fee upon renewal. If the patron renews materials online or by phone, the fee will be charged to the patron's account

Patrons with a disability can have fees waived. This does not apply to overdue fines. The patron must fill out an ADA form. The Library will make a notation on the patron's record to indicate a fee-free checkout status.

3. Claims Returned

All "claims returned" items will be brought to the attention of the appropriate Circulation Associate and Circulation Unit Head.

The Circulation Associate will work with the patron in locating the item "claimed returned."

All "claims returned" remain on the patron's record. The Library will accept the patron's claimed returned response for up to five occasions. Each instance will be noted on the patron's account. After five instances, the Library will assume that there is a possibility of false reports of "claims returned." The most recent "claims returned" items will be considered overdue on the patron's account. The patron will be expected to return the items or reimburse the Library for the lost materials according to the fee schedule. Failure to pay for lost books will result in suspended library privileges until the account is cleared.

The Circulation Unit Head, with direction from the Director, reserves the right to waive or reduce any fines, lost book fees, etc., upon assessment of the situation.

4. Replacing Lost or Damaged Materials

Patrons responsible for lost or damaged beyond repair items must pay for the items before their borrowing privileges can be restored. A nonrefundable \$5.00 processing fee is charged for each title. If these materials are returned to a book drop, a Problem Return Notice will be placed on the item and the patron's record will be charged. The item will be kept at the Circulation Desk with the Problem Return Notice for 60 days. Patrons who damage and pay for materials will be allowed to have those materials once payment has been received.

The following will be used to determine how much patrons are charged.

Identifying Correct Editions

Costs will be based on replacing the item with an identical copy. The ISBN is normally used to assure this.

Replacing Items

The Baker and Taylor Company's (the Library's book vendor) price list will be used to establish the replacement price of lost books. The patron will be charged the replacement price.

Prices for other items, such as audio books, CDs, and DVDs shall be determined by the circulation staff using purchasing records, catalogs and other sources such as Amazon.com as needed to arrive at a fair replacement price.

Patrons may not provide their own replacement materials.

Default Pricing for Replacement Items

Adult Materials

Hardbound Books	\$30.00
Trade Paperbacks	\$15.00
Mass-Market Paperbacks	\$ 7.00
DVDs	\$25.00 per disc
CDs	\$ 8.00 per disc For replacement, if available from publisher. If not available, Head of Adult Services will research cost and notify Circulation.
Case	\$ 8.00

Children's Materials

Hardbound Books	\$22.00
Board Books	\$8.00
Paperbacks	\$10.00
Kits with Hardback	\$25.00 for book
Kits with Paperback	\$18.00 for book
Kits with CD	\$7.00 per disc (vendor-Recorded Books)
	Replacement costs for individual items, if available from publisher. If not available, Head of Children's Services will research cost and notify Circulation.
Box	\$15.00
Wonderbook	\$55.00
Wonderbook Charging Cable	\$8.00
STEM Backpack	\$73.00
Backpack	\$23.00
Audiobooks on CD	\$35.00 (vendor-MW Tape)
CD Disc	\$5.00

Young Adult Materials

Hardcover Young Adult Books	20.00
Paperbacks	15.00
CD	\$8.00 per disc

5. Refunds

If a patron locates an item after he or she has paid for it, a full refund for the item will be issued only within 60 days of the date on the lost and paid receipt. The \$5.00 processing fee will not be refunded. Overdue fines for these items will not be refunded. The patron must provide the Circulation Unit the lost/paid receipts that were issued by the Library at the time payment was tendered. These receipts are attached to the Town of Collierville Check Request Form. This completed form will be returned to the Town Finance Department. Refund checks will be mailed directly to the patron from the Town of Collierville.

6. Overdue Material

For convenience and accuracy, a date due receipt listing all materials checked out will be given to each patron. Parents are responsible for the fines of minor children (under age 18).

All items not returned by the date due will accrue fines for every day an item is overdue except for holidays and other closed days.

Items that have multiple parts will not be considered returned unless complete. Fines will accrue for each day the incomplete items cannot be circulated.

The cost of all lost materials must be paid.

Patrons with \$25.00 or more in outstanding fines will not be allowed to check out additional materials until fines are fully paid. The computer automatically blocks these patrons.

The Library will send out an electronic notice after an item is seven (7) days overdue. If the patron has not responded after an additional fourteen (14) days, a second electronic notice is sent. Twenty-one (21) days after a second notice, the patron will receive a third and final electronic notice at which time the materials are declared lost. This final notice will include the fines due and the cost of the book, plus a \$5.00 processing fee per item. If the items are returned following the third and final notice, only fines accrued to date are owed.

Tennessee law equates non-return of library materials with shoplifting and provides for prosecution.

7. Interlibrary Loan

Our collection includes more than 100,000 items, but sometimes we don't have the book or periodical needed. The Interlibrary Loan service borrows books and obtains photocopies of articles from other libraries for eligible patrons in order to support our mission as a public library. Please ask our Information Desk staff for assistance in locating materials via Interlibrary Loan. This service provides access to millions of titles from other libraries around both the state and nation.

A special interlibrary loan agreement with the Germantown Community Library, including once per week courier service for ILL items, may expedite access to requested materials. No popular items, DVDs, audiobooks, or periodicals are eligible for loan. Items must be returned to the Collierville Burch Library only. Items not returned to the Collierville Burch Library will remain on the patron's account as a checked out item and late fees will accrue. Any cost for lost/damaged books or any late fees are paid to the home library. Items will not be eligible for renewal.

Requesting Material from Another Library for a Lucius E. and Elsie C. Burch, Jr. Library Patron:

- Interlibrary loan requests may be submitted in person at the Information Desk.
- Patrons requesting interlibrary loan service must have a valid Lucius E. and Elsie C. Burch, Jr. Library Card. This card must be updated and have no lost materials or excessive fines listed.
- An individual ILL Request Form must be filled out for each item requested. If complete title or periodical citation information is not available, please ask for assistance at the Information Desk.
- A total of four interlibrary loan requests per patron may be on-going at any one time. A total of two requests per patron is in effect for Germantown Community Library materials.
- Items already in the Library's collection may not be requested through interlibrary loan, even if the item is non-circulating or currently checked out. A hold should be placed on material owned by the Burch Library. If an item is listed as missing in Polaris, the Libraries' online public access catalog, you may request it from interlibrary loan.
- A \$2.00 fee will be charged per ILL item received. Any additional fees attached by the supplying library will be the responsibility of the patron submitting the request. This fee does not apply to Germantown Community Library ILL requests.
- If the supplying library sends photocopies at no charge, the patron will not be asked to pay the copying cost. However, if there is a cost for photocopying, the patron must pay those costs determined by the supplying library. These costs must be paid in advance. Photocopies are the patrons to keep.
- Every attempt will be made to satisfy an interlibrary loan request. However, there are some items that most libraries will not supply to other libraries.
 - High demand items i.e., best sellers, newly published materials, popular items, or heavily used current interest materials
 - Bulky or fragile items which are expensive or difficult to ship

- Local history information
 - Reference material
 - Rare or out-of-print titles
 - Periodicals and newspapers
 - Audio-visual materials, including video, DVD, CD, or cassette
 - Genealogy materials
 - Microforms
 - Special collections
 - Test preparation material
- The material being borrowed is the responsibility of the requesting library, and if lost or damaged, the requesting library will be assessed charges according to the charges set forth by the supplying library. These costs, in turn, will be passed on to the patron.
 - Circulation periods for borrowed items are dictated by the supplying library and may only be renewed with its approval. Renewals should be requested at least one week before the due date.
 - Overdue fines for interlibrary loans will be \$1.00 per day per item. Patrons may be held responsible for the entire replacement cost of a book if it is lost, or, in the opinion of the supplying library, damaged beyond repair. Germantown Community Library ILL requests are subject to regular overdue fees of \$0.10 per day, per item, for juvenile materials and \$0.20 per day, per item for adult materials.
 - Average time for receiving materials through interlibrary loan is 10 days; however, it can vary depending on how readily available the material is from another library.
 - When the material arrives, you will be notified by phone or email. Materials not picked up within seven (7) days will be returned to the supplying library. Materials are to be picked up at the Burch Library Circulation Desk. Materials are to be returned to the Burch Library Circulation Desk. Please do not place interlibrary loan materials in the book drops or U.S. mail.
 - If a customer authorizes the charges and does not pick up the materials, charges for the request will be added to his/her account.
 - The Lucius E. and Elsie C. Burch, Jr. Library reserves the right to suspend or completely revoke interlibrary loan borrowing privileges of patrons who repeatedly return interlibrary loan items more than one week late or who lose or damage interlibrary loan items.

Supplying Material from the Lucius E. and Elsie C. Burch, Jr. Library to Another Library:

- Burch Library owned materials will be sent by mail. If necessary, the Burch Library will insure materials and expect the requesting library to insure the materials on their return. The Burch Library will be responsible for normal shipping and handling costs to send materials to the requesting library. The requesting library will be responsible for any special shipping and handling costs.
- The Burch Library will fill interlibrary loan photocopying requests for 20 cents per page, plus the postage to mail the copied item. These charges must be paid in advance.
- Every attempt will be made to satisfy an interlibrary loan request. The following items, however, are not loaned:

- High demand items; i.e., best sellers, newly published materials, popular items, or heavy used current interest materials
 - Bulky or fragile items which are expensive or difficult to ship
 - Local history information
 - Reference material
 - Rare or out-of-print titles
 - Periodicals
 - Audio-visual materials, including video, DVD, CD, or cassette
 - Genealogy materials
- Materials are loaned for three weeks and may be renewed for an additional three weeks if not reserved by another patron. Germantown Community Library ILL requests may not be renewed.
 - The Lucius E. and Elsie C. Burch, Jr. Library supplies books and articles to other libraries. The Library does not send material directly to individuals. Please contact the library you are affiliated with to obtain material belonging to the Burch Library.
See the Interlibrary Loan Request Form, Appendix A. 3 (Interlibrary Loan statistics are maintained by the Library and reported to the Tennessee State Library and Archives, Nashville, TN.)

8. Use of Study Rooms

The Library provides three study rooms for use by groups and individuals for cultural, informational, educational, intellectual and civic purposes.

- A current library card or driver's license is required to reserve a room. Rooms may be booked for 2 hours at a time. A room may be reserved for immediate use if no other reservation conflicts.
- No one under the age of 15 years old will be allowed to use the study rooms without adult supervision.
- Patrons must sign a form stating that he or she will be responsible for the room and its contents.
- Patrons may reserve the study rooms up to one month in advance. If a patron who has a room reserved does not arrive or notify the Circulation Desk that they will be late within 15 minutes of the reserved time, the room will be made available to other patrons.

9. Use of the Halle Meeting Room

- The Library is pleased to offer free meeting room space to local non-profit organizations to be limited to a two-hour time period per meeting.
- Non-profit organizations will be asked to provide a tax-exempt number.
- Groups are limited to one reservation per month to ensure that meeting room space is available to as many organizations as possible.
- The following groups are exempt from the two-hour limit per month: The Contemporary Club, Friends of the Library, and all Town Departments.
- Groups can reserve the room up to 3 months in advance. The following groups are grandfathered and can reserve their meeting times for a full calendar year: Collierville Education Foundation, Collierville Community Civic, Family Violence Council, Friends of the Library, Contemporary Club,

and 20th Century Club.

- The Library offers free meeting room space to Collierville community book clubs, pending Library approval. The Library offers meeting room space to all other businesses and organizations at \$40/hr.
- Meeting setup and takedown must occur within the time period reserved. If an organization occupies the room 10 minutes past the time period reserved, an hourly charge of \$40 will apply.
- All programs / meetings must not disrupt the use of the library for others. The Library reserves the right to withdraw a previously approved meeting room reservation and/or application.
- Permission to use the library meeting room does not imply library endorsement of the views, aims, policies or activities of any group or organization.
- The meeting room will not be used for fundraising activities or events, except those sponsored by the Library or the Friends of the Collierville Library.
- The library does not discriminate in making its premises available on the basis of race, color, national origin, religion, sex, sexual preference, age or physical limitation.
- The library reserves the right to reassign an organization to a different room or date if the room is needed for a library sponsored activity.

Guidelines

- Use of the Halle Room is by reservation only and must be reserved no later than 3 days in advance. The Library Director may make exceptions in some cases.
- Groups can reserve the meeting room for the current month and the following two months in advance of their meeting.
- The meeting rooms will be booked on a first come, first served basis.
- The library must be notified in advance of any meeting cancellation or change in the name/phone number of the designated contact person for the group. Failure to comply with this policy may result in the non-acceptance of future bookings.
- The meeting room must be left in the order in which it was found. Tables and chairs may be rearranged, provided they are returned to their original arrangement at the end of the meeting. A fee will be charged to users for repairs of damages or special cleaning as determined by the Library Director.
- To reserve the meeting room, an adult (18 years or older) must review the Meeting Room Policies and complete a Meeting Room Application, available at the Library. Applications should be submitted at least two weeks before the actual event.
- All groups must reserve the times for their meetings using the Room Booking module on the Library's website or with assistance of Library staff by phone or in-person. Specific dates and times for all bookings for grandfathered groups must be recorded on the application (i.e. August 12th from 1:00 – 3:00 p.m.).
- The designated organizational contact will be notified by email through the Room

Booking software if the meeting room request is approved and the dates/times can be accommodated.

See the Library Meeting Room Application Form, Appendix A.8

B. Reference Services

1. Reference Service

The Lucius E. and Elsie C. Burch, Jr. Library:

- Will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence. Telephone ready reference questions will be answered as soon as possible, but patrons in the Library have priority on staff time. The information desk staff may determine other limits due to time or resource constraints.
- Will assist patrons in the use of the Library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone).
- Will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan, when appropriate. May refer Library patrons to other agencies and libraries in pursuit of needed information.
- May use not only the Library's resources in printed form but consult appropriate digital resources as well as other agencies by telephone in pursuit of "ready reference" information.

2. Programming

Purpose

Programming at the Lucius E. and Elsie C. Burch, Jr. Library is designed to provide the community with informational, cultural, and educational opportunities that encourage lifelong learning.

Programming is an integral component of library service that:

- Expands the Library's role as a community resource.
- Introduces patrons to Library resources.
- Provides entertainment.
- Provides opportunities for lifelong learning.
- Expands the visibility of the library.

Criteria

Programs are selected for their relevance to community needs and interests, popular appeal, and suitability for a general audience. Presenters and performers are chosen for their proven expertise and/or public performance experience.

Other Criteria that are considered in program planning:

- Availability of program space
- Budget
- Historical or educational significance
- Connection to other community programs, exhibitions, or events
- Relation to Library collections, resources, exhibits, and programs

Programs shall be of the highest quality, conducted in the most professional manner and comply with all Library policies and procedures. See Patron Responsibilities and Conduct (Library Policy Manual p. 32) and Meeting Room Policy (p.22).

Community Collaboration

The Lucius E. and Elsie C. Burch Jr. Library participates in cooperative programs with other organizations, educational institutions, businesses, and individuals. Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs. Library staff who present programs do so as part of their regular responsibilities and are not hired as outside contractors for programming.

Endorsements

Library sponsorship of a program does not constitute an endorsement of the content of the program, views expressed at the program, or the program presenter or performer.

Religious and Political Content

Programs are not used for religious or partisan purposes. Programs that provide information about religious traditions as a part of multicultural education may be permitted.

Attendance

All Library programs are open to the public. Every effort will be made to accommodate all who wish to attend a program. Programs may be held on site or off site. Registration may be required for planning purposes or when space is limited.

Fees

The Library strives to provide the vast majority of its programming free of charge. A fee paid directly from the participants to the presenter may be necessary to cover the presenter's costs

Sales

Any commercial or sales activities at Library programs must be approved in advance by the Library Director.

Program Proposals

Anyone wishing to present a program at the library must fill out a proposal form (Appendix A.11.) or complete the form available on the Library's website (collierville.tn.gov/residents/library/i-want-to-propose-a-program). Library staff will contact you if the program meets our guidelines and fits within our schedule and budget.

Please note that the Library typically schedules library programming from four to six months in advance. Submitting a proposal is not a guarantee that you will be booked for a program.

Attendance at Library programs varies widely. A minimum number of attendees is not required for a program to take place.

Performers and presenters may be required to furnish evidence of insurance, which will protect the Library from claims that may arise out of or result from the presentation or performance.

Our story times focus on building early literacy skills that support children's reading development. Library staff complete training that prepares them for conducting story times. For this reason, we do not accept proposals from story time presenters, people wanting to read to children or reading groups.

Disclaimers Related to Library Programs

Endorsements: The Lucius E. and Elsie C. Burch Jr. Library participates in cooperative programs with other organizations, educational institutions, businesses, and individuals. Library sponsorship of a program does not constitute an endorsement of the content of the program, views expressed at the program, or the program presenter or performer.

Food Allergies: Items used at this event may contain allergens including but not limited to nuts, gluten, and soy. Accordingly, the Library will not be liable for such harm to any individual resulting from such allergens. If it is a concern, please ask about allergens before attending the event.

Photo/Video: The Lucius E. and Elsie C. Burch, Jr. Library reserves the right to use any photograph/video taken at any event sponsored or hosted by the library without the expressed permission of those included within the photograph/video. Photographs/videos may be used in publications, brochures, postcards, posters, newspapers, social media, television, websites, etc., for the purposes of event promotion.

Hold Harmless: The Lucius E. and Elsie C. Burch, Jr. Library shall not be liable for any injuries, damages, or losses incurred by attendees during library events. Attendees expressly agree to release, indemnify, and hold harmless the Lucius E. and Elsie C. Burch, Jr Library and its representatives from any claims arising from participation in the event.

IV. Technology/Equipment Policies and Guidelines

A. Internet Access

The Lucius E. and Elsie C. Burch, Jr. Library provides free access to the Internet for Collierville library card holders in accordance with our mission to provide informational and educational material to the public in a variety of formats. The Library does not monitor and has no control over the massive content of information available through the Internet. The quality of material available on the Internet varies widely in accuracy and content. Some may be offensive. The Library assumes no responsibility or liability for content on the Internet. Library patrons access the Internet at their own discretion.

Library staff is not in a position to supervise minor's use of the Internet. As with other library materials, restriction of a minor's access to the Internet is the responsibility of the parent or legal guardian. In accordance with the federal Children's Internet Protection Act (CIPA) (Pub. L. 106-554), all library computers are equipped with filtering software. The software is set to screen out sites which may reasonably be construed as obscene, as that term is defined in section 1460 of title 18, United States Code; or child pornography, as that term is defined in section 2256 of title 18, United States Code; or harmful to minors as defined in section 1703, Pub. L. 106-544. However, the library recognizes that filtering/blocking technology is not a completely reliable means of protection from materials that may be offensive, controversial, or illegal.

As with other Library materials, the access of materials by children is the sole responsibility of parents or guardians. Parents and children are encouraged to learn more about child safety on the Internet, including the use of electronic mail and other forms of direct electronic communication. Library staff are not responsible for monitoring information accessed by children from the Internet, and the Library will not act in "loco parentis" nor assume functions of a parent's or legal guardian's authority with regard to the behavior of their children in the Library. Computers located in the designated children's area do not provide access to the Internet.

The Library provides an open wireless hot spot. Patrons using personal computers or mobile devices in the library are subject to the library's policy on public computers and Internet access.

All users of electronic information resources such as the Internet are expected to use these resources in a responsible manner, consistent with the educational and informational purposes for which they are provided. It is unacceptable to use the Library's computer system and Internet resources for any of the following:

For any purposes which violate applicable U.S., state, or local laws, regulations, or ordinances. Users must respect the copyright laws and licensing agreements pertaining to software, files and other resources obtained via the Internet.

Using the Library's online services for unlawful activities, including unauthorized online access or "hacking," is prohibited.

The unauthorized disclosure, use, and dissemination of personal identification

information regarding minors is prohibited.

Destruction of or damage to equipment, software, or data belonging to the Library.

Disruption or interference of network users or services. Such interference or disruption includes but is not limited to: distribution of unsolicited advertising, harassment, libeling, or slandering of others; propagation of computer worms or viruses.

Sending, receiving, or displaying text or graphics which may reasonably be construed as obscene by community standards.

Loading one's own software onto library computers

The Library assumes no responsibility for damages, direct, or indirect, for the use of the Internet. This includes, but is not limited to, damage to personal or office computer equipment caused by virus-laden material downloaded from any Internet site. The Library is not responsible for damages to a user's USB drive or any loss of data. Users are encouraged to purchase and use a virus detection program on their home and office computers.

The Library is not responsible for any liability that may occur as the result of the disclosure of financial or personal information over the Library's public computer services. Patrons should be aware that the use of public computers is not a secure medium and that third parties may be able to obtain information regarding patron's activities.

The quality and performance of computers, printers, or software is not guaranteed.

Staff Assistance with Internet Access

In addition to assisting patrons with the online catalog, online databases, and the Internet, Library staff are frequently asked for assistance in using computer software such as word processing and other productivity software, or online services such as web-based e-mail. The Library attempts to meet this need for assistance in several ways:

Limited direct assistance by staff

Referrals to more detailed instructional manuals available for reference, or to check out from the Library

Referrals to "help screens" or tutorials included in the computer programs themselves

The staff assistance that is available will vary according to the skill levels of individual staff members. Staff who are asked for assistance in opening an account with a web-based e-mail service should not recommend one service over another. Staff may help patrons locate a list of services using Internet search engines or other reference tools. Assistance in accessing or navigating the Web site of a chosen e-mail service may be offered as time permits, as it would be for any other Web site.

To support access for all patrons, the Library enforces a two hour time limit per day per card for computer use.

Headphones are permitted, but volume must be kept low to not disturb others. Earbud headphones are available for purchase for \$3.00 at the Circulation Desk.

Only two persons may share a single workstation.

Any problems with the functioning of the computers/printers should be reported.

Violations of the Computer Use Policy

Patrons are informed of the library's computer use policy at the point of use and are required to accept these guidelines prior to public computer access. Users who violate the guidelines one time will have their library card privileges suspended for the remainder of the day. Users who violate the guidelines two times will be restricted from using their library card for thirty days from the date of the second offense and users who violate the guidelines three times will be restricted from using their library card for six months from the date of the third offense. The Library reserves the right to prohibit violators from future access or use of the online services. Illegal acts may subject violators to prosecution by local, state, or federal authorities. Users may be liable for alterations or damage they cause to library hardware or software.

Users should be aware that Library staff may monitor use of the computers for the limited purpose of ensuring compliance with this Policy, and hereby consent to such monitoring.

B. Equipment Use

Public Computers

Desktop computers are available to patrons on a first come first served basis and require a Collierville library card. There is no charge for use of the computers for Collierville library card holders. To make the service available to as many patrons as possible, a time limit for usage is two hours per day per library card.

Guest Computer and Passes

Guest computer passes are available for 20 minutes at no charge. Two longer time options are available - \$2.00 for 2 hours or \$5.00 for 7 days/2 hours per day. Library staff are available for general assistance in using the computer. However, staff is not expected to train patrons in the use of application programs. Library patrons may explore the various computer application manuals available in the library collection or sign up to attend the free classes offered periodically.

Print/Copy Station

A print/copy station is available for black and white and color printing and photocopying. Copies are available for \$.20/ page for black and white and \$1.00 per page for color. All prints/copies must be paid for prior to printing. The print management system requires either coin/bills. Assistance in the use of the print management system is available from Library staff.

Copyright

Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.

Faxing and Scanning

Faxing is available at the rate of \$1.50/page. Scanning is available at no cost to patrons.

All audio-visual equipment in the Library is to be used inside the building.

V. Display Policy and Guidelines

A. Display Cases and the Art Gallery

The Lucius E. and Elsie C. Burch, Jr. Library seeks to encourage the artistic and cultural interests of the community by providing space in the Library for local artists to display

visual art. The purpose of the Library's display facilities is to increase public awareness of the Library's resources and to fulfill its mission to promote intellectual freedom, life-long learning and the enhancement of cultural and leisure activities.

Exhibitors wishing to display artwork/collectibles at the Lucius E. and Elsie C. Burch, Jr. Library must be approved by the Library Director. Exhibitors may be asked to make their work available for review by submitting samples and/or a portfolio. Exhibitors are selected based on a combination of factors, including the need to provide a variety of exhibits during each year.

Artwork is selected based on space and appropriateness for display in a community library, which is accessed by all ages, including children. The library reserves the right to refuse any submissions of material for display.

Display criteria include the artistic features of the art work; size and number of works appropriate to the display; desire to display a variety of artistic styles and media; community, historical or regional interest of the proposed display; educational significance; ability of the proposed art display to highlight or stimulate the use of the Library and its resources; help local artists (including organizations and amateurs) increase their public exposure.

Exhibit dates will be assigned and confirmed by the Library Display Coordinator following approval.

Upon acceptance of the exhibit by the Library, and upon the exhibitor's agreement to these guidelines, a Library Display Loan Form will be signed in duplicate. One copy will be given to the exhibitor and one copy will remain on file at the Library.

Each exhibitor must have a selection of items sufficient to fill the display area. Exhibitors may choose to work with co-exhibitors to create a full display, but such co-exhibitors must be included in the initial review process and approval. Any changes in the exhibit during the approved time period should be reviewed by the Coordinator.

Prices may be displayed on items available for sale, or a list price may be posted. All sales, taxes and related matters should be handled by the exhibitor. The Library will not be involved in any part of such sales.

The Lucius E. and Elsie C. Burch, Jr. Library is not responsible for any loss, damage, or theft of displayed material.

The exhibitor is responsible for creating the display and its removal at the end of the exhibit. The case should be left clean and ready for the next exhibitor. If the exhibitor does not remove their display in the required time, library staff has the right to remove the display. Library staff will not be held liable for any damage due to set up or removal.

The Library may provide publicity for the exhibit. Written information about the exhibitor/artist and exhibit should be given to the Library Display Coordinator.

The Library reserves the right to make exceptions to these guidelines in order to take advantage of unanticipated opportunities for display or if the space reserved in the Library for local artists/exhibitors is needed for Library purposes. The Library reserves the right to postpone, reschedule or curtail an exhibit at any time.

The Library requests that in turn for the opportunity to exhibit in the art gallery, the artist donate one piece of original artwork, their choice, framed and ready to hang, from each exhibit.

Questions or comments may be directed to the Library Display Coordinator. See the Library Display Loan Form, Appendix A. 4

VI. Volunteers Policy and Guidelines

A. Volunteering in the Library

The Library encourages individuals and groups to volunteer their time and efforts in the service of the Lucius E. and Elsie C. Burch, Jr. Library. A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the Library. A "volunteer" must be officially accepted and enrolled by the Library prior to performance of the task.

In appreciation of volunteer services, the Library acknowledges the need to organize volunteer activities and provide for recognition befitting the benefit to the Library and the Collierville community. Volunteers generally provide support services to staff or work on special projects. All Library staff are encouraged to assist in the creation of roles in which volunteers might serve and to assist in the recruitment of volunteers from the community. Volunteers are selected based on their qualifications and the needs of the Library at a given time. Volunteers may be selected by the Volunteer Coordinator based on a completed application form and an interview.

Volunteers will receive specific on-the-job training in their assigned duties from a Library staff member under the direction of the Volunteer Coordinator. The timing and methods for delivery of such training should be appropriate to the complexity

and demands of the assignment.

Volunteers shall work when adequate supervision is available. Work schedules and specific time commitments will be arranged individually by each volunteer and the Volunteer Coordinator. Volunteers agree that the Library may at any time, for whatever reason, decide to terminate the volunteer's relationship with the Library. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the Library. Notice of such a decision should be communicated as soon as possible to the Volunteer Coordinator.

Volunteers are required to wear identification badges when working in the Library and to return them to the Coordinator at the end of each work day.

Persons who seek volunteer assignments at the Lucius E. and Elsie C. Burch, Jr. Library to meet a requirement set by an outside agency for the performance of community service shall be subject to the above selection process and all other provisions of this policy. In this case, the supervising organization must provide the details and the responsibility arrangement under which volunteers would be placed in the Library, and the name and telephone number of a contact person within the organization. The Library does not accept court-mandated "volunteer" workers.

Annual recognition for service will be given based on the number of hours of service. This may include a listing of volunteer names in a newspaper release, a certificate of appreciation, or the addition of a book to the collection in the volunteer's name.

VII. Patron Responsibility Statements and Policies

A. Patron Responsibilities and Conduct

The Library is a department of the Town of Collierville, and as such, abides and adheres to its regulations. The Library Director and staff reserve the right to deny or curtail the use of the Library facility, materials, and services for due cause i.e., failure to return library materials or to pay overdue fines, destruction of Library property, persons caught stealing library materials, disturbance of other patrons, or any objectionable behavior on library premises. The Library reserves the right to inspect all packages, briefcases, purses, etc. of patrons entering or leaving the building.

The Lucius E. and Elsie C. Burch, Jr. Library encourages people of all ages to visit the Library. Those using the Library and its resources have the right to expect a safe, comfortable environment that supports appropriate library services. It is a patron's responsibility to maintain necessary and proper standards of behavior to protect his/her individual rights and the rights and privileges of other patrons.

If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the Library's facilities. Repeated misbehavior, or refusal to leave the Library when asked, can result in revoked library privileges. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be reported to the appropriate authorities. Library patrons are expected to demonstrate respect for library property, library staff, and the rights of other customers through adherence to the following guidelines.

1. **Library patrons are expected to obey Town, state, and federal laws. The following are examples of the violation of such laws:**

- Assault
- Disorderly conduct
- Being in an unauthorized area of the building; remaining in the building after closing or when requested to leave during an emergency or drills.
- Damaging library materials, furnishings, walls, machines, or any other Library property inside or outside the library.
- Removing or attempting to remove Library materials without following Library circulation policies and procedures.
- Refusal to exit the building in the event of a fire alarm, during an emergency or drills.
- Harassment, physical or verbal; Threatening behavior or gestures; Verbal abuse of people
- Indecent exposure
- Under the influence of a controlled substance.

- Leaving children unattended (see #3 for more information)
- Littering
- Possessing a weapon or hazardous substance/item. This prohibition does not apply to law enforcement personnel on official duty or an active or retired law enforcement officer who is authorized and qualified by State and/or Federal Law to carry concealed. Tenn Code Ann. [39-17-1359](#)
- Stealing
- Tampering with emergency mechanisms (fire alarms, opening emergency exits in non-emergency situations). It is a federal offense to pull a false fire alarm.

2. Responsible behavior is expected. Behavior that disturbs the tranquility of the library and its patrons is prohibited including:

- Rowdiness, noise, offensive interpersonal language, or behavior.
- Being in an unauthorized area of the building.
- Behavior that demands repeated attention of the staff.
- Failing to follow Library circulation policies and procedures.
- Removing or attempting to remove Library materials without proper authorization.
- Inappropriate displays of affection.
- Loud noises or loud talking which interferes with others' tranquil use of the Library.
- Use of Library restrooms for bathing, shaving, or washing clothes.
- Wearing inappropriate attire (e.g., no shirt and shoes).
- Smoking or vaping.
- Running.
- Using the Library as a regular place of business or using the Library's address as the business address of any individual or group.

3. **Children under the age of 10 must have a parent or caregiver, at least sixteen years of age, in the immediate vicinity of and in visual contact with the child.** See section B for more information on Young Children in the Library.
4. **No food or drink except for water in a covered container is allowed inside the Library. Food and other beverages may be consumed in the Halle Room during meetings or library programs only.**
5. **For safety reasons, sleeping in the Library is not permitted.** Library staff will wake sleeping patrons at their discretion based on concerns related to health or safety, excessive noise, or for any other reason deemed necessary for library operations.
6. **Cell phones must be set to silent/vibrate. Please move to the lobby to accept calls.**
7. **Solicitation is not permitted in the Library.**

Examples of prohibited solicitation include:

 - a. Signatures on petitions
 - b. Sales of services or materials
 - c. Recruitment for employment or other services
 - d. Public opinion surveys
 - e. Requests for donations including receptacles for donations
 - f. Requests for monetary or other personal assistance
 - g. Proselytizing
8. **The Library is not responsible for personal possessions.**
9. **Pets are permitted only when they are part of a Library program or when they are specifically trained to aid a person with a disability.**
10. **All library users must conform to acceptable standards of hygiene and cleanliness** to prevent the disturbance of other library users and staff and their use of the facility. All library users who fail to comply will be required to leave the library.

In accordance with local, state, and federal laws, the Library Director may restrict access or ban a patron from the library for behavior that is not conducive to the use of the library by other patrons.

Behavior that demands repeated attention of the staff and/or disrupts service to others will not be permitted.

B. Young Children

The Lucius E. and Elsie C. Burch, Jr. Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Service to children is an important part of the Library's mission. The Library is free and open to unaccompanied children who are independent enough to use the resources for recreation, information and education. If the child is not able to leave the Library without an adult, he/she should not be in the Library without an adult.

Therefore, it is Library policy that all children under the age of ten must be accompanied by a parent or designated responsible person while in the Library. If a child between the ages of 8– 10 years old is attending a supervised Library program, they may remain in the building for the duration of the program with parental consent. The safety of children left alone in a library building is a serious concern of the library staff. When children are left alone they may become frightened, anxious, bored and restless.

Children under the age of 10 must have a parent or caregiver, at least sixteen years of age, in the immediate vicinity of and in visual contact with the child. The assigned caregiver must be a responsible person and must carry emergency contact information. If a child in this age group is found unattended, library staff will attempt to locate the parent/caregiver in the library and inform him/her of the rules.

Children, age 10 and older, may use the library on their own but are subject to Library rules and policies concerning behavior, conduct, and demeanor. All unaccompanied children at the library should have the telephone number of someone who can assist them in an emergency.

Parents should be aware that the Library is a public building open to all individuals. It is not the Library's staff's function or purpose to provide supervision or to care for children while the parent or the designated responsible person are outside the Library. Staff will not monitor children leaving the Library.

At all times, parents/responsible persons are accountable for the conduct and safety of their children on Library premises. Parents/responsible persons must provide appropriate supervision based on the ages, the abilities and the levels of responsibility of their children.

Parents/responsible persons are expected to be aware of the opening and closing times of the Library, bearing in mind that these can and do change. Power failures or other emergencies can occur and require unexpected closing of the building. Children left alone in the Library, or on Library grounds, could be vulnerable. Every effort will be made to contact the parent/responsible person prior to closing.

If an unattended child or children under the age of ten are present after closing at least two staff members shall remain with the children. In the event a child under the age of ten is still at the library 30 minutes after the library closes to the public, the police will be notified. Attempts will be made to reach the parents. Whenever the supervisor in charge feels that it is appropriate to follow this process with a child or children ten years old or older, they are authorized to do so. However, in no instance will a staff member transport a child or children or wait alone with the child or children.

If the Library closes as the result of an emergency, the police will be called as soon as possible. Staff can require that unattended children go with them during emergency procedures, such as seeking shelter from severe weather or evacuation of the building.

Under no other circumstances will a staff member take a child out of the building or transport children to another location.

The library and its staff members will not, under any circumstances, be responsible for determining whether an apparent caregiver, custodian or parent is a legally authorized caregiver, custodian or custodial parent of the child.

The Town of Collierville is released from any and all liability with regard to this policy. Parents, guardians, and caregivers acknowledge the risk of leaving a child unattended in the Library and release the Town from all claims which they may have or which they may have on behalf of their child/ward.

Disruptive Children

Children of all ages are encouraged to use the Library for homework, recreational reading, and program attendance. The Library staff realizes that the Library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents/responsible persons or not) who are being continually disruptive will be given a warning that he/she must settle down or be asked to leave the Library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the Library. If the child needs to contact the parent, they may do so and then wait with a staff person until the parent arrives.

Children of all ages are required to respect Library property and to act in a manner appropriate to the use and function of the Library. Children who are not using the Library appropriately or who require excessive staff attention or supervision will be asked to leave the Library and, if necessary, the police will be contacted.

The Library Director or designee may deny access to the Library to any person who violates these rules and regulations. If necessary, police will be contacted to assist Library staff in enforcing these rules.

C. Copyright Policy and Notice of Copyright Law

Intent of Copyright

The U.S. Constitution grants Congress the power "to promote the progress of science and useful arts by securing for limited times to authors and inventors the exclusive rights to their respective writings and discoveries." The purpose of copyright is to further knowledge for the public good by providing authors with an economic incentive to publish their works. The intended beneficiary of copyright is the public; the author's gain is incidental except insofar as it functions as an incentive.

Public Domain/Duration of Copyright

1. If a work was first published (publicly distributed) more than 75 years ago, it is safe to assume it is in the public domain. The duration of copyright for works less than 75 years old is as follows:
 - a. If a work was first published before January 1, 1978, the first term of copyright endures for 28 years from the date it was originally secured.
 - b. If a work was first published before January 1, 1978, and its copyright was renewed, the renewal term endures for 75 years from the date copyright was originally secured.
 - c. If a work was not published or copyrighted prior to January 1, 1978, the term of the copyright is the life of the author plus 50 years, but at least until December 31, 2002. If a work was published before 2002, then the term will last until December 31, 2027. (Reed, p.3)
2. If a work is a United States Government publication, copyright protection is generally not available (17 U.S.C. 105). Nevertheless, a limited number of U.S. government publications may be copyrighted under special circumstances.

Fair Use

"A fair use is not merely an insubstantial use. It is a use for the common good. The fair use doctrine asks, not what copyright can do for the author but what the author can do for copyright." ([Hartnett](#), 203)

In recognition that the unrestricted flow of information is vital to a free society, the First Amendment to the U.S. Constitution prohibits actions that could abridge freedom of speech or of the press. Because information flows in more than one direction, the First Amendment guarantees both the right to express information and the right to receive it. Copyright, too, is intended to promote the sharing of ideas, but because it employs restrictions on the expression of ideas as an economic stimulus to their dissemination, copyright may come into conflict with the greater purpose of the First Amendment. The doctrine of fair use represents an attempt to strike a balance between the requirements of the First Amendment and appropriate compensation to authors as protected by copyright. 17 U.S.C. 107 states that copyrighted materials may be reproduced under special circumstances that constitute fair use. Among the factors to be included in the consideration of

what constitutes fair use are:

- a. The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit education purposes;
- b. The nature of the copyrighted work;
- c. The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
- d. The effect of the use upon the potential market for or value of the copyrighted work.

As a non-profit, publicly supported institution, The Lucius E. and Elsie C. Burch, Jr. Library exists to provide access to information and services in order to meet the evolving educational, informational, recreational, and cultural needs of our patrons. Therefore, reproductions made for patrons can be assumed to be for non-commercial educational purposes. Authors and publishers are compensated for their initial production costs in the purchase price of a publication. They have not, however, found it profitable to support publications for the long term. Thus most publications go out of print and become unavailable after a relatively short time. The responsibility for preserving information indefinitely has fallen to libraries; therefore, the reproduction of otherwise unavailable materials within library collections can have no significant adverse economic impact on the potential market for or value of the material.

Liability of Library Employees

Unsupervised reproduction: Liability for copyright infringement may not be imposed on a library or its employees for unsupervised use of reproducing equipment located on its premises, provided that such equipment displays a notice that making copies may be subject to copyright law (17 U.S.C. 108f). The Library currently displays and will continue to display the proper notices.

Liability of Library Patrons

It is the responsibility of the patron to determine and satisfy copyright or other restrictions when publishing or otherwise using materials found in the Library's collections, including its Website.

Hartnett, Deborah A. "A New Era for Copyright Law: Reconstituting the Fair Use Doctrine." Copyright Law Symposium 39 (1992): 167-203.

Reed, Mary Hutchings. The Copyright Primer for Librarians and Educators. Chicago: American Library Association; Washington, D.C.: National Education Association, 1987.

VIII. Library Responsibility Statements, Policies and Guidelines

A. Confidentiality of Library Patron Records Policy

All Library records and other information relating to an individual's use of the library and its resources are considered confidential. These records include, but are not limited to, name, address, and other registration information, circulation records, charges owed, and payments made, class or program enrollment records, reference or informational queries, interlibrary loan transactions, computer usage and catalog searches. Personally identifiable information is not retained except for library operational purposes.

The Lucius E. and Elsie C. Burch Jr. Library will not sell, lease or otherwise distribute or disclose personally identifiable information about library users, their use of library resources or their borrowing history except as required for the efficient operation of the library or as required by applicable federal and/or state law.

As specified in Tennessee Code, The Lucius E. and Elsie C. Burch, Jr. Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its patrons.

10-8-101. Definitions.

“Library means: a library that is open to the public and established or operated by: The state, a county, town, school district or any other political subdivision of the state.” “Library record means a document, record, or other method of storing information retained by a library that identifies a person as having requested or obtained specific information or materials from such library. Library record does not include non- identifying material that may be retained for the purpose of studying or evaluating the circulation of library materials in general.”

10-8-102. Disclosure prohibited – Exceptions.

Except as provided in subsection (b), no employee of a library 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. Such library records shall be considered an exception to the provisions of § 10-7-503.

Library records may be disclosed under the following circumstances: Upon the written consent of the library user, pursuant to the order of a court of competent jurisdiction; or when used to seek reimbursement for or the return of lost, stolen, misplaced or otherwise overdue library materials

10-8-103. Applicability.

The provisions of this chapter shall apply to libraries included within the provisions of chapters 1 and 3-5 of this title.

B. Americans with Disabilities Act (ADA) Policy

The Lucius E. and Elsie C. Burch, Jr. Library is committed to providing patrons with disabilities access to materials and services equal to the access provided to all other patrons. Identified obstacles will be removed when feasible. When barriers do exist, assistance is available.

Because not all disabilities are apparent, it must remain the responsibility of the patron with the disability to contact the Lucius E. and Elsie C. Burch, Jr. Library to request special arrangements necessary to accommodate his/her needs. This should allow the individual's need to be accommodated while maintaining the individual's right to privacy. A coordinator will be appointed to insure continuing attention to the needs of patrons with disabilities, and will work with public service points to meet the patron's needs. A "Reasonable Accommodation Request Form" may be filled out by the patron and left at the Information Desk.

All staff working in public service areas of the Library should accommodate any reasonable request from a patron with a disability. However, if more assistance is required than can be provided on demand, an appointment of extended service should be arranged by calling the Information Desk at 457-2601, Monday to Thursday, 10:00a.m. – 8:00p.m., Friday, 10:00a.m. – 6:00p.m. Staffing level and time of day may affect the level of service available.

The Library offers the following services to disabled patrons:

Building Accessibility

- Parking. Specially designated parking areas for individuals with disabilities are available in front of the Lucius E. and Elsie C. Burch, Jr. Library
- Main entrance access ramp
- Wheelchair-accessible bathrooms and telephone

Staff Assistance in the Library

- Individual Library orientation tours
- Book/magazine retrieval
- Photocopy assistance.
- Information Desk assistance, including reading selected portions of library text and employing written dialogue in lieu of oral dialogue.
- Circulation Desk assistance. Patrons with disabilities may authorize a proxy to check out Library material on their behalf. Registered patrons may renew material by telephone (457-2602) unless the items are overdue or are requested by another patron.

Telephone and Electronic Assistance

- Checkout renewals (Circulation Desk, 457-2602)
- Reference Telephone Assistance (Information Desk, 457-2601)

Most Library materials are included in the online catalog which can be searched

by keyword, author, title or subject. The Library's website contains access to the online resources including TEL databases and other materials. The computer workstations and one dedicated online catalog is accessible to persons in wheelchairs.

Assistance for the Visually or Hearing Impaired

The Library provides a variety of magnifiers for in library use by the visually challenged.

Audio visual materials (audiobooks and DVDs) can be checked out to those with visual and hearing impairments with no fees.

See the Reasonable Accommodation Request Form for ADA, Appendix A. 7

IX. Community Relations Policy and Guidelines

It is the responsibility of the Library to maintain continuing communication with present and potential users of the services and resources to assure effective and maximum usage by all patrons.

A. Community Relations Objectives

The objectives of the public relations program of the library are:

- To promote community awareness of the services
- To stimulate public interest in and usage of the library
- To develop public understanding and support of the library and its role in the community

The following means may be used to accomplish these objectives:

Library staff will plan community outreach through Collierville Schools.

Personal and informational group contacts shall be maintained with government officials, opinion leaders, service clubs, civic associations, and other community organizations by Library staff and Board members.

Local media shall be utilized to keep the public aware of and informed about the resources and services of the Library.

Email newsletters, brochures, and other promotional materials shall be produced and distributed through the Library's website, social media and other effective methods of reaching the public.

The Library may sponsor programs, classes, exhibits and other library-centered activities and shall cooperate with other groups in organizing these to fulfill the needs of the community for educational, cultural, informational or recreational opportunities.

The Library Director shall have the responsibility for ensuring the coordination of the public relations and public informational activities of the Library.

Opportunities for feedback will be provided to patrons to assure the responsiveness of the Library to the interests and needs of all patrons.

X. Appendices

Appendix A.1 Donation Form

Appendix A.2 Patron Request for Reconsideration of Library Material

Form Appendix A.3 Interlibrary Loan Form

Appendix A.4 Display Loan

Form Appendix A.5 Art

Donation Form Appendix

A.6 Gift Donation Form

Appendix A.7 Reasonable Accommodation Request

Form Appendix A.8 Library Meeting Room Application

Form Appendix A.9 By-Laws of the Collierville Public

Library Board

Appendix A.10 Interlocal Agreement between the Lucius E. and Elsie C. Burch, Jr. Library and the Germantown Community Library



Lucius E. and Elsie C. Burch, Jr. Library

Appendix A.1

Donation Form

501 Poplar View Parkway, Collierville, TN 38017
(901) 457-2600

Date: _____

Please Print

Donor Name: _____

Address: _____

Phone: _____

e-Mail: _____

Books* # New _____ # Used _____

Magazine* # New _____ # Used _____

Other*

*The Friends of the Collierville Burch Library are not authorized to assign or accept a monetary value for in kind or book donations. The Friends of the Collierville Burch Library retains the right to make the most advantageous use of materials it accepts. Gifts of books and other materials are accepted without any commitment as to their final disposition and with the understanding that they will not necessarily be added to the library's collection.

Friends Use:

Date Received: _____

Received by: _____

Acknowledged: _____

Thank You for your support.



Patron Request for Reconsideration of Library Material of the Lucius E. and Elsie C. Burch, Jr. Library

Appendix A.2

Request initiated

by: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

Is this request made on behalf of:

Yourself _____

Organization _____

Other _____

Please circle the format of the material below:

Book

Magazine

Newspaper

Compact Disc

DVD

World Wide Web

Title: _____

Author: _____

Publisher: _____

Producer: _____

1.) Please state your objection to this material? (Please be very specific).

2.) What do you think might be the result of reading/listening to/viewing this material? _____

3.) List the positive aspects of the material. _____

4.) Did you read/listen to /view the material in its entirety? _____

5.) What do you believe is the theme of the material? _____

6.) For what age individual did you checkout this material? _____

7.) For what age individual do you feel it is appropriate? _____

8.) What would you recommend the Library do about the material? _____

9.) Other comments: _____

Date: _____

Signature of Complainant _____

This form must be submitted in person to a staff member at the Library (see Library Policy Manual, p. 11)

Thank you for sharing your concerns with us. The Library staff will review your comments and all relevant policies. You will be notified of the decision.

For Library Use Only

Received by: _____

Date Reviewed: _____

Comments _____

Date Complainant Contacted: _____



Lucius E. & Elsie C. Burch, Jr. Library Interlibrary Loan Request

Appendix A.3

Please Print

Date _____

Name _____ Library Card No. _____

Phone (required) _____ Email _____

Address _____ City _____ State _____ Zip _____

BOOK

Title _____

Author(s) _____ Edition _____

Publisher _____ City of Publ. _____ Year Publ. _____

Vol. & Page _____ Series (if any) _____ ISBN/ISSN _____

Date needed by _____

PERIODICAL (DIGITAL FILE)

Periodical Title _____ ISSN (if known) _____

Volume _____ Issue No. _____ Date _____ Page(s) _____

Title of Article/Author _____

Date needed by _____

WARNING CONCERNING COPYRIGHT RESTRICTIONS: The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specified conditions is that the photo copy or reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement. This institution reserves the right to refuse to accept a copying order if, in its judgment, fulfillment of the order would involve violation of copyright law.

BY SIGNING THIS FORM, I AFFIRM THAT I HAVE READ THE ABOVE AND ALSO THAT I UNDERSTAND AND AGREE TO COMPLY WITH THE FOLLOWING:

- to expect a 2-to-6-week average wait, depending upon the item's availability at the supplying library.
- to pick up/return all loans on time to Collierville Burch Library Circulation Desk.
- to pay any cost levied by the supplying library for loss/damage and/or for late fees.
- to realize that I cannot cancel my request once a lending library has been contacted, and that all loans will involve service costs of **\$2.00 per item**.
- to request renewals at least one week before the due date.
- to acknowledge that I may have no more than four (4) interlibrary loan requests on-going at any one time.
- overdue fines will be \$1.00 per day per item.
- to request an interlibrary loan, I need to have a regular Collierville Library card with full privileges. Germantown reciprocal and temporary library cardholders are not eligible.

CUSTOMER SIGNATURE _____ (if you are 17 or younger, you need a parent or guardian's signature)

Date Ordered _____ Request # _____ Date Received & Staff Initials: _____

Lending Library _____ Date Due _____ Date Returned _____



Lucius E. and Elsie C. Burch, Jr. Library Display Loan Form

Date _____

Please Print

Exhibitor _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Exhibit Dates Beginning _____ Ending _____

Description of exhibit _____

Have you been given a copy of the Library Display Case Policy? Yes No

It is hereby agreed by the undersigned parties that the Town of Collierville, the Lucius E. and Elsie C. Burch, Jr. Library Board and its members, and the Library and its patrons will not be held liable for any loss, damage or theft of any materials loaned by the exhibitor; and that the exhibitor will assume full responsibility for any loss or damage to such items, which may occur from the time of exhibit installation throughout the duration and removal of said exhibit.

The Library and/or the exhibitor reserve the right to cancel or request a rescheduling of an exhibit as the result of unforeseen circumstances, within 10 days of scheduled exhibit.

The attached policy is made a part of this agreement.

Permission is hereby granted to _____ exhibit in the Lucius E. and Elsie C. Burch, Jr. Library.

Exhibitor Signature _____

Burch Library Display Case Coordinator _____



Lucius E. and Elsie C. Burch, Jr. Library
501 Poplar View Parkway
Collierville, TN 38107
902-457-2601

ART DONATION FORM

Date: _____

Donor Name: _____

Address: _____

Phone: _____ Email _____

Name of Original Art Work _____

Value of Original Art Work* _____

*Collierville Burch Library staff are not authorized to assign a monetary value for art donations.

Art Medium Used in Work Donated _____

This work is donated to the Library as part of the “Art for Everyone” program and will become a permanent part of the Library’s collection.

The “Art for Everyone” concept is simple:

- 1- Donate one piece of original art work, your choice, framed and ready to hang, from each exhibit.
- 2- The artist’s name, the name of the piece, and the value are to be listed on the back of each piece of art.

Your donation is tax deductible.

LIBRARY USE: Date Received _____ Staff: _____ Acknowledged _____



Lucius E. and Elsie C. Burch, Jr. Library

Gift Donation Form

501 Poplar View Parkway, Collierville, TN. 38017

901-457-2600

Date:

Donor Name: _____

Address: _____

Phone: Email

Cash\$ _____

Other* _____

***ColliervilleBurch Library staff are not authorized to assign or accept a monetary value for in kind donations. The Collierville Burch Library retains the rightto makethe most advantageous use of donations it accepts.

Please make check payable to: **The Town of Collierville**

Unrestricted: The Library can use for any present need.

Restricted: The Library can only use the gift for a special purpose.

For the purpose of _____

Honorarium/ Memorial/ Bookplate

Honorarium

Memorial

Name:

Person to notify ofhonorarium or memorial:

Name(s): _____

Address:

Relationship:

Bookplate: Yes No

Given by: _____

I n honor of

I n memory f _____

Library Use: Date Received: _____ Received by: _____ Acknowledged: _____

This acknowledges your donation to the Library.

Thank You for your support.



Reasonable Accommodation Request Form for ADA Policy of the Lucius E. and Elsie C. Burch, Jr. Library

Name _____

Address _____

Phone _____

What service, program or activity does this request concern?

Date (if applicable) _____

What accommodation is requested?

For help in completing this form contact the Lucius E. and Elsie C. Burch, Jr. Library Information Desk, 501 Poplar View Parkway, Collierville, TN 38017, 901-457-2601

Signature _____ Date _____

RETURN COMPLETED FORM TO INFORMATION DESK, LUCIUS E. AND ELSIE C. BURCH, JR. LIBRARY, 501 Poplar View Parkway, Collierville, TN 38017



Library Meeting Room Application 2025

Lucius E. and Elsie C. Burch, Jr. Library
501 Poplar View Parkway | Collierville, TN
Phone: 901-457-2601 | Fax: 901-854-5893

Organization Information

Organization Name: _____

President/Chairperson Name: _____ Phone: _____

This organization is a: Not-For-Profit Organization Not-For-Profit Tax ID: __: _____

For-Profit Business/Organization; \$40 per hour fee applies:

Contact Information

Contact Person Name: _____ Phone: _____

Address: _____ Email: _____

Meeting Date(s)

(One meeting per month. Groups may ONLY book meetings 12 weeks/84 days in advance. You may list tentative dates per month, but this does not guarantee your reservation. It is the responsibility of each group to reserve specific dates & times through our online reservation system or call the library to reserve.)

January	February	March	April	May	June
July	August	September	October	November	December

Meeting Room: Halle Room (Capacity 40 people)

Meeting Time: _____ Anticipated Attendance: _____

Purpose of Meeting: _____

Will food be served? Yes: No:

- Each organization is responsible for arranging the room in the manner which they find the most appropriate for their meeting.
- Each organization is responsible for leaving the room in the manner in which it was found.

I have read the Meeting Room Policy and agree to abide by the conditions set forth.

Applicant's signature: _____ Date: _____

For Official Use Only

Date Reviewed: _____ Approved: Denied: Approved by: _____

Notes: _____

Meeting Room Policies

The Library is pleased to offer free meeting room space for local non-profit organizations to be limited to a 2-hour time period per meeting.

Non-profit organizations will be asked to provide a tax-exempt number.

Groups are limited to one reservation per month to ensure that meeting room space is available to as many organizations as possible.

The following groups are exempt from the 2-hour limit per month: The Contemporary Club, the Friends of the Library, and all Town Departments.

Groups can reserve the room up to 3 months in advance. The following groups are grandfathered and can reserve their meeting times for a full calendar year: Collierville Education Foundation, Collierville Community Civic, Family Violence Council, Friends of the Library, Contemporary Club, and 20th Century Club.

The Library offers free meeting room space to Collierville community book clubs, pending Library approval. The Library offers meeting space to all other businesses/organizations at \$40/hr.

Meeting setup and takedown must occur within the time period reserved. If an organization occupies the room 10 minutes past the time period reserved, an hourly charge of \$40 will apply.

All programs / meetings must not disrupt the use of the library for others. The Library reserves the right to withdraw a previously approved meeting room reservation and/or application.

Permission to use the library meeting rooms does not imply library endorsement of the views, aims, policies or activities of any group or organization.

The meeting room will not be used for fundraising activities or events, except those sponsored by the Library or the Friends of the Collierville Library. The meeting room will not be used for parties or showers.

The library does not discriminate in making its premises available on the basis of race, color, national origin, religion, sex, sexual preference, age or physical limitation.

The library reserves the right to reassign an organization to a different room or date if the room is needed for a library sponsored activity.

Meeting Room Guidelines

Use of the Halle Room is by reservation only and must be reserved no later than 3 days in advance. The Library Director may make exceptions in some cases.

Groups can reserve the meeting room for the current month and the following two months in advance of their meeting.

The meeting room will be booked on a first come, first-served basis.

The library must be notified in advance of any meeting cancellation or change in the name / phone number of the designated contact person for the group. Failure to comply with this policy may result in the non-acceptance of future bookings.

The meeting room must be left in the order in which it was found. Tables and chairs may be rearranged, provided they are returned to their original arrangement at the end of the meeting. A fee will be charged to users for repairs of damages or special cleaning as determined by the Library Director.

To reserve the meeting room, an adult (18 years or older) must review the Meeting Room Policies and complete a Meeting Room Application, available on the Library's website, through the Room Booking module, and at the Library. Applications should be submitted at least two-weeks before the actual event.

All groups must reserve the times for their meetings using the Room Booking module on the Library's website or with the assistance of Library staff by phone or in-person. Specific dates and times for bookings for grandfathered groups must be recorded on the application (i.e. August 12th from 2:00 – 4:00 p.m.)

The designated organizational contact will be by email through the Room Booking software if the meeting room request is approved and the dates/times can be accommodated.



Lucius E. and Elsie C. Burch, Jr. Library

AMENDED BY-LAWS

OF THE COLLIERVILLE PUBLIC LIBRARY BOARD

ARTICLE I

PURPOSE AND POWERS

Section 1. The Board of Mayor and Aldermen of the Town of Collierville, Tennessee (the "Town") adopted Resolution 2004-36 on July 12, 2004, which establishes the Collierville Public Library Board (hereinafter referred to as the Library Board).

Section 2. The Library Board is organized for the purpose of ensuring at all times the highest quality of management and oversight of the Collierville Public Library (hereinafter referred to as the Library) in accordance with the applicable law of the State of Tennessee.

Section 3. The Library Board shall have all powers granted pursuant to applicable state law including those powers described in Tennessee Code Ann. 10-3-104, as such section may be amended or renumbered from time to time.

Section 4. Tenn. Code Ann. § 10-3-101, et seq., were recently amended by Public Chapter 126, necessitating the amendment and restatement of the previously adopted by-laws.

Section 5. The following shall, accordingly, amend and replace the previously adopted by-laws in all respects.

ARTICLE II

MEMBERSHIP

Section 1. The Library Board shall consist of seven (7) members (hereinafter referred to as a "Member" or collectively as "Members"), appointed by the Board of Mayor and Aldermen and not more than one of whom shall be a member of the Board of Mayor and Aldermen. All Members shall be residents of the Town.

Section 2. All Library Board Members shall be residents of the Town.

Section 3. The terms of the Library Board Members shall be as follows: three Members shall serve one year terms; two Members shall serve two year terms; and two Members shall serve three year terms (each of the foregoing terms referred to hereinafter as an "Initial Term"). If a Member ceases to be a Member during his or her Initial Term, his or her successor shall serve the remaining balance of the Initial Term. All Members appointed after the expiration of a respective Initial Term shall serve three year terms. Despite the expiration of a Member's term, he or she shall continue to serve until his or her successor is elected and qualified.

Section 4. Library Board members may serve two consecutive terms and may be reappointed to the Library Board after a minimum three year break in service. Said consecutive term limits shall not apply to terms that expired prior to July 1, 2017. The completion of an unexpired term by a successor



Lucius E. and Elsie C. Burch, Jr. Library

AMENDED BY-LAWS OF THE COLLIERVILLE PUBLIC LIBRARY BOARD

appointed in the stead of a Library Board Member, as specified in Section 3, shall not count toward the two term limit.

Section 5. All Library Board Members shall serve without compensation.

Section 6. The Board of Mayor and Aldermen may vote to remove a Member or Members with or without cause.

Section 7. Any vacancy by reason of death, resignation, or other cause shall be filled for the unexpired term of the Member through appointment by the Board of Mayor and Aldermen within sixty days of the vacancy being created.

ARTICLE III

OFFICERS

Section 1. The Library Board shall have a Chairperson, a Vice Chairperson, and a Secretary (sometimes collectively referred to hereinafter as the "Officers" or each, individually, as an "Officer").

Section 2. The Chairperson shall preside at all meetings of the Library Board. The Chairperson shall have the power to appoint committees, call special meetings and to perform such other duties as may be ordered by the Board of Mayor and Aldermen or the Library Board. The Chairperson shall have the privilege of discussing all matters before the Library Board and to vote thereon.

Section 3. The Vice Chairperson shall preside at all meetings and assume all duties and powers of the Chairperson in the absence of the Chairperson.

Section 4. The Secretary shall keep the official minutes and a record of membership attendance and shall notify the membership of the meeting date, time, and location. In the absence of the Secretary, the Chairperson shall appoint any Member to serve as temporary secretary.

Section 5. Nomination of Officers shall be made from the Members and the Members shall elect Officers at an annual organizational meeting to be held in July.

Section 6. The nominee for each office receiving a majority vote of the Members present shall be declared elected and shall take office immediately following election.

Section 7. All Officers shall be elected for a term of one (1) year and shall serve for a term of one year or until his or her successor is elected. All Officers shall be eligible to succeed themselves, unless their membership on the Library Board is term limited pursuant to Article II hereof. Vacancies shall be filled promptly for any unexpired term by the regular election procedure.

Section 8. An Officer may resign at any time by delivering his or her resignation to the Library Board. An Officer's resignation shall be effective when delivered unless it specifies a later effective date. If an Officer's resignation is made effective at a later date and the Library Board accepts the future



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AMENDED BY-LAWS OF THE COLLIERVILLE PUBLIC LIBRARY BOARD

effective date, the Library Board may fill the pending Officer vacancy before the effective date if the Library Board provides that the successor shall not take office until the effective date.

ARTICLE IV

MEETINGS

Section 1. Meetings shall be held at the call of the Chairperson or by the majority of the membership.

Section 2. All meetings and the records of such meetings shall be open to the general public. The Library Board may request any member of Town staff, the Town Attorney or his designee, or any other individual whose attendance is deemed desirable, to be present at any meeting of the Library Board. Notice of such meetings shall be given in accordance with the applicable law relating to meetings of public bodies generally in Tennessee.

Section 3. Four (4) Members shall constitute a quorum. A quorum must be present before any business is transacted. When a quorum is in attendance, but any Member(s) present is forced to recuse himself or herself on account of a potential conflict of interest or is required to leave the meeting for any reason and fewer than four (4) Members actually vote on a matter, action may be taken by the Library Board upon an affirmative vote of a majority of the Members then present and voting.

Section 4. Each Member is entitled to cast a vote. The concurring vote of a majority of those Members present shall constitute final action of the Library Board on any matter before the Library Board. An abstention shall be counted as a negative vote.

Section 5. A record of the vote of each Member on each question shall be kept as a part of the minutes of the Library Board. If a Member is absent or if a Member does not vote, the record shall indicate such fact.

Section 6. The order of business at a meeting shall generally be as set forth below, modified as the Library Board may determine from time to time:

- (a) Roll call to determine that a quorum is present;
- (b) Reading and approval of the minutes of previous meeting;
- (c) Old Business;
- (d) New Business;
- (e) Committee reports;
- (f) Other Business;
- (g) Adjournment.

Section 7. During a meeting, a matter before the Library Board shall be presented by the Chairperson, by a Member designated by the Chairperson, or by the Town Administrator or his or her designee. Interested parties shall then have the opportunity to submit comments either in person or in writing.



Lucius E. and Elsie C. Burch, Jr. Library

AMENDED BY-LAWS OF THE COLLIERVILLE PUBLIC LIBRARY BOARD

ARTICLE V

ADOPTION AND AMENDMENTS

Section 1. These by-laws shall be in full force and effect following their adoption at the first meeting of the Library Board and all subsequent meetings of the Library Board that follow their adoption.

Section 2. These by-laws may be amended or repealed by a majority of the Members.

CERTIFICATION

I, _____, do hereby certify that I am the duly appointed, qualified and acting Chairperson of **THE TOWN OF COLLIERVILLE LIBRARY BOARD** (“**LIBRARY BOARD**”), and that attached hereto is a true and correct copy of the duly adopted Amended By-Laws of the Library Board. I do further certify that said By-Laws have not been amended or rescinded and are in full force and effect on and as of the date hereof.

_____, Chairperson

Dated: _____, 2017

Interlocal Agreement between the
Lucius E. and Elsie C. Burch, Jr. Library and the Germantown Community Library

This agreement, between the Lucius E. and Elsie C. Burch, Jr. Library and the Germantown Community Library is hereby adopted in order to establish a policy whereby library patrons in good standing of both communities may borrow library materials from each other without being charged a non-resident fee for a library card. In addition, this agreement establishes a courier service between the two communities that will allow materials to be transported to and from Collierville and Germantown in order to fulfill the needs of patrons.

Interlocal Borrowing Guidelines:

1. Borrowers will be subject to the rules of the lending library.
2. Borrowers must be in good standing in their home library and will need to register separately in each member library. They will be issued a unique library card permitting the use of the other library's services, without payment of a non-resident fee. A signed form from the borrower's home library stating that the patron is in good standing will be required.
3. Materials available for borrowing will be at the discretion of the individual lending library, and designated "Popular" materials will not be loaned to reciprocal borrowers.
4. Cards issued pursuant to this agreement may only be used when physically in the issuing library.
5. Collierville Burch Library cards issued pursuant to this agreement will not allow access to Collierville online databases or public computers. Germantown Community Library cards issued to Collierville residents without payment of nonresident fee will not allow access to certain Germantown online databases.
6. Patrons must return materials borrowed to the appropriate owning library. If library materials are returned to the incorrect owning library, the patrons will be held responsible for any overdue charges that will continue to accrue under the terms of the owning library's policies.
7. Materials returned to the wrong lending library will be collected and returned via courier to the correct lending library at the earliest convenience.
8. Overdue fines and fees for lost and damaged materials will be collected and kept by the owning library.
9. This agreement extends to each of the libraries' "non-resident exempt" card holders and "non-resident" card holders, but NOT "temporary" card holders.

Courier Service Guidelines:

- 1) Libraries will utilize a mutually agreeable courier service that is able to provide reliable service at reasonable rates.
- 2) Courier Service shall occur twice per week, on Tuesdays and Thursdays.
- 3) Courier Service shall be provided only for items that the patron's home library does not have in its collection.
- 4) Patrons will be required to fill out an appropriate and mutually agreed upon form for each courier transaction. This form will assist in the tracking of the item being couriered and will inform the patron about his responsibilities as part of the transaction.

Term and Termination

This agreement shall be for an indefinite term and may be terminated at any time, for any reason, by either party following 30 days written notice from and to the respective Library Board chairpersons.

C. Thomas Cates, Chairman,
Germantown Community Library Board

Date

Liz Rozanski, Chairman,
Lucius E. and Elsie C. Burch, Jr. Library

Date



Public Program Proposal

Lucius E. and Elsie C. Burch, Jr. Library
 501 Poplar View Parkway, Collierville, TN 38017
 Phone: 901-457-2600 | Fax: 901-854-5893

Programming at the Lucius E. and Elsie C. Burch, Jr. Library is designed to provide the community with informational, cultural, and educational opportunities that encourage lifelong learning. If you would like to present a program at the library, please fill out the proposal form below. We will contact you if the program meets our guidelines [See the Library's Programming Policy on page 24 of the Policy Manual] and fits with our schedule and budget. Please note that the library plans and promotes programs four to six months prior to the event date. We will review all proposals and contact you if we are able to accommodate your proposed program.

Please Answer All Questions

Full Name: _____

Organization Name: _____

Address: _____

Phone Number: _____ Email Address: _____

Website URL: _____

Program Description

Presenter's Name: _____

Presenter's Background and Credentials:

Title of Program: _____

Preferred Date(s) & Time(s): _____

Programs must be held during normal library hours. See <https://www.colliervilletn.gov/residents/library/about-us/contact-us>

Description of the proposed program:

Most lectures, readings, and performances are done on a volunteer basis. Does your program require a fee?

Mark only one: Yes: No:

If yes, what amount are you requesting? _____

Program's Target Audience(s): _____

Adults, seniors, children (specify ages: 0 to 5, 6 to 8, or 9 to 12), teens, college students, other.

What is the minimum enrollment needed for the program to be held? _____

What is the maximum enrollment for the program? _____

Additional Information

What supplies, equipment, and/or staff support would be needed, if any?

Do you have a PowerPoint presentation?

Mark only one: Yes: No:

Any additional information?

By signing below, I confirm I have read the Collierville Burch Library's policy on programming.

See the Library's Programming Policy on page 24 of the Policy Manual.

Signature: _____ Date: _____

If completing electronically, please type your name to sign.