

Section 4 – Service Policies

4.1 Programming Policy

The Poudre River Public Library District provides programs to the public in order to fulfill its mission of providing library services, and associated vision and values statements.

The District offers programs that align with its current strategic goals, in order to provide current and useful information to the community, promote literacy and reading, and increase awareness and use of library collections and resources. Programming may be solely provided by the District or in partnership with other community organizations.

Programming provides a valuable opportunity for forging partnerships with organizations that extend and enhance the District’s ability to serve while building community alliances that benefit our patrons. The District may seek out, and engage in creating, effective partnerships that minimize programming duplication in the community and that benefit our patrons. For more information please refer to the Partnership Policy on page ___.

District staff members entrusted by the Executive Director with selecting, planning, and delivering programs will use an evaluative process to provide programs that balance:

- The Mission, Vision and Values of the District
- The current District Strategic Plan
- Cost effective and efficient use of resources

4.2 Public Access to the Internet/Wireless

The Poudre River Public Library District recognizes the importance of the Internet as a valuable informational resource. Therefore the District provides access to the Internet as a service to the public. The District offers Internet access equally to all users with the understanding that it is the individual user's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using public library resources and facilities.

The Internet can pose challenges as an information resource. The District cannot monitor or control the content of the Internet. Users may find some sites controversial or inappropriate. Users are responsible for evaluating websites for their content, accuracy and availability. Users are encouraged to take advantage of the vast body of information on the Internet while exercising good judgment.

Use of Filters on District-owned Computers

The Poudre River Public Library District supports the right and responsibility of parents to direct use of the Internet by their own children, and provides convenient access to filtered Internet.

Customers may designate the preferred level of Internet access in their library record. Parents or legal guardians who sign their minor child's card may designate the preferred level of Internet access on their child's library record. The filter provided by the District may restrict access to sites that could be deemed objectionable, but may also limit access to sites which have legitimate research value. No filtering system is completely effective or efficient and the District does not accept responsibility for objectionable sites not blocked by the filter.

In compliance with Colorado Revised Statute 24-90-601 the District provides continuous filtering on public Internet computers in all Children's areas.

Rules of Use

Users are responsible for obeying State and Federal laws. Users may not use District computers to access materials which by local community standards would be considered obscene.

Installation, downloading, or modification of software is not permitted. Only approved personal devices, such as USB drives and media players, may be attached to District computers.

Users will not attempt to gain unauthorized access to restricted files or networks or to damage or modify computer equipment or software.

Users will respect the privacy of other users, and will refrain from attempting to view or read material being used by others.

The District is not responsible for any commercial transactions conducted by users on District equipment.

Users of the District's Internet connection may be required to have a valid Poudre River Public Library District card or picture identification.

Users must observe current procedures and limits on time and number of sessions allowed on the Internet.

The District's Facility Regulations Policy applies to use of the Internet.

Termination or Suspension of User Access

District staff is authorized to take prompt and appropriate action to terminate any user's access session, given cause to believe that a user has failed to comply with the Rules of

Conduct in the Public Access to the Internet Policy or the District's Facility Regulations. The Executive Director, or his or her designee, may prohibit a user from subsequent access sessions for up to three months from the date of informing the user of that action.

Internet users whose access session has been terminated or suspended for three months will be given information concerning the process to protest the action and/or request that Internet access privileges be reinstated. Temporary or permanent denial of Internet privileges at any District facility will be effective at all Poudre River Public Library District locations.

4.3 Lending Policies

Library cards are issued to anyone with proof of identification and proof of residence. Limitations and procedures for issuing cards are available from the Circulation Department. Each customer may have only one active library card.

Colorado residents and currently enrolled Front Range Community College students may receive a Poudre River Public Library District card regardless of age and without cost.

By receipt of a library card, the customer agrees to:

- Abide by all library policies and rules;
- Accept full responsibility for all items checked out on the card and all associated charges;
- Report loss of a card or change of address promptly.

To provide access to all customers, circulating library materials and resources are checked out for specified periods of time.

In accordance with Colorado Revised Statutes 24-90-119, the privacy of the individual library record is protected as follows:

Privacy of User Records

Colorado Revised Statutes, 24-90-119, revised 2005

1. Except as set forth in subsection (2) of this section, a publicly-supported library shall not disclose any record or other information that identifies a person as having requested or obtained specific materials or service or as otherwise having used the library.
2. Records may be disclosed in the following instances:
 - a. When necessary for the reasonable operation of the library;
 - b. Upon written consent of the user;