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Palm Desert Library Borrower Registration Policy

Application for a Library Card

Any person of any age may apply for a library card at the Palm Desert Library. A card is issued if the person has acceptable identification. The Palm Desert Library participates in universal borrowing, which, by the California Library Services Act means “the extension by a public library of its direct loan privileges to the eligible borrowers of all other public libraries.” Out-of-state residents will be eligible for a regular library card. Customers who are otherwise not eligible for a free library card, can apply for an Internet Use card that allows them to use the Library’s public computers, with a valid ID.

Identification Required for a Library Card

Adults, age 18 or older, must present a valid Government ID or current school-issued photo ID for a new Library card.

For juveniles to obtain a new Library card, the juvenile’s parent or responsible guardian must present a valid Government ID or current school-issued photo ID. Juvenile applicants may present a completed and signed Library application in lieu of a parent being present.

Acceptable types of valid Government-issued photo ID include:

- State issued photo ID
- Consular cards
- Federal ID including Military or Tribal
- Passport

Library Use Card

Library cards are non-transferable, and it is the customer’s responsibility to monitor the use of his or her own card. Customers can verify their account information to staff in person, via email, or over the phone to renew their Library card.

Replacement Card

If a card is reported lost or stolen, or it is damaged, a fee will be charged for its replacement.

The account must be in good standing before a replacement can be issued. Fees and account information will remain when a new card number is issued. Valid Government or current school-issued photo identification is required to issue an adult replacement card. Juvenile replacement cards will be issued with a completed Library Card Application or authorizing parent present

Palm Desert Library Circulation Policy

Purpose

The Palm Desert Library will make available a wide range of materials in various formats for customer use. The following establishes circulation policies to encompass materials borrowing and use.

Library Cards

To check out materials, each library customer must have a valid library card. There is no charge for the initial library card for any resident of California. There is a fee for replacing a lost, stolen, or damaged card. Library cards are non-transferable. Each Library cardholder may have up to **30 items** checked out at a time. The following item checkout limitation exists for each card.

- Printed Materials (books and magazines): 30 per card
- DVD's & Blu-Rays: 30 per card, not to exceed 30 total items
- Audiobooks: 30 per card, not to exceed 30 total items
- Link+: 20 items

Loan Periods and Number of Renewals Allowed

- Books: 14 days; 5 renewals
- Sound Recordings: 14 days; 5 renewals
- DVD & Blu-Rays: 14 days; 5 renewals
- Magazines: 14 days; 2 renewals
- Interlibrary Loan: 1 renewal
- Kits: 2 renewals
- Link+: 21 days

Holds

If an item is not available a customer can place a hold on it. There is no charge for placing a hold on an item. Some items may not be holdable. All holds must be checked out on the card that placed the request. There is a maximum of 30 holds per card. Cardholders can place holds on up to 30 books, DVDs, sound recordings, and other materials. Link+ materials have a maximum of 20 holds at a time.

Interlibrary Loans

If an item is not available to borrow from the Library's collection, it can be requested via Interlibrary Loan from another library system. A nominal fee will be charged for Interlibrary Loans. All Interlibrary Loans are reviewed by professional staff. Loans, loaning periods, and renewals are at the discretion of the loaning institution.

Recovering Overdue Materials

The Palm Desert Library will attempt to notify the customer 3 days after the item is due, and again at 10 days after the item is due. At 30 days after the item is due, a bill notification is sent to the customer requesting that the item be returned or the cost of the item plus a processing fee be paid.

April 22, 2024

Lost Materials

A lost item is library material that is not returned to the Library. Items not returned within thirty days of the due date are considered lost. Items reported lost, misplaced, or missing by a customer are also considered lost. It is the responsibility of customers to return materials or be subject to a replacement fee for the item. If a customer locates an item within 30 days of payment, the item, returned with a receipt, can receive a refund at the Library which initially accepted payment, in the original payment form. Customers may replace a lost item with a new copy of the same item.

Damaged Materials

A damaged item is an item that is not returned in the condition in which it was borrowed. Damage includes, but is not limited to wet, stained, scratched, chipped, sticky, sandy, chewed, odiferous, missing pages, written in, or missing pieces. It is the responsibility of the customer to return items in the same condition as when the item was borrowed or be subject to a replacement fee for the item. It is the responsibility of the customer to report any existing damage at the time an item is checked out.

Claims Returned Materials

A Claims Returned item is a library material that was borrowed, then the customer claims was returned to the library. If a library customer is notified that they have not returned an item and the customer claims they have returned it, library staff will check the shelf for the item and if it is not located, may set the item to Claims Returned. A customer is only allowed to have five items with a Claims Returned/Claims Never Had status. Additional items will be marked as Lost and patrons will be responsible for the replacement.

Claims Never Had Materials

A Claims Never Had item is a library material that appears on a customer's library account, but that they claim was never borrowed. If a library customer is notified that they have not returned an item and they claim they never borrowed the item, library staff may set the item to Claims Returned. The item will remain on the customer's account with a Claims Returned status until the item is found. A customer is only allowed to have five items with a Claims Returned/Claims Never Had status. Additional items will be marked as Lost and patrons will be responsible for the replacement. This policy will also apply for items checked out, but customer reports the case was empty.

Refunds

Refunds will be issued for paid lost items. The item returned must be in good condition: no water damage, torn pages, or cover, or handwriting on pages.

The Palm Desert Library Code of Conduct

The Palm Desert Library is open to the general public. This policy ensures that everyone has the right to use Library services and resources provided his or her behavior does not unreasonably interfere with the rights of others to do the same. This policy requires the following specific behaviors be observed in the Library:

- Behavior must not disrupt other people's use of the Library.
- Library customers must be considerate of others in the Library and treat other customers, staff and volunteers with courtesy and respect, honor other customers' privacy and keep all conversations at a reasonable noise level. Loud, abusive or threatening language will not be tolerated.
- Any action recognized as illegal is prohibited in the Library including possession or use of firearms, weapons and illegal or controlled substances.
- Electronic devices including cell phones must be set to mute or vibrate in the Library. Volume from devices must be inaudible to others. Phone and video conversations must be taken outside of the Library buildings.
- Food and beverages may only be consumed in designated areas. All beverages must have a lid in the Library.
- If a person creates or emanates a detectable odor, including that of controlled substances, that disturbs other Library customers or staff, they will be asked to leave until the situation is corrected.
- Bicycles are not permitted in Library buildings. Skates, skateboards, collapsible scooters, wheelies, hoverboards, and other such items may not be used in Library entryways or walkways and must be kept out of passageways.
- Shopping carts or other wheeled conveyances, except medically required equipment or strollers and wheelchairs carrying people, are not allowed in the Library.
- Smoking or use of tobacco products is not allowed in the Library or within 20 feet of entryways. Smoking includes holding, carrying, burning, emitting, inhaling or exhaling the fumes or vapor of a lighted or activated pipe, cigar, cigarette or any electronic smoking device.
- The consumption or possession of alcohol is prohibited on the premises except for special events whose organizers have obtained appropriate approvals.
- Customers are not permitted to enter the Library with more than two backpacks, suitcases, or other large parcels or any combination of these, and these items may not be left unattended. The Library is not responsible for unattended items in the Library.
- Animals other than service animals are not allowed in the Library. "Service animal" means a dog that has been individually trained to do work or perform tasks for an individual with a disability, as defined under the Americans with Disabilities Act.
- Library restrooms may not be used for bathing, grooming or washing clothing.
- Customers must be fully clothed in the Library. Upper and lower body must be appropriately covered, and footwear must be worn at all times.
- No sleeping is allowed in the Library.
- Customers cannot solicit, panhandle, sell products or conduct business, including tutoring for a fee, in the Library.
- The Children's and Teen areas of the Library are specifically designed to meet the needs of young Library customers. Priority for use of the Children's and Teen will go to children,

teens and their accompanying adults and by adults who have been given permission by Library staff. Adults that are not accompanying minors and adults that have not been given permission by Library staff will be asked to relocate to another section of the Library.

- Using Library materials, equipment, furniture, fixtures or building in a manner inconsistent with customary use or in a destructive, abusive or potentially damaging manner is not permitted.

Rules for Supervision of Minors

Parents, legal guardians, caregivers and teachers are responsible for the behavior of children under their supervision. Children under the age of 11 must be accompanied by a parent or responsible caregiver 13 years old or older. A responsible adult must directly accompany babies, toddlers and preschool children at all times. The Library is a public building; Library staff and volunteers cannot assume responsibility for children at any time. If a child is left unattended, staff will attempt to find the parent/caregiver within the Library. If staff is unable to locate a responsible party, the child will be considered abandoned, and law enforcement personnel will be notified. If an unattended child is in the Library 15 minutes prior to closing time, law enforcement personnel will be notified and asked to pick up the child. Library staff are not permitted to provide transportation for the child.

Palm Desert Library

Collection Development Policy

Purpose

The Materials Selection Policy provides a general guide to the selection and maintenance of material collections offered by the Library and emphasizes the Library's commitment to the needs of the community it serves, intellectual freedom, and unrestricted access to information per American Library Association Guidelines and the Freedom to Read Statement.

The Palm Desert Library collection is:

- Available 7 days a week and online 24 hours a day
- Available in variety of formats including those for the vision impaired
- Diverse and inclusive
- Well organized and in good condition
- Current and relevant
- Responsive to new trends, issues, and interests
- Built by the dedicated work of professional staff
- Shaped by the input of our community and representative of its needs
- Guided by the Library's Mission Statement as well as the city's [Mission and Core Values](#).
- Thought provoking
- Comprised of works of lasting value.

Criteria for Selection of Materials

While much professional effort has gone into the selection of materials, the Palm Desert Library recognizes that members of our community may find issue with one or more items. In line with our collection policy, we aim to be inclusive and provide a diverse collection of materials to meet the varied needs of those in our community. The Library, by selecting individual materials, does not promote, support or endorse any particular viewpoint, but rather aims to support the Freedom to Read statement of the American Library Association (below).

The following general criteria are used to evaluate the appropriateness of materials added to the Library collection:

- Accuracy of information
- Merit, awards, or critical acclaim
- Existence of authoritative, published reviews
- Timeliness or permanent value
- Popular interest or demand
- Extent to which the subject matter is already represented in the Library collection
- Readability or literary style
- Social significance
- Reputation of the author or publisher
- Space limitations
- Cost
- Physical durability, attractiveness and other format characteristics

Local author materials will be accepted for review, to be added to the Library collection, if they meet many of the above criteria. The addition of local author materials will be dependent upon the approval of professional Library staff.

Responsibility for Collection Decisions

Responsibility for the selection of Library materials rests with the Library Director. The Library Director will delegate selection responsibilities to Library staff as necessary.

Library users are welcomed and encouraged to suggest items for addition to the Library collection. Customers can fill out a Purchase Suggestion Form at the library, as well on the library's website. If access to the website is not available, a request can be sent via email to libraryinfo@palmdesert.gov. After the request is made, Library staff will evaluate the request based on the general selection criteria outlined in this document. For users to receive notification that one or more of their requests were selected for the collection, valid email contact information must be provided. Library users may also check the online catalog or contact staff to see if a requested item was purchased.

Access to Library Materials

Materials held in branches of the Palm Desert Library will be available to all members of the public, regardless of age or any other factor.

Statement of Materials Consideration

Because of the Library's philosophy of intellectual freedom, there may be materials in the Library's collection which could be of concern to individuals or groups. The acquisition of such materials does not imply approval or endorsement of their content or opinions but enables the Library to support curriculum and provide diverse perspectives for the enrichment of the lives of our users.

The following process will be employed when requests for reconsideration are submitted.

1. The Palm Desert Library (PDL) responds to requests for reconsideration of Library materials in writing.
2. Requestors must have read, heard, or viewed the entire work to have their request considered.
3. Requestors must be a resident of Palm Desert and hold a valid Palm Desert Library card.
4. PDL's Challenged Materials Committee reviews these requests.
5. The Committee, consisting of PDL librarians and headed by the Library Director, reviews the item considering the customer's request, the PDL selection policy and professional reviews of the title within 30 days.
6. The Committee's decision will be communicated in writing to the requesting party via a letter sent by the Library Director.

Each time there is a request to reconsider an item from the Library collection, the Library Director or someone acting on their behalf will report this request to the American Library Association Office of Intellectual Freedom. The Office of Intellectual Freedom will then note the occurrence and document it despite the decision of the review committee.

Deselection and Refreshing of Library Materials

The Library utilizes a specific deselection and refreshment schedule in order to best remove outdated, worn, inaccurate and incomplete materials. The deselection schedule allows for Library staff to remove items that meet any of the below deselection criteria, evaluate the need for replacements and updating, and select materials needed to refresh the collection. The deselection schedule is meant to encourage deselection and refreshing on an ongoing basis. Library staff will also deselect as needed in other areas of the Library. Whenever possible, deselected materials will be offered to a local organization. To be considered as an entity to receive deselected materials, please submit a request in writing to libraryinfo@palmdesert.gov.

Criteria for deselection of Library materials includes, but is not limited to:

- Usage or circulation
- Physical condition
- Duplication in Library collection
- Edition or accuracy of information
- Completeness
- Space

Magazine and Newspaper Deselection

Magazines will be deselected when they are 12 months past delivery date for monthly magazines, and 6 months for weekly magazines, as space permits. Magazines are recycled or repurposed for Library craft projects as appropriate.

Newspapers will be removed from the collection when they are 8 days past delivery date. Library staff will recycle newspaper materials.

Donating Gift Materials.

All donated/gift materials, except for those given to the Local History Collection, will be received by library Book Sale volunteers. The Book Sale volunteers may at any time suspend the collection of gift materials due to space, deny the acceptance of materials due to condition, or transfer donated/gift materials.

Book Sale volunteers will accept the following items, in good condition:

- Books in good condition
- Audiobooks
- DVDs
- CDs

Book Sale volunteers do not accept the following items:

- VHS videocassettes
- Audiobooks on cassette
- Music on cassette
- Magazines
- Encyclopedia Sets

- School textbooks, reference books, and medical and technology books with a publishing date prior to the year 2012.
- Large sets (Time-Life)

Book Sale volunteers sort and prepare material to be sold in the bookstore located in the Library.

The Freedom to Read Statement

See: American Library Association, Freedom to Read Statement
<https://www.ala.org/advocacy/intfreedom/freedomreadstatement>

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Palm Desert Library Community Room Policy

Purpose

The Palm Desert Library welcomes the public use of its facilities and meeting rooms in keeping with the Library's mission to “nurture community well-being through social, cultural and learning experiences.” The Library permits the public to use its facilities and meeting rooms when such use does not interfere with Library-sponsored programs and services.

Policy Statement

The Library allows outside organizations and groups to use its facilities and meeting rooms when they are not needed for administrative use or for activities or programs sponsored in whole or in part by the Library. The Library reserves the right to deny applications for use based on the availability of space and staff, frequency of use, or as otherwise outlined in guidelines available on the Library's public website.

- Permission to use the Community Room does not imply that the Library Board of Trustees, the Library staff or the City of Palm Desert supports the opinions and/or views of the users.
- Reservations for non-Library events held in the Community Room must be open public forums of a civic, cultural, educational or intellectual nature. No private events of a purely social nature (receptions, parties, showers, etc.) are allowed.
- Organizations using the Community Room must have a non-commercial purpose and may be required to provide evidence of their official non-profit status. No admission fees can be charged. Events must not be commercial in nature, including transacting business or soliciting customers or clients.
- The Library Code of Conduct governs behavior in the Community Room. Users must comply with room capacity. Users not in compliance with Library policies will be asked to leave and may be denied future use of the space. The Library will not be responsible for theft or damage of equipment or material supplied by users. This includes personal items.
- Smoking and alcoholic beverages are not permitted anywhere in any Library building. Amplified music is not permitted.
- Plans for decorations must be pre-approved by Library Administration; decorations must never obstruct exits and are to be removed before the group leaves the building unless other arrangements have been approved.
- Booking requests must be made by an adult who is 18 years or older and have a Palm Desert Library card in good standing, who will ensure adult supervision is provided. The contact person listed on the booking request assumes full responsibility for damage to Library property in their custody.
- The Library's contact information cannot be used as an official address for any organization using the community room.
- The Community Room may be used only during regularly scheduled hours of Library service. The booking must include the time required to set up and return the room to proper order. The

furniture must be returned to its original arrangement and all participants must be out of the room by the scheduled ending time.

- Community Room booking requests will be considered in a "first come, first served" manner up to 90 days in advance when such uses do not conflict with regular City Library programs. A maximum of three (3) events can be scheduled to occur from the current date forward 90 days.
- Use of the Community Room on a standing or continuing basis is not allowed. Community Room booking requests require approval by staff – requests are typically reviewed within 2 business days. Cancellations should be made promptly so other meetings may be scheduled.
- Users will check in at the service desk for access to the Community Room.

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Palm Desert Library Computer Use, Booking & Printing Policy

Purpose

Palm Desert Library (PDL) offers computers equipped with basic productivity software, internet access, and special access to learning resources and databases. The library offers printers, copiers and scanners for public use.

Statement of Policy

- Palm Desert residents are required to obtain a PDL library card to use public computers. Individuals must use their own library card number only to log on.
- Out-of-State visitors are eligible for a library card.
- Customers may use up to the maximum of 120 minutes per day on the public computers.
- Reservations on public computers are not possible.
- Public computers will automatically log off 10 minutes before closing.
- PDL cannot guarantee the performance or reliability of the public computers or the software on them. All copyright laws apply when using public computers and the Internet in the library.

Printing

- PDL customers are given \$1.00 in free printing each week. This allowance does not cumulate or roll over.
- Customers using the pay-to-print kiosk may also pay for copying and printing above the \$1.00 in free prints.
- Customers may add credit to their library card account for copying and printing purposes.
- Public computer printing is directed to a network printer. Customers may claim their print jobs using their library account number and PIN at a Print Release station.
- Customers using personal devices are invited to save their work to the Cloud (Google Drive, OneDrive, etc.) or to a storage device, and then print wirelessly using a Print Release Station.
- Staff will not change paper for custom printing projects for patrons. Staff will assist patrons in finding commercial printing businesses that provide these services.

**Palm Desert Library
Filming and Photography**

Purpose

The Palm Desert Library allows visitors and patrons to engage in casual filming and photography while present in Library facilities and grounds. Library facilities and grounds are public spaces, and the Library cannot prevent and is not responsible for incidental filming or photography of Library visitors or patrons as there is no expectation of privacy.

Policy

Programs, classes or events sponsored by the Palm Desert Library may be photographed or video-recorded by the Library’s staff or its representatives. Attendance at an event constitutes the consent of all attendees, and the consent of the parents or legal guardians of any minor children in attendance, to the future broadcast, publication, or other use of photographs or videos.

The Library may utilize photos and videos from programs and events at Library on its website and in Library publications. To ensure the privacy of all individuals, including children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent or legal guardian.

Professional or unauthorized photography or filming of the library facility, staff or patrons without expressed permission of Library management is prohibited. Equipment that is disruptive to library operations, such as lighting or tripods, is not permitted.

Photography of any patron without their expressed permission/consent, or the permission of their legal parent/guardian (minors) is prohibited. Amateur photography designed to record a visit or make use of the library setting as a backdrop is generally permitted, provided that such activity avoids capturing identifiable likenesses of individuals without their permission and does not cause a nuisance to other patrons.

Any person filming or photographing on library premises is solely responsible for gaining all necessary releases and permissions from people who are filmed or photographed. Library staff may terminate any photography or film session that appears to compromise public safety and security.

Consent to Interview, Photograph, and/or Video

Name: _____

Address: _____

City: _____

Hereby authorizes interviews with and/or photographs made, or video taken of:

(name of person or indicate SELF)

By _____

(name of news organization, reporter, or photographer)

And hereby releases the City of Palm Desert from any and all responsibility attached hereto.

Date: _____

Signature: _____

Relationship: _____

(relationship to person interviewed, photographed or videotaped, if other than self)

Witness _____

Palm Desert Library InterLibrary Loan

Policy

Interlibrary Loan (ILL) is a reciprocal service among libraries in North America, and it is at the discretion of the owning library whether to lend the item. Patrons are responsible for the cost of any damaged or lost ILL items per the lending library's policy.

A Palm Desert Library card is required to submit a request. Be sure your card is active and in good standing with no outstanding fees.

Interlibrary Loan requests are limited to books or scanned pages or images of magazine/journal articles or microfilm. Libraries generally do not lend audiovisual, popular materials or unique items through Interlibrary Loan. ILL requests can be submitted in person at the Palm Desert Library. When requesting the title, author, publisher, and the ISBN of the book are recommended. The journal title, article title, volume number, and the year of publication are required for article requests.

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Palm Desert Library Internet Use and Safety Policy

Purpose

The Palm Desert Library endeavors to provide collections, resources, and services that meet the cultural, informational, recreational, and educational needs of the diverse communities it serves.

Resources available on the Internet supplement and complement the collection and resources available at Library facilities. The Internet may contain material of a controversial nature; however, the Library does not monitor Internet usage. Users should note that not all Internet sources provide accurate, complete, or current information.

All Library computers with Internet access and the Library's wireless network use a technology protection measure that protects all users including minors against access to visual material considered inappropriate for or harmful to minors.

Consistent with Federal Communications Commission (FCC) Order 03-188, libraries complying with the Children's Internet Protection Act (CIPA) are required to implement a procedure for unblocking the filter upon request of customers who are 18 years of age and older. Such procedures shall be the responsibility of the Library Director ~~City Librarian~~ or designated representatives. Customers who are 18 years of age and over may, at their request, have the technology protection measure disabled during their use to enable access for bona fide research or other lawful purposes.

Free wireless Internet access will be provided by the Palm Desert Library to all customers in order to access the web on their personal electronic devices and will not require the maintenance of a Library account to access such service. All wireless Internet access provided by the Palm Desert Library will be filtered to prevent access to materials deemed by law to be harmful to minors without exception. All Library policies concerning legal, acceptable, and safe use of computers and the Internet apply to use of the public wireless access.

As is the case with any electronic media system provided by the City, Library users should not have an expectation of privacy when using any form of electronic media.

Internet Access by Minors: Regulations and Restrictions

The Palm Desert Public Library provides computer access to minors, including access to the Internet. To the extent possible, steps shall be taken to promote the safety and security of minor users of the online computer network when using email, chat rooms, instant messaging and other forms of direct communication.

Specifically, as required by CIPA, prevention of inappropriate network usage includes unauthorized access, including "hacking" and other unlawful activities as well as unauthorized disclosure, use and dissemination of personal information regarding minors.

Supervising Computer Use by Children:

Access for all customers under the age of 18 will be filtered. Filtering software may not block all material users find offensive. Library staff Librarians cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet. Parents and legal guardians are responsible for monitoring any and all Internet use by minors and consent given on the part of parents or legal guardians for a Library card constitutes acknowledgment by the parents or guardians that they have a responsibility for monitoring their child's use of all Library resources, including the public computers.

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

- Explore the wide range of available information and tell your children about sites you consider inappropriate for them.
- Provide guidelines for your children on the amount of time they spend online, just as for television viewing.
- Teach children to never give out personal identification information (name, address, password, telephone number, social security number, credit card number) about themselves or others without first asking a parent for permission.
- Teach children to be good online consumers. As with print information, consider the source, date, and accuracy of online information.
- Teach children to exercise discretion and caution when communicating using the Internet, electronic mail, chat rooms, and other forms of direct electronic communications in order to remain safe and secure (e.g. avoidance of predators, cyber-bullying, and scams).

Internet Acceptable Use Rules for All Users

Users read and agree when logging into a computer to abide by this Internet Use and Safety Policy, including guidelines for use of the Internet by minors.

Customers are expected to adhere to all rules governing the use of the Internet in libraries, including the duration and frequency of sessions. Customers who violate Library policy regarding the use of the Internet or who behave in a disruptive manner will be asked to either modify their use appropriately or discontinue such usage or have their Internet usage access terminated. In addition, customers must maintain a Library account in good standing and comply with all computer usage rules including printing limits.

All Internet use is subject to the Palm Desert Library Code of Conduct. Customers who observe violations of the Palm Desert Library Code of Conduct should contact Library staff immediately.

Users shall not disclose, use, or disseminate personal identification information regarding minors without proper authorization.

Users shall utilize the Library network for lawful activities only. They shall not use the network to cause harm to others or damage the property of others. They shall not intentionally upload, download or create computer viruses or other forms of malicious programming, attempt to harm

or destroy equipment, manipulate the data of any other user, or seek unauthorized access to networks and systems, including so-called “hacking.”

Wi-Fi

We provide free wireless internet access during open hours to anyone with a Wi-Fi-enabled laptop or mobile device. Just connect your laptop, tablet, or smartphone to our wireless network, e.g., PDLPublic.org.

Like any public wireless network, our Wi-Fi service is not secure. Be aware of the risks and avoid sending sensitive information through the network.

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Palm Desert Library

Mobile Library - Operations & Procedures

Purpose

The Palm Desert Library (PDL) will utilize a mobile library to increase access to library materials and amplify library services. The following is meant to provide staff with guidance on mobile vehicle operations and procedures.

Bookings

- Priority for bookmobile usage will go to PDL staff.
- PDL Staff will evaluate community-initiated requests for the vehicle on a first-come, first-served basis. Requests should be directed to the Library Manager for Community Partnership & Engagement or the Library Manager for Education and Learning.
- PDL staff will have full discretion on outreach vehicle usage depending on community needs, staff capacity, and alignment with library strategic priorities.

Examples of community-initiated requests can come from the city, schools, or non-profit community-based organizations, just to name a few.

Vehicle Reservations

Staff may reserve the bookmobile by:

- Using the PDL Programming & Outreach Outlook Calendar and categorizing it as a 'Bookmobile' entry (purple/lavender category).
- Please include set-up/take-down and driving time in the reservation.

Materials Re-stock

PDL staff will periodically evaluate the mobile library collection for currency, relevancy and condition and replace and replenish as needed.

Golf Carts and Electric Vehicles

Electric vehicles that have a license plate are legal to operate only on streets that have a speed limit of 35 mph or less. Electric vehicles that do not have a license plate (i.e., golf carts) may be operated on designated streets, golf cart lanes or shared sidewalks. A map of designated routes is available from the Public Works or Code Compliance counters. All policies related to vehicle operation apply to the operation of golf carts and electric vehicles as well.

Safety

- Follow City driving policy and procedures.
- Adhere to all rules of the road.
- The vehicle has a maximum speed of 35 mph.
- Verify current insurance policy is in vehicle.

VEHICLE OPERATION RULES

- Seat belts shall be worn whenever the vehicle is in operation and the driver shall not put the vehicle in motion until all passengers have fastened their seat belts.
- Smoking is prohibited in City vehicles.
- Employees may not operate a vehicle while under the influence of a controlled substance and/or alcohol; this includes prescription medication which may impair driving ability.
- The use of cell phones in the driver's hand is prohibited while driving City vehicles. Drivers may use an integrated "hands free" device, or pull over and safely park, to use cell phones.
- Employees must report any vehicle damage to the Maintenance Services Division immediately. This includes damage observed without having had a known cause or accident.
- Non-employee passengers may not be carried unless they have a legitimate business purpose (such as a contractor.) Employees may not transport family members, friends, children or pets.
- City vehicles may be used outside City limits only to conduct City business.
- Utilization of City vehicles for travel to meetings/conferences is addressed in the "travel" section of this policy and in the Travel Policy.
- Employees will be personally responsible for traffic fines or any personal loss (i.e., speeding ticket, loss of wallet, etc.)
- All drivers must ensure that the vehicle interior is clean and free of debris, whether an assigned or pool vehicle.
- Employees may not use City-owned vehicles for personal errands; however, they may continue to use a City vehicle to travel to lunch, provided they are already in the field for City business at the time lunch occurs.
- Employees may not take City-owned vehicles home without the prior written permission of the City Manager, with the exception of the designated "on-call" streets maintenance worker.
- The "guaranteed ride home" program for employees who rideshare is outlined in the rideshare policy and may include use of a city car with City Manager approval.
- City vehicles may not be driven into Mexico or Canada.
- Vehicles must be locked when not occupied.

On The Road Emergencies ([See the City's Fleet & Service Policy and Procedure – Section VI](#))

In addition:

- Stay calm
- Turn on your hazard lights
- Slow down gradually
- Pull off the road to the right shoulder
- Turn your wheels away from the road
- Put on your emergency brake
- Stay in your vehicle
- Be visible
- Set up flares or triangles
- Call for help

Vehicle Accident ([See the City's Fleet & Service Policy and Procedure – Section VII](#))

Insurance and Vehicle Registration

City owned vehicles operated by employees while performing City business are fully protected by property and liability insurance through the California Joint Powers Insurance Authority. A letter providing Evidence of Coverage and a copy of the original registration have been placed in the glove box of each vehicle. The Risk Manager can provide more comprehensive information about City vehicle insurance, POV insurance and rental car insurance.

Palm Desert Library Partnerships Policy

POLICY

The purpose of this policy is to provide structure and guidance to the partnerships between the Palm Desert Library and other organizations, community groups and individuals. A partnership is defined as a mutually beneficial collaboration between the Library and an external organization, individual, business, or community group. Partner contributions provide and/or promote activities, support, services, events and programs to the public in ways that are mutually beneficial.

BACKGROUND

Palm Desert Library welcomes partnerships that promote community engagement and support the mission and goals of the Library and its partners. The relationships between the Library and each partner are unique and involve efforts from both Library staff and the partner for the partnership to thrive. Most community partners fall into one or more of the following categories: Supporting Funding Partners, Service Partners, Outreach Partners, Initiative Partners or Donating Partners. Partnerships are approved by the Library Manager or designee and can range from a one-time collaboration to a long-term arrangement.

- Support Funding Partners provide financial support to enhance library services in significant ways. Examples include the Friends of the Library, Oregon State Library, and major grantors who work closely with Library staff.
- Service Partners help us expand our offerings and services while building a stronger community.
- Outreach Partners help us expand our reach and invite us to participate in the greater community.
- Initiatives Partners help us to align our work with the best practices of the library profession and other practices that align with public libraries. These partnerships may or may not rely on relationship-building for them to thrive and are often with statewide, national or international organizations.
- Donating Partners give in-kind gifts and services, grants and monetary donations to expand the Library's capacity for year-round programs, events and services for all ages, as well as to support library functions. Though not traditionally labeled partnerships, relationships with these donors are still an important part of Library staff working with outside agencies and therefore included in our overall partnership policy. Additionally, many of our Service

and Outreach Partners are also Donating Partners and so including donors in this policy allows a holistic view of the Library's partnership efforts.

Aligning with Policies and Intellectual Freedom

Relationships between the Library and its partners must comply with other library policies, applicable laws and regulations, and the library's commitment to intellectual freedom. Palm Desert Library policies may be found on the Library webpage.

In addition:

- Partners cannot influence the selection of library materials, programs, or services beyond the scope of the Collection Development Policy.
- Partners may not require explicit endorsement of products and services.
- Any programs and events produced through the partnership must fit within the mission of the Library and be approved by the Library Management or their designee.
- Any monetary or in-kind donation must comply with the City of Palm Desert policies.
- The Library protects the confidentiality of its patrons, and will not sell or provide access to patron records or other related information to partners.
- Correspondence and information shared with the Library may be subject to California record retention and disclosure laws.
- Either party may end the partnership at any time, subject to the terms of any written partnership agreement.
- Some partnerships may warrant a written Partnership Agreement.

PROCEDURES

Forming and Maintaining Partnerships

Partnerships can have an organic lifespan that begins through informal or formal networking and collaboration. Library staff work hard to be engaged in the community and open to partnership opportunities that align with Library goals and objectives, support the Library mission, and/or benefit library users. Library staff must also balance the capacity for developing and maintaining partnerships with other work demands. Not all partnership requests can be developed or maintained.

Library staff will document partnerships and give credit to partners as appropriate in Library documentation, per Library policies. Forming a partnership with any given organization or individual does not preclude the Library from forming other partnerships with “like” businesses and organizations.

Partnerships that warrant a written Partnership Agreement will have an opportunity for the partner to review, recommend edits to, and ultimately approve the agreement. Any such agreement will be reviewed annually and revised as needed. Agreements will be developed in coordination with the City Attorney and must be approved by the Library Management. Partnerships Agreements become official records and will be retained in accordance with the California records retention laws.

Typically a partnership that would warrant a written agreement will have one or more of the following characteristics:

- Have an ongoing program or event series
- Engage large audiences
- Require significant expenditures of revenue, resources and/or staff time
- Involve the collaboration of multiple people and/or organizations

Expectations of Partners

The Library expects partners to:

- Be committed to the success of the partnership
- Adhere to this policy and any applicable agreement(s)
- Maintain effective communication with Library staff about partnership activities and any changes that may affect the quality or scope of the partnership
- Share updates about relevant changes to contacts, contact information, schedules, budgets and capacity
- Be committed to ongoing evaluation of progress and continuous improvement
- Be committed to collaborative, long-term strategies, not just short-term solutions
- Be committed to creating opportunities to engage the community and/or target audience
- Be committed to and acknowledge partner's contributions through appropriate forms of recognition
- Provide opportunities for all partners to meet their shared social responsibilities

- Jointly identify clearly defined roles and responsibilities for all involved
- Review and affirm partnerships annually through the use of a Partnership Agreement, where applicable.

Dissolving Partnerships

Partnerships can evolve over time as the needs of the community and the people and organizations involved change. Palm Desert Library staff will follow professional communication methods to inform partners of our intents, where applicable.

Each partner reserves the right to terminate or withdraw from partnerships for reasons such as (but not limited to):

- Partner uses the s name and/or branding outside the parameters of the agreed upon association and without prior consent;
- Partner develops a public image inappropriate to the partner’s services and/or objectives;
- The failure of the partner to deliver the agreed upon resources and services;
- Lack of partner capacity; including staff time, space, or resources;
- Lack of strategic alignment between the partner organization and or strategic objectives.

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Palm Desert Library Privacy & Confidentiality Policy

Purpose

The Palm Desert Library's commitment to privacy and confidentiality has deep roots not only in law, but also in the ethics and practices of the library profession. In accordance with the American Library Association's Code of Ethics:

"We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

Policy

At the state level, Section 6267 of the California Government Code provides as follows:

All registration and circulation records of any library which is in whole or in part supported by public funds shall remain confidential and shall not be disclosed to any person, local agency, or state agency except as follows:

- By a person acting within the scope of his or her duties within the administration of the library
- By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records
- By order of the appropriate superior court.
- The privacy and confidentiality policies of the Palm Desert Library shall comply with the applicable federal, state and local laws. Records will be made available in the event that a duly authorized request is received from a law enforcement agency.

For public records requests, see the [City of Palm Desert's Records Request Portal](#).

Palm Desert Library Programming Policy

Purpose

Programs at the Palm Desert Library support our strategic initiatives, collection of materials, services, and resources along with city-wide goals. In addition, programs serve the popular, recreational, informational, and social needs of the general public and reflect equitable outreach and engagement to a diverse community while promoting a culture of inclusion. The library upholds the right of the individual to access information, even though the content may be controversial, unorthodox or unacceptable to others. The views and opinions of program presenters do not constitute endorsement of the Palm Desert Library, the City of Palm Desert or the Library Board.

Program presenters include library staff with relevant skills or expertise, volunteers or staff from co-sponsoring organizations, local or visiting authors and performing artists, local or visiting speakers with recognized credentials or relevant experience and qualified instructors and trainers. Presenters will be chosen from local, regional and national talent. Requests to present programs, including author readings and signings, are approved according to the public's demonstrated interest in the topic, as well as budgetary resources. The library regards programming as an essential aspect of service to the community.

Criteria for program selection and design include:

- Aligns with the library's mission, and vision
- Service area demographics
- Relevance to the needs and interests of the community
- Current demand and frequency of use
- Accuracy and timeliness of program content
- Availability elsewhere (non-duplication)
- Continuous evaluation to maintain programming vitality and usefulness to the community
- Cost and budget considerations
- Impact and capacity of internal, tangential partners within the library

The Palm Desert Library supports free and open access to information and ideas as stated in the Library Bill of Rights and the Freedom to View policies of the American Library Association. (Refer to E-3, Library Bill of Rights and E-5, Freedom to View).

1. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by presenters or participants. The library does not offer programs that are purely commercial or religious in nature.
2. Library programs are free and open to the public.

Palm Desert Library Public Displays Policy

Purpose

The Palm Desert Library maintains may maintain bulletin boards for the posting of materials, as well as designated areas (such as literature racks and spaces on countertops and tables) for the passive distribution of printed information. This policy provides a guide for the use and regulation of bulletin boards and information distribution areas.

Policy

The term “display” is used collectively to include handouts, flyers, posters, and exhibit items. The Library does not advocate or endorse the viewpoints of exhibits or exhibitors using public forum locations. While the Library would like to accommodate all requests of local organizations and businesses for such space, the volume of requests and the small amount of space available makes this impossible.

Displays are for information about civic, cultural, educational and recreational programs of likely interest to the local community. The displays may include such forms as:

- Presentation of books, visual arts, crafts, paintings, and drawings, sculpture, and a variety of media.
- Promotion of interest in the use of books and other library resources.
- Information about community affairs, organizations, services, and activities.

Civic groups, service clubs, nonprofit organizations, and governmental units promoting free events are typical sponsors of these activities.

No political candidate or proposition materials, commercial promotions, or private events, such as yard sales, and “services provided,” are eligible for display.

Size and Location

The Library reserves the right to refuse display materials that are awkward to display or take up disproportionate space. Displays are only allowed in designated areas; generally, these are kiosks in the lobby. Other areas, such as service desks, study tables, walls, windows, doors, and shelving end panels are reserved for the Library’s own displays. Library displays shall have priority use of available space.

Requirements for Posting/Distributing Items

Handouts, flyers, and posters are displayed no more than one month prior to the event and will be placed in the appropriate public forum location by library staff.

All items must identify the group or person responsible for distribution and provide a contact address or telephone number.

Posters, flyers, and pamphlets may be discarded by the Library staff after 30 days. The Library will relocate, rearrange, and remove materials as it chooses.

The Library does not store materials. Any items brought early must be redelivered within the display period.

Active distribution, in which a person on site hands out materials, canvasses, solicits or petitions, is not allowed in the Library.

Items to be posted/distributed must not be in violation of any federal, state or local laws.

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Palm Desert Library

Public Distribution of Materials, Display and Posting of Public Notices Policy

Policy

The Palm Desert Library may provide physical display space to educate and inform the public about library services and to promote other community services and activities. The term “display” is used collectively to include handouts, flyers, posters, and exhibit items. The Palm Desert Library does not advocate or endorse the viewpoints of exhibits or exhibitors using public forum locations.

The library’s public information areas are open to organizations engaged in educational, cultural, intellectual, or charitable activities. This defined limitation allows civic, service, religious or community groups to use these areas to place materials that serve intellectual and cultural purposes and excludes all materials that solicit contributions or seek to sell goods and services. No political candidate or proposition materials, commercial promotions, or private events, such as yard sales, and “services provided,” are eligible for display.

The materials in the public information areas are provided by groups within the community served by the library. Materials should be of a reasonable size for the display space available. The library reserves the right to refuse display materials that are awkward to display or take up disproportionate space. Staff routinely remove outdated materials.

The library retains the option to prioritize use of public information areas to strictly “library-related” activities.

Just as libraries do not endorse the viewpoints of those whose works are represented in their collections and public meeting room reservations, the library also does not endorse the beliefs or viewpoints on topics which may be the subject of information distributed through public information areas.

1. Handouts, flyers, and posters are displayed no more than one month prior to the event and will be placed in the appropriate public forum location by library staff.
2. All items must identify the group or person responsible for distribution and provide a contact address or telephone number.
3. Posters, flyers, and pamphlets may be discarded by the library staff after 30 days. The library will relocate, rearrange, and remove materials as it chooses.
4. The library does not store materials. Any items brought early must be redelivered within the display period.
5. Active distribution, in which a person on site hands out materials, canvasses, solicits or petitions, is not allowed in the library.
6. Items to be posted/distributed must not be in violation of any federal, state or local laws.

**Palm Desert Library
Request to Review Library Material Form**

7. The Palm Desert Library (PDL) responds to requests for reconsideration of library materials in writing.
8. Requestors must have read, heard, or viewed the entire work to have their challenge considered.
9. The requestor must be a resident of Palm Desert and hold a valid Palm Desert Library card.
10. PDL's Materials Review Committee reviews these requests.
11. The Committee, consisting of PDL librarians and headed by the Library Director, reviews the item considering the customer's request, the PDL selection policy and professional reviews of the title within 30 days.
12. The Committee's decision will be communicated in writing to the requesting party via a letter sent by the Library Director.

Your Name: _____

Library Card Number: _____

Address: _____

City: _____

Zip Code: _____ **Phone Number:** (____) _____

I Represent:

Myself

An organization:

Name of Organization _____

Are you a PDL service area resident? (Only PDL residents may complete this form.) Yes | No

Title: _____

Author: _____

Format:

- Book
- eBook
- DVD Audiobook/Playaway
- Music CD
- Other _____

Have you read, viewed, or heard the entire work? (Requestors must read, heard, or viewed the entire work to have their challenge considered.) Yes | No

For what age group is this work intended? _____

What do you believe is the theme and/or major intent of this work?

Have you read any professional reviews of this work? Yes | No

If yes, please list the publications here:

What is your concern with this work? Please be specific.

In its place, what work of equal literary quality would you recommend the library purchase that would cover the same subject or content?

Your Signature _____ Date _____

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Palm Desert Library Study Rooms Policy & Procedure

The Palm Desert Library welcomes the public use of its facilities and study rooms in keeping with the Library's mission to “nurture community well-being through social, cultural and learning experiences.” The Library permits the public to use its facilities and study rooms when such use does not interfere with Library-sponsored programs and services.

Library study rooms may not be used for solicitation and or sales of any nature.

Two study rooms are available for quiet study at the Palm Desert Library. The study rooms can accommodate one to eight people.

- There is no fee to use study rooms.
- A study room may be used by any person 13 years or older who owns and presents a valid library card in good standing.
- Rooms are available on an in person first-come, first-served basis.
- Study Rooms may be used for a two-hour period. Extensions may be provided, depending on availability.
- The individual who reserves the room is responsible for ensuring that the room is left in clean condition with no damage to the room or furnishings.
- The City is not responsible for any property left unattended in group study rooms.
- The Library Code of Conduct applied to the study rooms. Failure to comply with the Library’s policies may result in loss of study room privileges.

Procedures

- Check in at the Information kiosk for access to the study rooms.

Palm Desert Library Special Use of Library Facilities & Grounds Policy

Purpose

The Palm Desert Library (PDL) strives to provide an environment that encourages all customers to use its facilities, services and resources in a safe and respectful manner. PDL believes in providing free access to, and communication of, ideas and information that reflect the broad range of interests in the communities we serve. Cognizant that portions of KCLS library buildings and grounds may be considered public forums, this policy restricts sales and solicitation activities and imposes reasonable time, place and manner restrictions on signature gathering, political activities and election materials, and other activities or expressions of free speech in accordance with State law and to the extent necessary to prevent unreasonable interference with patrons' enjoyment of the library.

Sales and Solicitation

Individuals, groups, or organizations are prohibited from selling any goods or services (including fee-based tutoring services) or soliciting funds anywhere in PDL buildings or on library grounds, except in association with the Book Sale volunteers, city sponsored services or events, any public library related association or as a component of a library-sponsored program or event (e.g. sale of books at author/illustrator event).

Charitable Donations

Entities such as non-profit organizations may use pre-approved space designated by the local staff in the library to collect charitable donations (e.g. giving trees, food bank bins) or offer a public service (e.g. eyeglass recycling), excluding monetary contributions. While these collections that support the local community are allowed, PDL must also consider aesthetic impacts, multiple requests, other library uses and space availability. Any request to collect charitable donations at the library must be approved in advance by a member(s) of the local library management team.

Lobbies

While the lobby of the PDL is not a bookable space for the public, it may be used for PDL sponsored activities associated with a formal PDL partnership. Such an activity resulting from a formal partnership must be mutually beneficial and may not be disruptive to other library operations.

Signature Gathering and Political Activity

Employee Involvement in Political Activity

<https://lfews.palmdesertgov.com/WebLink/DocView.aspx?id=2756377&dbid=0&repo=City-of-Palm-Desert>

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Procedures

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**Palm Desert Library
Video Surveillance Policy**

Refer to:: [City of Palm Desert – Policies – Administrative Procedures – Video Surveillance on City Property and Procedure – Policy No. PBWK -001](#)

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