	CITY OF PALM DESERT	
	<i>Subject</i>	Circulation Policy
	<i>Policy No.</i>	LIBR-002
	<i>Date</i>	Issued: June 27, 2024 Amended: December 11, 2025
	<i>Approved by</i>	Resolution No. 2025-
	<i>Authored by</i>	Library Services

I. PURPOSE

A. This policy outlines the circulation policy for the Palm Desert Library.

II. SCOPE

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

B. LIBRARY CARDS

i. 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. Lost or damaged cards will be replaced at no charge the first time. Additional library card replacements will be charged a \$1.00 fee. 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:

1. **Printed Materials (books and magazines):** 30 per card
2. **DVDs & Blu-Rays:** 30 per card, not to exceed 30 total items
3. **Audiobooks:** 30 per card, not to exceed 30 total items
4. **Link+:** 20 items

C. LOAN PERIODS AND NUMBER OF RENEWALS ALLOWED

- i. **Books:** 14 days; 5 renewals
- ii. **Sound Recordings:** 14 days; 5 renewals
- iii. **DVD & Blu-Rays:** 14 days; 5 renewals
- iv. **Magazines:** 14 days; 2 renewals
- v. **Interlibrary Loan:** 1 renewal
- vi. **Kits:** 2 renewals
- vii. **Link+:** 21 days

III. TRANSACTIONAL PROCEDURES

A. HOLDS

i. 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.

B. INTERLIBRARY LOANS

- i. If an item is not available to borrow from the Library's collection, it can be requested via Interlibrary Loan from another library system. There will be a \$3.00 charge for Interlibrary Loans and a limit of three requests within a year. All Interlibrary Loans are reviewed by professional staff. Loans, loaning periods, and renewals are at the discretion of the loaning institution.

C. RECOVERING OVERDUE MATERIALS

- i. The Palm Desert Library will attempt to notify the customer three (3) days after the item is due, and again ten (10) days after the item is due. Thirty (30) days after the item is due, if it is still not returned, a bill notification is sent to the customer requesting that the item be returned or the cost of the item be paid.

D. LOST MATERIALS

- i. A lost item is library material that is not returned to the Library. Items not returned within thirty (30) 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 thirty (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.

E. DAMAGED MATERIALS

- i. 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.

F. CLAIMS RETURNED MATERIALS

- i. A Claims Returned item is a library material that was borrowed, which the customer then claims the item was returned but the library's inventory system does not identify it as returned. 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.


G. CLAIMS NEVER HAD MATERIALS

- i. 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 the customer reports the case was empty.

H. **REFUNDS**

- i. Refunds will be issued for paid lost items within 30 days. After 30 days, refunds cannot be processed. The item returned must be in good condition: no water damage, torn pages, or cover, or handwriting on pages.

	CITY OF PALM DESERT	
	<i>Subject</i>	Code of Conduct Policy
	<i>Policy No.</i>	LIBR-003
	<i>Date</i>	Issued: June 27, 2024 Amended: December 11, 2025
	<i>Approved by</i>	Resolution No. 2025-
	<i>Authored by</i>	Library Services

I. PURPOSE

A. This policy outlines the code of conduct for patrons and visitors of the Palm Desert Library.

II. SCOPE

A. 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 their 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:

B. GENERAL BEHAVIOR


- i. Behavior must not disrupt other people’s use of the Library.
- ii. 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.
- iii. Any action recognized as illegal is prohibited in the Library, including possession or use of firearms, weapons, and illegal or controlled substances.
- iv. 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.
- v. Food and beverages may only be consumed in designated areas. All beverages must have a lid in the Library.
- vi. If a person creates or emanates a detectable odor, including that of controlled substances, has visible unbandaged open wounds or other health issues that objectively present a health concern or that disturbs other Library customers or staff, they will be asked to leave until the situation is corrected. This provision will be applied consistently and without discrimination, in accordance with applicable laws.
- vii. 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.

- viii. Shopping carts or other wheeled conveyances, except medically required equipment or strollers and wheelchairs carrying people, are not allowed in the Library.
- ix. Smoking, vaping, 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.
- x. The consumption or possession of alcohol is prohibited on the premises except for special events whose organizers have obtained appropriate approvals.
- xi. 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.
- xii. 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 and subject to reasonable accommodations.
- xiii. Library restrooms may not be used for bathing, grooming, or washing clothing.
- xiv. Customers must be fully clothed in the Library. Upper and lower body must be appropriately covered, and footwear must be worn at all times.
- xv. Sleeping is not allowed in the Library.
- xvi. Customers cannot solicit, panhandle, sell products, or conduct business, including tutoring for a fee, in the Library.
- xvii. 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 areas 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.
- xviii. 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.

III. RULES FOR SUPERVISION OF MINORS

- A. 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.

	CITY OF PALM DESERT	
	<i>Subject</i>	Collection Development Policy
	<i>Policy No.</i>	LIBR-004
	<i>Date</i>	Issued: June 27, 2024 Amended: December 11, 2025
	<i>Approved by</i>	Resolution No. 2025-
	<i>Authored by</i>	Library Services

I. PURPOSE

A. This policy outlines the collection development for the Palm Desert Library.

II. SCOPE

- A. This Collection Development 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.
- B. The Palm Desert Library collection is:
- i. Available 7 days a week and online 24 hours a day
 - ii. Available in variety of formats including those for the vision impaired
 - iii. Diverse and inclusive
 - iv. Well organized and in good condition
 - v. Current and relevant
 - vi. Responsive to new trends, issues, and interests
 - vii. Built by the dedicated work of professional staff
 - viii. Shaped by the input of our community and representative of its needs
 - ix. Guided by the Library's Mission Statement as well as the city's Mission and Core Values.
 - x. Thought provoking
 - xi. Comprised of works of lasting value

III. GENERAL POLICIES

- A. 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. Library staff will ensure the collection meets the broad and diverse interests of the community and respects both the library's autonomy and their specific community needs. The public library serves as a center for voluntary inquiry and the dissemination of information and ideas. In line with our collection policy, library materials should be provided for the interest, information, and enlightenment of all people, and should present diverse points of view in the collection as a whole. It is the right of public to receive access to a range of social, political, aesthetic, moral, and other ideas and experiences. 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).

B. General Criteria

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

- i. Accuracy of information
- ii. Merit, awards, or critical acclaim
- iii. Existence of authoritative, published reviews
- iv. Timeliness or permanent value
- v. Popular interest or demand
- vi. Extent to which the subject matter is already represented in the Library collection
- vii. Readability or literary style
- viii. Social significance
- ix. Reputation of the author or publisher
- x. Space limitations
- xi. Cost
- xii. Physical durability, attractiveness and other format characteristics

C. Local Author Materials

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

D. 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. For purposes of this policy, "library materials" includes, but is not limited to, books, periodicals and serials, audio materials, audiovisual materials, instructional materials, maps, databases, government documents, records, photographs, and other similar materials, whether in tangible or electronic form.

E. Suggestions

Library users are welcomed and encouraged to suggest items for addition to the Library collection. Customers can fill out a Suggest-A-Purchase Form at the library, as well as 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.

IV. ACCESS TO LIBRARY MATERIALS

- A. Materials held at the Palm Desert Library will be available to all members of the public, unless a parent a guardian requests limits on a minor's account.

V. STATEMENT OF MATERIALS CONSIDERATION

- A. The following process will be employed when requests for reconsideration are submitted.
 - i. The Palm Desert Library (PDL) responds to requests for reconsideration of Library materials in writing.
 - ii. Requestors must have read, listened, or viewed the entire work to have their request considered.
 - iii. Requestors must be a resident of Palm Desert and hold a valid Palm Desert Library card.
 - iv. PDL's Challenged Materials Committee reviews these requests.
 - v. 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.
 - vi. The Committee's decision will be communicated in writing to the requesting party via a letter sent by the Library Director.
 - vii. 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.

VI. 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.

- A. Criteria for deselection of Library materials includes, but is not limited to:
 - i. Usage or circulation
 - ii. Physical condition
 - iii. Duplication in Library collection
 - iv. Edition or accuracy of information
 - v. Completeness

- vi. Space
- B. 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.
- C. Newspapers will be removed from the collection when they are 8 days past delivery date. Library staff will recycle newspaper materials.
- D. Donating Gift Materials
 - i. All donated/gift materials 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.

The Freedom to Read Statement

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

	CITY OF PALM DESERT	
	<i>Subject</i>	Community Room Policy
	<i>Policy No.</i>	LIBR-005
	<i>Date</i>	Issued: June 27, 2024 Amended: December 11, 2025
	<i>Approved by</i>	Resolution No. 2025-
	<i>Authored by</i>	Library Services

I. PURPOSE

A. This policy outlines the community room policy for the Palm Desert Library.


II. SCOPE

- A. 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.
- B. 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.

III. GENERAL POLICIES

- A. 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.
- B. 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.
- C. 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.
- D. 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.
- E. Smoking and alcoholic beverages are not permitted anywhere in the library.

- F. Amplified music is not permitted.
- G. Customers may not attach or adhere anything to the community room walls.
- H. Booking requests must be made by an adult who is 18 years or older and has a Palm Desert Library card in good standing. Adults must ensure supervision is provided. The contact person listed on the booking request must be present and assumes full responsibility for damage to Library property in their custody.
- I. The Library's contact information cannot be used as an official address for any organization using the community room.
- J. 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.
- K. Community Room booking requests will be considered in a "first come, first served" manner up to 60 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 60 days forward.
- L. 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.
- M. Users are to check in at the service desk for access to the Community Room.
- N. Three instances of failing to appear for confirmed reservations ("no-shows") will result in a one-year suspension of reservation privileges.


	CITY OF PALM DESERT	
	<i>Subject</i>	Computer Use, Booking & Printing Policy
	<i>Policy No.</i>	LIBR-006
	<i>Date</i>	Issued: June 27, 2024 Amended: December 11, 2025
	<i>Approved by</i>	Resolution No. 2025-
	<i>Authored by</i>	Library Services

I. PURPOSE

- A. This policy outlines computer use, booking, and printing policies for the Palm Desert Library.

II. GENERAL POLICIES

- A. 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.
- B. 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.
- C. Out-of-State visitors are eligible for a library card.
- D. Customers may use up to the maximum of 120 minutes per day on the public computers.
- E. Public computers will automatically log off 10 minutes before closing.
- F. 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.
- G. Printing
 - i. PDL customers are given \$1.00 in free printing each day. This allowance does not cumulate or roll over.
 - ii. Customers using the pay-to-print kiosk may also pay for copying and printing above the \$1.00 in free prints.
 - iii. 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.
 - iv. 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.
 - v. Staff will not change paper for custom printing projects for patrons. Staff will assist patrons in finding commercial printing businesses that provide these services.
 - vi. Customers are limited to copying to printing no more than 100 pages per day. Information on local copy and print resources will be available.

	CITY OF PALM DESERT	
	<i>Subject</i>	Privacy and Confidentiality Policy
	<i>Policy No.</i>	LIBR-010 Amendment 1
	<i>Date</i>	Issued: June 27, 2024 Amended: December 11, 2025
	<i>Approved by</i>	Resolution No. 2025-
	<i>Authored by</i>	Library Services

I. PURPOSE

This policy outlines the privacy and confidentiality practices for the Palm Desert Library.

II. SCOPE

The privacy and confidentiality policy at the Palm Desert Library is designed to safeguard the personal information and reading habits of our patrons, ensuring their privacy and promoting trust within our community. This policy is rooted in the fundamental principles of intellectual freedom and the right to privacy, recognizing that patron confidentiality is essential for free inquiry and access to information. The Palm Desert Library is committed to protecting the privacy of all library users and upholding confidentiality in all interactions, transactions, and records. This policy outlines the measures and practices we adopt to secure patron data, comply with applicable laws, and respond to privacy concerns, fostering a safe and respectful environment for all individuals seeking knowledge and information.

III. GENERAL POLICIES

A. Patron Use Records. At the state level, Section 7927.105 of the California Government Code provides as follows:

1. All patrons use records (i.e., identifying and borrowing information) 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:

- a. By a person acting within the scope of his or her duties within the administration of the library.
- b. By a person authorized, in writing, by the individual to whom the records pertain, to inspect the records.
- c. By order of the appropriate superior court.

2. This section does not apply to either of the following:

- a. Statistical reports of patron use.
- b. Records of fines collected by a library.

3. In addition, Section 7927.100 of the California Government Code provides that the California Public Records Act does not require disclosure of library circulation records kept for the purpose of identifying the borrower of items available in libraries (except records of fines imposed on borrowers) or library materials made or acquired and presented solely for reference or exhibition purposes.

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 only when required by law, such as pursuant to a valid court order or other legally authorized process.

4. For public records requests, see the City of Palm Desert's Records Request Portal. Note that patron use records, as discussed above, are generally exempt from disclosure under the California Public Records Act.

B. Text Messaging Terms and Conditions

For customers who opt in, Palm Desert Library may send notices via text messaging services. Customers can expect to receive account notification, Library service updates, and/or event registration notices. Message frequency may vary depending upon a customer's account activity. Message and data rates may apply. Customers may receive support by contacting Library staff by email at libraryinfo@palmdesert.gov, or by calling the Library to 760-346-6552. Library staff will respond as able during regular business hours. Customers can opt out of receiving text notification by texting STOP to cancel or by reaching out to Library staff. Personal information and mobile numbers collected through opt-in will not be shared, sold, or rented with third parties for marketing purposes.

C. Third-Party Partners

The Library has teamed up with reputable third-party partners to provide certain online services to its patrons, such as Homework Help, OverDrive eBooks, and other online services. The information you submit to the Library may be provided to those third parties on a confidential basis so they can assist us in providing these services. In cases where patrons leave the Library's website to visit one of its partners' websites, they are encouraged to learn about the privacy policies of the websites they visit.

D. Security

Palm Desert Library has taken reasonable steps to safeguard the integrity of its data and prevent unauthorized access to information it maintains, including but not limited to authentication, monitoring, and auditing. Security measures have been integrated into the design, implementations, and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. These measures are intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.