



## Johnson City Public Library Library Code of Conduct

The Board of Directors has established this code to make everyone's use of the library as pleasant and as productive as possible. The Board and staff enthusiastically support the library's role as a public institution open to all people. We strive to offer high quality service free of bias and favoritism in a clean, comfortable, and safe environment.

The following are required of everyone using the library:

- children 10 years of age and younger must be accompanied by a parent or adult caregiver
- civility and respect for the rights and feelings of others
- adherence to library policies, procedures and guidelines
- cooperation with reasonable requests by library employees, law enforcement and volunteers
- personal hygiene sufficient to avoid offending or disturbing others
- appropriate use of library equipment, furniture, materials and other resources
- appropriate attire, including shoes and shirt
- courtesy in the use of communication devices so that neither telephone ringing nor conversations disturb others
- willingness to open briefcases, parcels, purses, etc. to enable staff to determine if library materials have been properly checked out
- personal belongings must be clean, pest and odor free, and must fit within the space under one standard library chair
- food/snacks are restricted to designated "food zones" within the library

The following items are not permitted in the library or on library grounds:

- weapons
- illegal drugs
- alcohol (except at events sponsored or approved by the library)
- pets (except animals trained to assist people with disabilities)
- bicycles may not be brought or parked inside the library
- bedrolls, sleeping bags, suitcases, and large plastic bags are not permitted and shall be disposed of by staff if left unattended

The following activities/behaviors are not permitted in the library or on the library grounds:

- leaving children and/or animals unattended in parked vehicles or on library property
- loitering or sleeping in or on the grounds of the library
- using restrooms for preparing food, bathing, doing laundry
- bringing in trash or littering
- smoking, vaping, chewing, or any other use of tobacco-related products
- unapproved solicitation of any type inside the library
- use of skates, skateboards, BMX bikes or similar devices on library property
- loud, abusive or offensive language
- violence or the threat of violence
- public intoxication; disorderly behavior
- any actions which are in violation of City, State, or Federal laws and regulations

This code applies to the use of the library in person, by telephone, through computer networks, or other means as may be available. Any exception to this Code shall only be made with the permission of the library director or their designee. Individuals' failure to comply with this code may result in their temporary or permanent exclusion from the library and library grounds.



## JOHNSON CITY PUBLIC LIBRARY Smoking Policy

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Our community acknowledges that long-term health hazards may accrue to people who use tobacco products or who are subjected to second-hand smoke.

- The library promotes a healthy, sanitary environment free from tobacco smoke and tobacco-related debris.
- Patrons of the library have the right to use materials and services without being unduly disturbed or impeded by other users.
- Patrons and staff have the right to a secure and congenial environment. Smoking and second-hand smoke pose a health risk and create an unpleasant environment for non-smokers.
- The aerosol produced by E-cigarettes/vaping contains nicotine, low levels of toxins, and ultrafine particles that could exacerbate asthma and other illnesses.

### **Policy:**

- Smoking and tobacco products are not permitted in the library.
- Smoking is not permitted anywhere on library property, with the exception of within private vehicles.
- E-cigarettes and vaping are not permitted in the library or anywhere on library property, with the exception of within private vehicles.
- Staff members who observe persons in violation should see that they are informed of the policy and ask them to comply. In case of non-compliance, staff may summon the Police to cite violators for trespassing. Repeat or flagrant offenders may forfeit library use privileges.

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*Approved by the Board of Directors - July 14, 2008 - Effective September 1, 2008.  
Amended by the Board of Directors - September 20, 2016*

**Johnson City Public Library**  
**Internet Access Policy**

## **Mission Statement**

Through both traditional materials and emerging technologies, Johnson City Public Library offers a multitude of learning opportunities and entertainment choices in a dynamic center for the community.

## **Internet Access**

The library provides access to the internet to support the library's mission. Residents in the JCPL service area (Johnson City and Washington County) must access library computer services using a valid JCPL library card. Patrons with valid cards will not be denied access based on fines/fees amount. Upon showing a picture ID Individuals who do not qualify for a library card can purchase a Computer Center Card for \$1.00 at the Adult Services desks. This card will allow access to the library's computers for 90 days.

Due to high demand, users must comply with time constraints defined by the library in order to ensure equitable access to all users. Patrons are authorized to use their library card only and may not use the cards of others in addition to their own.

The internet offers access to a wealth of information that can be personally, professionally, and culturally enriching. However, the U. S. Congress and the courts have recognized that there is no single organization to govern, control, or select information for the internet. Along with much valuable information, the internet also contains information which may be inaccurate, outdated, controversial, or offensive. Information access points may change rapidly and unpredictably. Due to the constantly changing and expanding nature of technology, library staff may not be familiar with every aspect of the internet, electronic devices, and software programs.

Library staff will apply the selection criteria outlined in the library's Collection Development Policy to provide access to a broad range of online resources through the library's internet site. The library site is designed to offer easy and convenient access to valuable local, national, and international sources of information. Some of the premium online resources offered through the library's internet site are available inside the library only, while others may require the user to input their library card number for access inside or outside the library.

Selection policies which serve to govern the library's purchase of materials are not applicable to sites not affiliated with the library. The Johnson City Public Library cannot be held responsible for the content of the internet as the library has no control over this vast array of informational resources. The library specifically disclaims any warrant as to the information's accuracy, timeliness, authoritativeness, usefulness, or fitness for a particular purpose. The library will have no liability for direct, indirect, or consequential damages related to the use of information accessed through the library's internet service.

The library makes no guarantee of complete access to the internet from any computer work station. Internet resources may vary according to the primary services supported in each area or department.

The library will not monitor a user's internet session, except for length of time in order to ensure equal opportunity of access for everyone. The library will not maintain records of patron internet use. The library will make a good faith effort to purge all patron originated information left on library computers. Information transmitted and received on the library's public computers is by no means guaranteed to be protected from interception by other parties inside or outside the library. Users are cautioned that library computers are located in public areas where computer screens are visible to others, so they cannot be considered private. The user, or the parent/guardian of a

minor user, is responsible for his or her internet session at all times. Library staff reserves the right to ensure compliance with this internet policy.

## **Technology Protection Measures**

In compliance with the Children's Internet Protection Act of 2000, the library uses filtering software or other technology protection measures on library computers and all other personal devices connected to the library's network. Filters are required to prevent minors from accessing visual depictions that are obscene, child pornography, or harmful to minors. The term "harmful to minors" is defined by the Communications Act of 1934 (47 USC Section 254 [h] [7]) as meaning any picture, image, graphic image file, or other visual depiction that:

- taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
- depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals;
- taken as a whole, lacks serious literary, artistic, political or scientific value as to minors.

The library makes no claim that its filtering software or any filtering software is foolproof.

Filtering software diminishes the likelihood that users will inadvertently retrieve text or images that they may find offensive, but does not eliminate that possibility. Filters may block sites that users would consider both inoffensive and useful. Users aged 17 and older may ask a library staff member to disable the filters for bona fide research or other lawful purpose.

The library will have no liability for damages related to the operation of, or failure of, the filtering software, or for its circumvention by users.

## **Internet Safety/Child Safety on the Internet**

Parents/guardians, not the library or its staff are responsible for the internet information accessed by their children under the age of 18. Parents/guardians should be aware that the only way to monitor their children's internet use is for the adult to be present at the computer. Parents are reminded that filtering software is not foolproof. At all times, while using the library or its internet access, children 10 and under must be accompanied by a parent/guardian or an adult caregiver.

Library internet users, especially children, should use caution in their use of electronic mail, chat rooms, and other forms of direct electronic communications, as these forms of communication can expose them to dangerous situations. Minors should never disclose personal information, such as name, address, school, and telephone number to strangers on the internet, and they should not agree to meet people they have communicated with on the internet without the permission of a parent or guardian.

## **User Responsibilities**

All users of the internet at the library are expected to use this resource in a responsible and ethical manner, consistent with the library's educational and informational purposes, and to follow all internet related rules, regulations, and procedures established for its use including, but not limited to, those of the library.

Responsible use of the internet at the library includes:

- Complying with the library's posted Code of Conduct
- Using the library's computers for library designated purposes only
- Not abusing or misusing library computers or any other equipment; changes are not allowed to the setup or configuration of the software or hardware
- Respecting intellectual property rights by making only authorized copies of copyrighted or licensed software or data residing on the Internet
- Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; and by not seeking disallowed access to any computer system via the internet
- Not using someone else's library account to access the internet
- Not altering or damaging software or data residing on the internet
- Not deliberately creating or spreading computer worms or viruses
- Not compromising the safety and security of minors using electronic communications such as chat rooms and email
- Users are cautioned that some material is inappropriate for display in a public setting.
- Respecting the sensibilities of others when accessing potentially offensive information and images.
- Refraining from illegal or unethical use of the internet, including the viewing of any material which depicts nudity, sexual contact, excess violence and which is harmful to minors per the Tennessee Code Annotated 39-17-911.

The library is not responsible for damage to users' storage medium or electronic devices or for any loss of data, damage, or liability that may occur from use of the library's computers.

The library provides free, unsecured, wireless internet access for public use. The library does not provide technical support for privately owned personal electronic devices. Security for personal wireless devices rests solely with the owner of the wireless device. Personal use of the library's public wireless access will conform to policies regulating other types of public internet access provided by the library.

## **Response to Violations**

The user's access to the library's computer network and internet is a privilege, not a right. The library reserves the right to terminate an internet session that disrupts library services or that involves user behavior that violates this or any other library policy. Failure to comply with library policies may result in the temporary or permanent forfeiture of the user's privilege to access these computers **or to use the library.**

## **Procedures**

The library staff will develop such supporting rules and procedures as are necessary to ensure the fair

and reasonable use of library Internet access. This Internet Access Policy and a "Guide to Internet and Computer Use" will be available to users in the library and on the library's internet site.

### **Review and revision of this Internet Access Policy**

This Internet Access Policy including any attachments will be reviewed periodically, approximately every three years, by the library staff and the library board. It may be revised only with the formal approval of the board.

*Approved by the Board of Directors June 14, 2005*

*Revised October 13, 2015*



Johnson City Public Library makes every effort to protect the privacy of library users. The library is guided by Tennessee State law regarding the privacy of patrons of the library, specifically Title 10, Chapter 8 of the Tennessee Code Annotated; Confidentiality of Library Records. The code reads as follows:

*No employee of a library shall disclose any library record that identifies a person as having requested or obtained specific materials, information, or services or as having otherwise used such a library.*

Johnson City Public Library also adheres to the American Library Association Code of Ethics that states in Article III:

*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.*

This policy establishes guidelines for the protection of personally identifiable information contained in library records or accessible in the library or through its computer systems.

### **Confidentiality of Library Records**

Johnson City Public Library staff will not respond to any request by a third party for personally identifiable information about any library user. Such information includes database search records, reference interviews, email requests for information, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services.

Personally identifiable information may be released only to a law enforcement agency after presentation of an order by a court of competent jurisdiction issued in proper form (a court issued subpoena or search warrant) and/or under the provisions of the USA Patriot Act.

### **The USA PATRIOT Act**

The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT Act) became law on Oct. 26, 2001. Under provisions of the act, the Federal Bureau of Investigation (FBI) and law enforcement officials may seek court orders for library records for investigations relevant to national security or terrorism. Libraries or librarians served with these search warrants may not disclose, under penalty of law, the existence of the warrants or the fact that records were produced as a result of

the warrants. Key provisions of the Patriot Act were renewed for four years in the PATRIOT Sunsets Extension Act of 2011.

## **Personally Identifiable Information**

- Circulation Records: Johnson City Public Library will collect only the information needed to contact library users, such as mailing address, email address, phone number, etc., in order to ensure the proper notification, lending, and return of library materials and the collection of fines. Records will be retained for the shortest length of time necessary to facilitate library operations.
- Library cardholders submit their name, email address, postal address, telephone number or other identifying information in order to receive library services such as borrowing privileges, access to internet stations, receiving personal responses to questions, receiving library or Friends of the Library promotional materials, or being added to specific mailing lists. The library does not sell, rent or otherwise distribute information to outside parties except for possible uses related to the recovery of materials, and then in the most restrictive way possible to accomplish their purpose.
- Reference questions are retained only for the purpose of statistics and to assist with follow up queries from clients. The questions themselves and any personal information such as names, email addresses, telephone and fax numbers submitted with the questions are confidential and are treated as other library user information under provisions the Confidentiality of Library Records policy above. Email questions will be deleted on a regular basis.
- Searches of the online public access catalog (OPAC): The library does not require personal information to use the OPAC. Once a search is completed, a patron may clear their own search history. The search history is also erased automatically whenever the web browser is closed. The software does not retain a copy of any search.
- Electronic databases and the internet: When patrons use their library card to reserve a computer, no paper record with the patron's information is generated. When the patron logs off of a library computer, the software erases all history of their research and activity. In locations where a paper reservation list is generated by library staff, all paper records are discarded quarterly and kept confidential pending destruction. Library patrons should be aware that the Johnson City Public Library and other Tennessee library organizations license commercial databases from a variety of vendors. The library will make reasonable effort to restrict electronic database vendors from collecting and using identifying personal information of library users, however it provides no guarantee that personal information will not be shared with third parties.
- Interlibrary Loan Records: Patrons may borrow items not owned by the Johnson City Public Library from other libraries within Tennessee and nationally. Interlibrary loan records will be retained for the shortest length of time necessary to facilitate library operations and will be kept confidential and be destroyed.
- Reference Interviews: A reference interview occurs when a patron looking for information approaches a library staff member, who interviews the patron in order to narrow down the specific information needed. Patron information will be

retained for the shortest length of time necessary to facilitate reference services. Written patron information will be kept confidential and be destroyed.

- Security Cameras: Security cameras are installed throughout the library to assist staff and security personnel in monitoring and quickly responding to situations affecting the health and safety of library visitors and staff. Video from security cameras are kept on file for seven days, unless an incident occurs that requires holding the file longer. Security camera video files are only made available through a subpoena.

### **Public Relations, Social Media and Digital Resources**

The library maintains a dedicated web site and other related social media accounts. The library may post pictures or videos of library programs and events on these sites in order to promote the events themselves or to promote the library in general. Being an information agency in the digital age, the library views these activities as an important component of connecting with the community. However, the library also recognizes a balance must be struck to also respect and protect the privacy of library patrons. Therefore, the following restrictions will apply to posting pictures of library events:

- The library shall refrain from posting single-person close-up pictures of any individual without written permission from the individual.
- The library shall not name, or tag, any individuals in photographs or videos posted on library social media without written permission.

The library may also select photographs of events for promotional purposes in print media, such as annual reports, adhering to the same privacy criteria.

***Approved by the Board of Directors – April 14, 2009***  
***Revision approved – February 10, 2015***



# JOHNSON CITY PUBLIC LIBRARY

## Public Use of Children's Area Policy

### **Purpose**

The children's area/youth department is a unique part of the library with special collections, programs and services. The purpose of the children's area in Johnson City Public Library is to provide children and their caregivers with access to these special materials, programs and services.

### **Policy**

The children's area/youth department is available for use by children and their caregivers who are attending children's programs and utilizing other services provided by the Youth Services Department. It is also for use by those patrons who are accessing the special materials contained in the children's collection. Patrons not included in these categories may be required to leave the children's department and use other areas of the library.

*Approved by the Johnson City Public Library Board of Directors on December 13, 2011*



**JOHNSON CITY  
PUBLIC LIBRARY**

## **Public Use of Teen Area Policy**

### **Purpose**

The teen area is a unique part of the library housing special collections, programs and services designed especially for patrons between the ages of 12 and 18. The purpose of the teen area in Johnson City Public Library is to provide teens with access to these special materials, programs and services.

### **Policy**

While the teen collection is available to all patrons, ***The Place for Teens*** is a dedicated environment for teenage patrons in the library. Patrons not included in the teenage category may be required to leave the teen area and instead use other areas of the Library.

*Approved by the Johnson City Public Library Board of Directors on December 13, 2011*



## *Social Media Policy*

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Johnson City Public Library staff and community members interact through internet communication using social media applications. This is in keeping with the library's mission. Social media applications allow members of the community access to virtual resources of the library without mandating a visit to the physical library. Johnson City Public Library regards social media applications in the same way as its other information resources in accordance with its mission of serving patron needs for informational, educational, cultural and recreational pursuits.

Social media is defined as any website or application which allows users to share information. Social media can include, but is not limited to, blogs, instant messaging tools, social networking sites, and wikis. Many social media sites allow users of those sites to become a *friend*, *follower*, *like* or otherwise associate their own "profiles" or virtual presences with the library's profile on these sites. Examples (in 2015) of such sites are Twitter, Facebook, Pinterest, Instagram, YouTube, and various blogging sites like Blogger and WordPress. As with more traditional resources, the library does not act in place of or in the absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of these resources.

The library does not collect, maintain or otherwise use the personal information stored on any third party social media site in any way other than to communicate with users on that site, unless granted permission by users for library contact outside the site. The purpose for contact outside the site may include program promotion, volunteer opportunities, reference help, or other similar activities. Users may remove themselves at any time from the library's "friend" or "fan" lists or request that the library remove them. Users should be aware that third party websites have their own privacy policies and should proceed accordingly.

Comments, posts, and messages are welcome on Johnson City Public Library social media sites. While the library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy (before publishing when possible). All postings which contain any of the following will be removed, and the poster will be banned from posting any subsequent messages to library social media sites:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized or copy-written material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion

- Commercial promotions or spam
- Organized political or religious activity or proselytizing
- Photos or other images that fall in any of the above categories

In addition, Johnson City Public Library reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post. Johnson City Public Library reserves the right to reproduce comments, posts, and messages in other public venues. For example, the library may reproduce a response to a YouTube book review in a newspaper article or on the library website. Identifying information, other than first name, will be removed unless prior approval is granted by the user.

Johnson City Public Library assumes no liability regarding any event or interaction that takes place by any participant in any library-sponsored social media service. The library does not endorse or review content outside the "pages" created by Johnson City Public Library staff. Participation in Johnson City Public Library social media services implies agreement with all library policies, including its *Social Media Policy* and *Internet Access Policy*. If a user does not agree to the terms of the library's policies, they are not to interact on library-sponsored social media services.

The role and utility of social media sites will be evaluated periodically by library staff, and may be terminated at any time without notice to subscribers.

***Approved by the Johnson City Public Library Board of Directors- June 8, 2010  
Revised November 8, 2015***



**Carl A. and Kathryn P. Jones**  
**Meeting Center**

## **Meeting Room Policy**

The Johnson City Public Library will allow organizations, businesses and groups to use the public meeting rooms on an equitable basis subject to the guidelines for use defined separately. Applicants will be considered on a first-come, first-served basis. Permission to use the library's public meeting rooms does not imply endorsement of the aims, policies, activities or affiliation of any such group or organization.

Library meeting facilities cannot be used for any purpose contrary to local, state, or federal law.

- Non-library related groups may not make sales or promotions of products or services, or charge an admission fee at the door for the event.
- Organizations may not charge admission fees.
- The library's name may not be used in promotional materials unless permission is given by the Library Director or Assistant Director.
- An adult leader must be present at all times and be responsible for youth meetings.
- Persons attending meetings at the library are subject to all library *Code of Conduct* rules.
- Groups may never give the library's telephone number as a contact for further information.

Groups wishing to use library facilities must complete an application form indicating:

- The purpose of the meeting
- The name, address and telephone number of authorized representative(s)
- The organization's acceptance of the rules and guidelines for use of the library facilities
- For non-profit rate a copy of a non-profit organization's 501(c)(3) designation
- Any other information the library may require

A new application must be completed for each meeting. The application will be approved or disapproved by the Library Director or Assistant Director, with the advice and consent of the board of directors. Permission to use the library's meeting facilities may be revoked at any time for any reason.

Non-library groups cannot schedule the room more than three months in advance. When a group requests a room for a specific date, its representative must complete

an application indicating what room set-up is requested, the anticipated attendance, and what equipment, if any, will be used.

### **Cancellation Policy**

If an organization finds it necessary to cancel use of a meeting room, it should contact the library as soon as possible. Failure to cancel a scheduled use of the meeting rooms prior to five days of the event will result in a Cancellation Fee of 25% of the Meeting Room Fee. In the event of inclement weather and/or a library closing, Cancellation Fees will not be applied.

### **Refreshments and Setup**

If a group intends to serve refreshments a non-refundable damage deposit fee will be charged. Groups will be held liable for the actual cost of cleaning or repair caused by their use of the meeting room if that cost exceeds the damage deposit.

The library will make reasonable attempts to accommodate groups' needs but makes no guarantee that staff will be available to change the arrangement of a room, to train individuals in the use of equipment, or to resolve any problems that may arise.

### **Liability**

An organization using library facilities, furniture and equipment (including audiovisual equipment) is liable for any damage to the facility and/or equipment.

The library assumes no responsibility for personal injury and/or damage to or loss of property of organizations or individuals incurred while using the meeting facilities. This includes personal property of attendees. Neither does it guarantee parking facilities for those attending the meeting.

Permission to use library facilities does not constitute endorsement of or agreement with a group's purpose, activities, or views. Advertisements, announcements, press releases, flyers, etc., relating to non-library sponsored meetings shall not imply that the meeting is sponsored by the library.

Failure to comply with the JCPL Meeting Room Policy & Guidelines will result in revocation of meeting room use privileges.

The Board of Directors of the Johnson City Public Library reserves the right to make changes to the policy, guidelines, and fees for use of library facilities, as it deems necessary and proper at any time without notice to users of library facilities. Notwithstanding, all organizations using library facilities shall be bound by such changes.

*Approved by the Johnson City Public Library Board of Directors- May 14, 2013*