

# PROSPER COMMUNITY LIBRARY

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## LONG RANGE PLAN 2022-2027

ADOPTED by the Prosper Community Library Board of Trustees on August 29, 2022



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# INTRODUCTION

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The Prosper Community Library's Long-Range Plan 2022-2027 sets out an overall vision, mission and several high-level objectives in order to guide the development and delivery of library services to the community over the next five years. That said, the plan is meant to remain flexible, to enable the library to respond to the changing needs of our community as it rapidly grows. The plan will be evaluated and updated annually, with the view to adapting activities and approaches in response to community transformation.

The plan reflects the contributions of a diverse group of representatives drawn from the library staff, the library board, the Town of Prosper, and the community itself. These individuals formed an ad-hoc committee which reviewed the library's previous long-term plan. They also made use of a variety of supplemental sources including library and town reports, US Census data, discussions with the Prosper Independent School District, and general citizen input.

## **PROSPER COMMUNITY LIBRARY LONG RANGE PLANNING COMMITTEE 2022-2027**

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Robyn Battle, Executive Director of Community Services

"Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life."

- Sidney Sheldon

# CONTEXT

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## The Town of Prosper

Prosper is a rapidly growing suburban town located in Collin and Denton Counties within the Dallas-Fort Worth metropolitan area in the state of Texas. As of January 1, 2022, Prosper was home to an estimated 35,430 residents, and had an annual growth rate of 13%, with a projected population of 72,050 at build out in 2031. In 2021, the median household income was estimated at \$153,777. The average home value was \$482,700 in 2021 and 89.3% are owner occupied. Prosper's residents are demographically young and well-educated – in 2021, the median age was 35.5, and 62.3% of adults held at least a bachelor's degree.

Prosper Independent School District serves to educate Prosper's youth with two high schools, four middle schools, fifteen elementary schools, and one Disciplinary Alternative Education Program facility; more are scheduled to open in the coming years. PISD had an enrollment of 22,652 at the end of the 2021-2022 school year. Prosper's local business community is growing quickly as well. There are currently well over 300 businesses in Prosper with many more to come, including several major retail complexes that have recently opened or are set to soon open and will be home to several large anchor stores.

## Town History

The first settlers arrived in this area in 1846 for the black fertile prairie soil of North Texas where cotton was "King." Between 1850 and 1902, two settlements existed. One community, two miles south of the present town, was called Rock Hill. The second community, one mile north, was called Richland. The development of these small communities was expedited in 1876 when County Courts ordered small tracts of land to be established for quick sale. These tracts, each approximately 160 acres in size, were sold for \$3.50 per acre. Dr. A. T. Bryant of McKinney purchased one of the tracts, which later became the geographic nucleus for the Town of Prosper.

The establishment of the St. Louis & San Francisco Railroad in March of 1902 created the change that forced the communities of Rock Hill and Richland to merge forming the Town of Prosper. For years, Prosper was the central stop for the railroad between Dallas and Sherman. When community officials applied for a Post Office with the name "Richland," they were informed that city name was already taken. Postmaster B.J. Naugle asked for an alternative name and J.C. Slaughter suggested the name Prosper, because the crop yield that year had been high, and the area was doing well. The

Town of Prosper was incorporated in 1914 with a commission form of government and a population of 500. U.N. Clary was Mayor and served in that position for the next 49 years.

The emergence of the automobile had an impact on Prosper, as people began moving in and out of the rural community. Prosper also suffered declines in its population thanks to the wars and the Great Depression, as well as the mechanization of farming, which reduced the need for labor. The 1980s however marked the beginning of a comeback for Prosper with the introduction of light industry and the growth of the Metroplex.

By the late 1990s, Dallas began experiencing a corporate boom, primarily driven by growth in the telecom industry. Favorable taxation policies combined with a strong business climate attracted corporations, giving the Dallas/Fort Worth area the highest concentration of corporate headquarters of any city in the United States. A rapid expansion in local jobs followed, with new business centers popping up in the northern, eastern and western sides of the city. In 2021 alone, Prosper became the home of approximately 71 new businesses. Prosper's proximity to these new corporate centers has led it to become amongst the fastest growing communities in the United States.



## Prosper Community Library

The Prosper Community Library is the place for people who love to read, imagine, explore and learn. It is chartered to serve the 35,430 residents of Prosper. As of May 1, 2022, the Prosper Community Library service area included 8,713 patrons.

On July 28, 2018, the new Prosper Community Library facility located as part of the Town Hall complex at 200 South Main Street opened to the public. The new library was the culmination of many years of planning, and features a flexible and spacious community program space, an original mural by celebrated children's author and illustrator Toni Yuly, a children's reading center complete with flexible play space, a dedicated teen reading area, study rooms and a one-of-a-kind sculpture of a traditional Texas windmill. This marked a new era for the Prosper Community Library, which had previously shared a facility and at one-point collections with PISD.

The library team consists of a staff of 14, including one full-time Director of Library Services, one full and one part-time Children's Services Librarians, three part-time Library Clerks, one full-time Library Assistant, six part-time Library Assistants, one part-time Social Media Specialist, and one part-time Administrative Assistant. Seasonal staff also join the team during the busy months of the summer program.

The library is open year-round Monday - Thursdays from 9:30 a.m. - 7:00 p.m.; and Saturdays from 9:30 a.m. - 3:00 p.m. Library hours may vary. The library is legally established as a multi-jurisdictional library.



### BY THE NUMBERS

Serving

**35,430**

residents

**30,003**

items in the  
physical  
collection

Circulating

**104,000**

items in  
FY21

Engaging

**8,862**

participants in

**352**

programs in  
FY21

## The Collection and Circulation

As of May 1, 2022, the Prosper Community Library had 8,713 cardholders. Circulation statistics for FY 2020-2021 total was 104,000 with 28,435 in physical items in the library and over 30,000 electronic Overdrive items.

The collection is currently almost 60,000 items. The library additionally offers audiobooks, DVDs, Hotspots, eBooks, newspapers, magazines, Launchpads, Playaways, coding robots, American Girl Dolls, and 67 TexShare databases. The library also offers a subscription to Mango Languages, Lynda.com, and LinkedIn Learning.

The current total estimated value of the collection as of March 2021 was \$554,229.

## Programming

The expanded program space in the new library facility has allowed the Prosper Community Library to further increase and broaden its programming, which has been matched by increased participation. In the whole of fiscal year 2020 - 2021, the library offered 352 in person and virtual programs with an attendance of 8,862. 25,997 visits were logged at the library as well.



## Library History

From 1999 - 2018, the Prosper Community Library was located at 700 North Coleman Road in the original Prosper High School facility. In June 2009, the school facility was closed in preparation for the new high school's opening in August of that year. At that time PISD informed the Town of Prosper that the Prosper Community Library could remain in the building and continue operation while PISD decided on the disposition of the school facility.

During June – August 2009, the budget included contracting a professional Librarian for 20 hours per week to oversee library operations, hiring two part-time Library Assistants to work evenings and weekends, funds for book purchases, and other expenses deemed necessary for the operation of the Prosper Community Library.

At the end of October 2009, PISD informed the Town of its intention to re-open 700 North

Coleman Road in August 2010 as a 7th-8th grade middle school, Reynolds Middle School. It was agreed that the Prosper Community Library would remain as a joint-use library with the Middle School.

In 2015, the Prosper Community Library severed collection sharing with the ISD by purchasing and implementing their own integrated library system known as Biblionix Apollo, and physically separated the collections. This meant that Reynolds Middle School students could only check out items from the school's collection during school hours of operation, and Prosper Community Library card holders could only check out the collection owned by the Prosper Community Library outside of school hours. Furthermore, the Prosper Community Library collection was expanded to include both fiction and non-fiction materials that appealed to a wide range of ages, including adults, children birth through teen, and young adult fiction. As a result of steady growth of the community, in 2014 the Town of Prosper hired a 30-hour Library Director as well as a part-time Children's Librarian. In 2016, the Library Director became a 40-hour full time position.

In 2017, the Town of Prosper passed a motion to begin the planning and construction of a new, multi-use facility that would consist of a town hall, municipal offices, and a 9,627 square foot public library. This marked a new chapter for the Prosper Community Library, as it would for the first time have its own independent facility in which to house its growing collection and provided space for in-house programs. Extensive planning and work over the following months ensured a seamless transition to the new facility, with minimal disruption to the services provided to the community.

On July 28, 2018, the new facility officially opened to the public. Amongst other offerings, the new facility features spacious program rooms, a designated teen area, a children's reading center complete with flexible play space, and a unique mural by celebrated children's author and illustrator Toni Yuly.



The library continues to grow in collection, staff, services, programs, and offerings. Examples of this may be seen in the addition of the storage collection to allow availability of items in the collection to grow, hotspots which circulate for patron connectivity, voter registration cards offered to all new and renewing patrons, additional database offerings, a new logo and branding guide to enhance professionalism of the library, and a mobile library called the "GROW Cube" takes the library out into the community.



## Supporting the Community During COVID-19

Prosper Community Library responded quickly to disruptions caused by the COVID-19 pandemic, maintaining its central role in the well-being of the community by finding new ways to continue to connect, inspire and entertain citizens of all ages. On March 13, 2020 100% of the library's programming transitioned to virtual offerings including online story times, guest readers, book clubs, and many other Internet-based events. Over the Summer of 2020, the library offered unique mail or to-go themed packets that encouraged reading, contained activities, and crafts. Over 300 children participated. Teens and adults also participated in a reading challenge.



The library created and maintained a strict disinfecting procedure for the library and for items returned from patrons (5-day quarantine and disinfectant wipe down). A To-Go service was offered which was very successful and much appreciated by patrons. The library continually monitored and adapted to the changing situation month to month, and by February 3, 2021, was able to re-open the facility with shortened opening hours. The library offered access to two computers and a printer, as well as a 3-D printer, and offered passive programming (Make & Take, Bookmark kits to-go, and themed program room family times). A designated vaccine sign-up station was offered, and two annual blood drives were held to assist our community in being healthy. The library further demonstrated its place at the heart of the community when it opened its doors as an emergency warming shelter during the week-long winter freeze and power outage during February 2021.



# SETTING A PATH TOWARDS THE FUTURE

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## Vision

Articulating a clear vision for the Prosper Community Library is particularly important at this juncture given the rapid growth and transformation that is currently underway in the community. Where the Prosper Community Library now serves 32,000 residents, by 2040 it is expected to be called upon to serve more than 72,000, which is slightly more than twice the number it serves today.

The vision for Prosper Community Library should serve as an outline of the shape of that future and be a source of inspiration and guidance for the steps along the way.

The library will be dedicated to being vitally essential to Prosper residents of all ages. It will demonstrate a vibrant commitment to improving the community, and playing a central role in making Prosper *A Place Where Everyone Matters*.

The Prosper Community Library will help to inform, encourage, engage and entertain citizens by providing resources and services that respect individuals and ideas, inspire life-long learning, and build community. This will be accomplished by adopting the best forward-thinking practices of public libraries today and integrating them with a commitment to service and personal enrichment.

## VISION

The Prosper Community Library will play a central role in making the Town of Prosper a Place Where Everyone Matters by helping to inform, encourage, engage and entertain citizens by providing resources and services that respect individuals and ideas, inspire life-long learning, and build community.



## Mission

The Mission statement defines the purpose and primary objectives for the Prosper Community Library in terms of its present state, building towards the future.

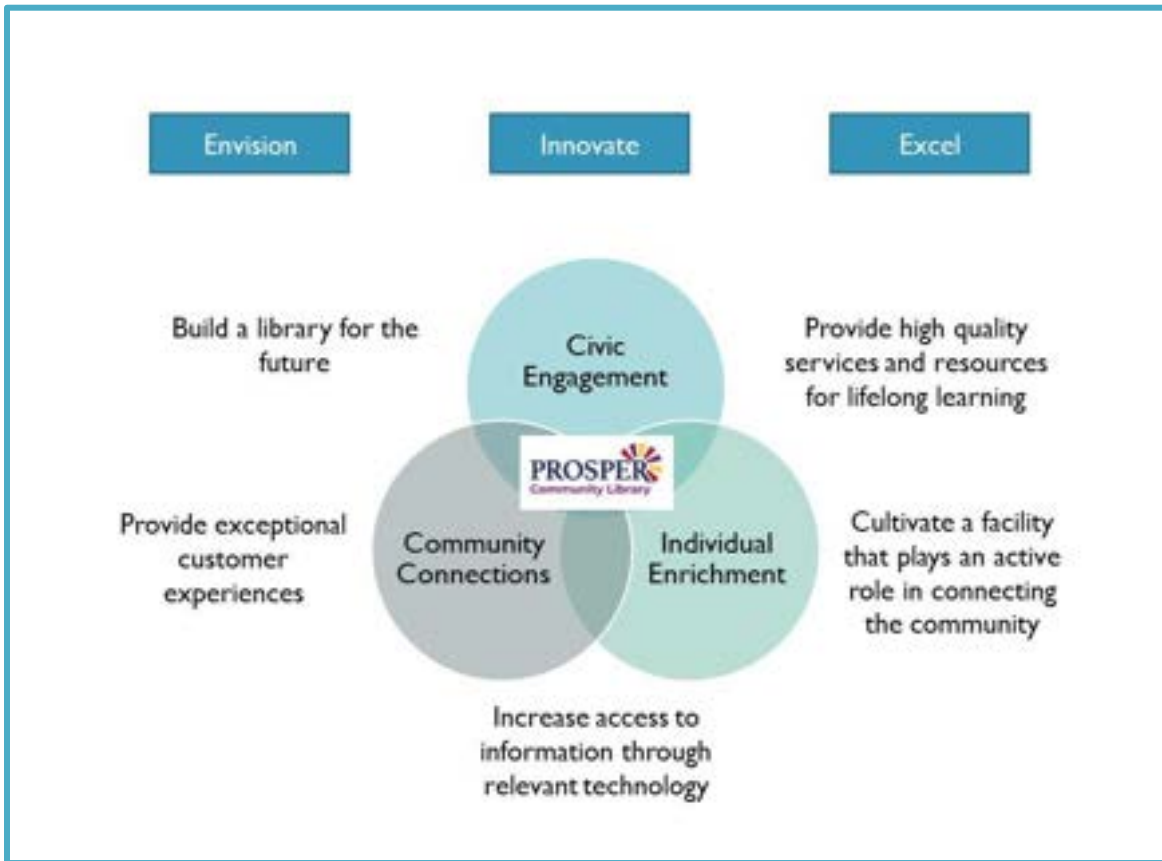
The Prosper Community Library strives to encourage personal, educational and professional growth. We promote and support the diverse needs within our community and offer a dynamic facility which provides access to ideas, information, resources, as well as a variety of quality programs.



## Goals

The mission will be accomplished through actions organized around the principles of promoting civic engagement, individual enrichment and community connections. We will aim to **Envision**, **Innovate** and **Excel** in all our activities and services. The Prosper Community Library will have five main goals:

1. Provide high quality services and resources for lifelong learning
2. Cultivate a facility that plays an active role in connecting the community
3. Increase access to information through relevant technology
4. Provide exceptional customer experiences
5. Build a Library for the future



## Goal 1: Provide high quality services and resources for lifelong learning

**The Prosper Community Library will seek to develop programs, offer services, and maintain resources that encourage literacy and promote lifelong learning, to enhance the lives of individuals in the community. This will be accomplished through:**

- ✓ Developing and maintaining a vibrant collection
- ✓ Supporting and reflecting both the current and future needs of our diverse community
- ✓ Creating and implementing programs and services for patrons' needs and interests while fostering curiosity
- ✓ Investing in learning opportunities that advance personal growth, educational advancement, and professional advancement

## Goal 2: Cultivate a facility that plays an active role in connecting the community

The library will provide a well-maintained, organized and inviting facility that will serve as a community hub. Users of all ages will receive services and have access to materials to realize their full capacity, imagination, and creativity. This will be accomplished through:

- ✓ Offering a space which facilitates learning, creating, building relationships and citizen engagement
- ✓ Remaining respectful of individuals' needs
- ✓ Maintaining a clean and welcoming space for all ages and abilities
- ✓ Evaluating safety measures, accessibility and optimal functionality during space planning or reorganizational planning



## Goal 3: Increase access to information through relevant technology

The Prosper Community Library will aim to grow access to materials and information by keeping its technical capacity current, building on new opportunities brought about by emerging technologies, and growing community members' abilities to utilize technology. This work will include:

- ✓ Investing in user-friendly resources that meet patrons' needs
- ✓ Using technology to engage with patrons
- ✓ Remaining current with technology offerings and means of access
- ✓ Offering a variety of information services for all ages and abilities
- ✓ Creating training opportunities for both staff and community to gain experience with technology

## Goal 4: Provide exceptional customer experiences

**The Prosper Community Library will work to strengthen relationships in the community through forming an exemplary service delivery team which models exceptional and positive engagement with patrons. To achieve this, the library will:**

- ✓ Recruit staff who demonstrate a high level of customer service understanding
- ✓ Develop onboard training and communicate clear expectations
- ✓ Develop customer service training and best practices
- ✓ Provide professional development opportunities
- ✓ Maintain staff knowledge competencies so that all staff are equally trained and knowledgeable
- ✓ Measure and support successful training to foster excellent customer service

## Goal 5: Build a library for the future

**The Prosper Community Library will build on the momentum created through the opening of the new facility to further serve the growing community in the future. This work will focus on:**

- ✓ Undertaking analysis to begin the development of a strategic plan which would establish goals and priorities for a new facility
- ✓ Building community awareness of, and excitement about, a new library
- ✓ Crafting a longer-term strategy which considers future community growth and library facility needs
- ✓ Considering the potential feasibility of establishing a foundation or other separate mechanism to assist in supporting future library-related projects or plans



## Implementation and Assessment

The Library Board, Director of Library Services, and staff will work to implement the action steps of this Long Range Plan over the next five years. While some goals will be more easily achievable or ongoing, others will require significant time, planning, and resources. The Library Board will work with the Director of Library Services to prioritize goals and action steps based on community need and resources available.

While implementation of the goals in this Long Range Plan will be ongoing, the Library Board will formally revisit the plan yearly to review progress. The Director of Library Services will adjust actions, and modify or prioritize goals throughout the year as needed. As each goal is reached, the Director of Library Services, along with the Library Board, will review and assess the success of the initiative, taking into consideration patron response, staff assessment, cost effectiveness, and overall library service. Each goal, depending on its nature, will have different measures of assessment.

The Director of Library Services has primary responsibility and accountability for leading the effort to address these goal areas, with library staff making significant contributions. The Library Board, who endorsed these goals, has a crucial role to play in adopting policy and providing oversight to the library. In addition, the Friends of the Prosper Community Library align their priorities and support those of the library by providing valuable input, resources, and services in helping the library address these goals.

This Long Range Plan is meant to be a living document that can change and grow over time. While each goal and action step has been carefully considered, they are not meant to be implemented rigidly, and new goals or actions should be included where appropriate. Rather, this plan is meant to provide the Library Board, Director of Library Services, and the library staff with an outline of the desired future of the Prosper Community Library, and be a source of inspiration and guidance for the steps along the way.



# Recommendation for adoption

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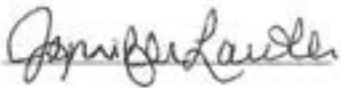
Prepared by the Prosper Community Library Long-Range Planning Committee 2022-2027,  
Reviewed by the Prosper Community Library Board and recommended for adoption



Danielle Philipson (Place 1)

08/25/2022

Date



Jennifer Lawler (Place 2)

8/25/22

Date



Lenorah Johnson (Place 3)

8/25/22

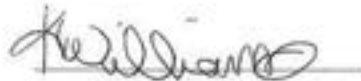
Date



Mary Beth Randecker (Place 4)

8/25/22

Date



Katie Williams (Place 5)

8/25/2022

Date



Jennifer Wattenbarger (Place 6)

08-25-2022

Date



Andy Cartwright (Place 7)

8/25/22

Date

Adopted by the Prosper Community Library



Leslie Scott, Director of Library Services

8/25/22

Date



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## Prosper Community Library

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<http://www.prospertx.gov/residents/library/>



# APPENDICES

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- A. Prosper Community Library Policies**
- B. Standards of Conduct Policy**
- C. Prosper Community Library Patron Acceptable Use Policy For Internet  
and other Technology-Related Items**
- D. Library Bill of Rights**
- E. The Freedom to Read Statement**
- F. The Freedom to View Statement**
- G. The Texas Library Association - Intellectual Freedom Statement**
- H. Library Services for People with Disabilities Policy**

## Appendix A -

### PROSPER COMMUNITY LIBRARY POLICIES

#### Mission Statement

To inform, encourage, engage, and entertain citizens by providing resources and services that respect individuals and ideas, inspire life-long learning, and build community.  
The library upholds and supports the "Library Bill of Rights."

#### Purpose of Policy

This document states the policies and plans governing the Prosper Community Library.

#### Hours of Operation

The library's hours of operation are intended to serve the needs of the greater community. Hours of operation of the library facility will be recommended by the Library Director and Library Board, with approval of the Executive Director of Community Services, Town Manager, or Town Council. Hours of operation are dependent upon budget, staffing levels, and usage patterns. Hours may be modified, reduced, or extended depending upon these factors. Business hours are subject to change due to town recognized holidays, emergencies, bad weather or by other library actions.

#### Circulation Policy

Borrowing materials from the Prosper Community Library is a service and a privilege extended by the Town of Prosper to facilitate the use of its library materials, programs, and space. The Library Director is authorized to promulgate and enforce such rules, procedures, and limitations as may be necessary for the protection of the town's library property, as well as for the widest and best use of the materials and space. This includes limiting by type, subject, format, quantity, and time the materials which may be circulated. The library is also authorized to establish rules, procedures, and parameters for the provision of borrower registration privileges, library card uses, and the renewal of privileges.

#### Patron Registration

Any taxpaying resident of the Town of Prosper, upon completion of an application, proof of identification and town residency, is eligible for free library membership. Identification will be a valid Texas ID card or driver's license. Proof of residency will be confirmed through CAD (County Appraisal District). In lieu of an expired or invalid state issued ID card or driver's license, a lease/home closing documents and/or a utility bill may suffice.

There are two (2) categories of membership to obtain library cards:

1. Free permanent as well as limited memberships are available to those who can document\* that they live in a household that receives/pays a Town of Prosper utility bill and the CPR/C48 (Prosper Town) tax.
  - In-person renewal is required bi-annually (every 2 years).
2. Paid memberships apply to those who do not pay a Town of Prosper utility bill or the CPR/C48 (Prosper Town) tax. The cost is \$50 per library card holder annually.

- In-person membership renewal and payment are required annually.

### **Acceptable Residence Verification Documents:**

There are two (2) primary ways to prove residency:

1. Present a valid/non-expired government issued photo identification indicating your correct address.
2. If your photo ID does not indicate your correct address, you will also need a paper or digital utility bill (water, sewer, gas, electric) indicating services to your place of residence in addition to your photo ID.
  - If you are a new resident and have not yet received a utility bill, closing documents or rental/lease agreements indicating your place of residence will suffice. Purchase contracts are not accepted.

Collin or Denton County's Appraisal District databases may be referenced to determine which city or town a library card applicant pays their taxes to. These databases can be found at [www.collincad.org/](http://www.collincad.org/) or [www.dentoncad.com/](http://www.dentoncad.com/).

Non-residents may pay an annual membership fee of \$50 per card. Identification requirements are the same for a resident.

A Temporary Membership may be obtained with other forms of identification. See library staff for qualifications and rules for this type of adult membership.

By applying for a library card and the associated privileges, the individual agrees to abide by all policies and rules of the library and acknowledges responsibility for all items checked out on the card including reasonable care and protection from damage. By use of the library card the patron agrees to pay for any lost or damaged materials checked out on the card, as well as any fees assessed on the account. The patron also agrees to promptly notify the library if the card is lost or stolen.

The parent accepts legal responsibility for the child's use of the library and all materials checked out on the child's card, including charges for lost or damaged materials or any library fees assessed on the account.

Individuals who have attained the age of eighteen (18) are an adult as to library usage and may assume the responsibilities which accompany the obtaining of a library card by applying for their own separate card. This does not relieve the parent/guardian of any obligations that are incurred by their minor child, as defined by and under the laws of the State of Texas.

The library reserves the right to verify identity and confirm patron information at any time.

Borrowers holding a valid library card must present their own card at the time they wish to check out materials; however, a family member or designated individual is permitted to check out materials on another member's card if they have possession of that card. Positive identification may

be requested for verification purposes. A patron may not check out items on a card they do not hold in their possession by any other means.

### **Circulation Procedures**

Borrowers in good standing regarding overdue/lost items and whose accounts are clear of fees, charges, or other restrictions will be permitted to check out materials for the time specified for those materials.

- Patron may check out up to twenty (20) items maximum per card.
- Materials are loaned for a period of two (2) weeks.
- One (1) kit maximum per card.
- Library materials should be returned on or before the due date. If they are not returned by the due date, they will be considered overdue.

Patrons are responsible for all materials that are checked out on their account.

When materials are not returned by the proper time, procedures will be initiated to contact the patron. The patron's account will be locked until all items are returned and borrowing privileges will be suspended.

- E-books are available with a library card in good standing through Overdrive/Libby. Up to five (5) items may be checked out at one time, each for a maximum of two (2) weeks. Items may not be renewed, but they may be returned and checked out again if not on hold for another patron. A hold may also be placed on items that are not currently available for checkout.

### **Holds/ To Go Service**

Prosper Community Library permits patrons to place a hold on certain designated types of materials. A maximum of 10 holds may be placed per library card. If a library card already has 20 items checked out, it will not allow holds to be checked out until enough items are returned to allow for the holds to be checked out. When the hold item becomes available, the items will be checked out to the patron and the patron will be notified and given five (5) days to pick up the item(s). When holds are repeatedly not picked up, the library software will designate their card and all associated cards as blocked for future holds due to abuse. This designation is irrevocable by library staff and the Library Director. New cards may not be issued to circumvent the abuse block.

### **Renewals**

Items, except for hotspots and kits, may be renewed one time unless a hold has been placed on the items. Renewals may be made online, by phone, or in person before the items is due. Once an item is overdue, renewal is no longer an option, and the item must be returned to the library.

### **Library Fines/Replacement Costs for Lost/Damaged Materials:**

Library materials that are returned in a damaged condition are evaluated according to current library guidelines.

- Minor damage may be repaired so that the material may continue to be used. Heavily damaged or missing pieces to items will remain in the patron's account until the missing

piece(s) has been returned and will be withdrawn from the collection and replacement cost and fee assessed.

- The replacement cost of library materials will be charged to the patron for a lost or damaged item.
- Items may NOT be purchased by a patron and brought to the library to replace an item they lost or damaged.
- The patron will be charged a \$5.00 replacement fee in addition to the assessed value of the item.
- Patrons and their dependents who owe a fine or have lost overdue materials will not be allowed to check out items or renew membership until all fees are paid.

### **Staff Computer Assistance**

The library provides computers and wireless access as a resource to the community and expects patrons to use them independently. Library staff does not provide one-on-one training on how to use the computers, websites, or computer programs. Library staff does not provide technical services for gaining access to the wireless network for personal computers brought into the library, cell phones, electronic reading devices, or other personal devices.

### **Patron Confidentiality**

Prosper Community Library supports intellectual freedom for everyone and has established these regulations to protect personal identifiable information contained in library records accessible in the library or through its computer systems.

- Patron records are regarded as confidential by library employees. Library staff will not discuss contents with others.
- Library staff will access patron records to conduct library business only.
- Library staff will seek counsel from the Town's Attorney before responding to any request by a third party for personally identifiable information about any user. Such information includes database search records, reference interviews, electronic requests for information, circulation records, and other personally identifiable uses of library materials, facilities, or services.
- A person who presents a library card belonging to another individual for any purpose is not granted access to the confidential records associated with the library card, unless that person is the parent or guardian of the card owner who is a minor.

### **Study Rooms**

The library has limited study room space; as a result, our policy is an attempt to create fair access to space. Study rooms may be used on a first come, first served basis.

### **Study Room Use**

1. Patrons (adult or juvenile) must have a valid Prosper Community Library card in good standing.
2. Users must sign up for the use of the rooms at the time of use at the 2nd floor reference desk.

3. Study rooms can be utilized for one-hour sessions. If there is no further demand for use of the room, the patron can request the room for an additional one-hour session. Patrons will be limited to two hours' total use of a study room use per day.
4. If a study room is not available upon arrival, the patron will be informed as to when one will be available.
5. If a study room is not available, a patron may sign up to be next in line, must remain in the library to wait their turn, and their time begins when they take possession of the study room.
6. Any study room left unattended for more than 15 minutes will be considered vacant and available for use by others. Unattended items will be placed in the library's lost and found.
7. The Prosper Community Library assumes no responsibility for either library or personal possessions left in the study room.
8. Light snacks and drinks in covered containers are allowed. Proper disposal of aforementioned items is required upon vacancy.
9. Reservations are not taken for study rooms. No phone or email requests are allowed. Requests can only be made in person at the time of use.
10. No one under the age of 13 years old may utilize a study room, nor use the room alone.
11. Maximum of four individuals may use a study room at one time.
12. In the case of groups (four or less) using the room, one person will represent the group for its tenure in the room. Consecutive, hourly signups by other persons of the same group are only allowed for one additional hour if no one is waiting for the room.
13. White board marker kits are available at the reference desk to use. No markers, other than the library's, are allowed to be used on the white boards.
14. Disruptive behavior will lead to a loss of access to the study room(s). Noise should be held to a reasonable level as the rooms are not soundproof. No teleconferencing allowed of any kind (Skype, FaceTime, Zoom, conference call, etc.).
15. Study Rooms are not available to be used for any of the following:
  - a. For purposes prohibited by town ordinance, by state or federal law, or Library Policy.
  - b. For commercial advertising or direct solicitation of clients or customers.
  - c. For fund-raising.
  - d. For events which directly profit the business of a commercial organization or individual.

### **2nd Level Conference Room/Quiet Room**

The 2nd Level Conference/Quiet Room serves a maximum of eight (8) people for the purpose of allowing individuals or small groups to meet or to have a quiet workspace. It cannot serve both roles (conference and quiet space) at the same time, and therefore can only be one or the other at any given time.

Used as a Conference Room: The intent is to accommodate activities such as discussion groups, panels, small lectures, or meetings. Social events are not permitted.

1. Conference Room must be reserved by an adult via a Prosper Community Library Card in good standing. Card holder must be in attendance of the meeting taking place in the conference room.
2. Reservations must be made in person and no more than one week in advance at the 2nd floor reference desk. No phone or email reservations are accepted.

3. A maximum of 8 people may use the room at any time. No additional seating may be taken from the library and relocated into the room.
4. Attendees must be at least 13 years old.
5. Conference room may be reserved for a maximum of two hours. Once a room is booked by one library card holder, it may not be booked further by anyone else in the group.
6. White board marker kits are available at the reference desk to use. No markers, other than the library's, are allowed to be used on the white boards.
7. Light snacks and drinks in covered containers are allowed. Proper disposal of aforementioned items is required upon vacancy.
8. The library will not provide computers, projectors, or other electronic equipment. Nor does the library provide personnel to assist in technical support, room set up/take down, or other materials needed by groups using the conference room.
9. Disruptive behavior or group activities which may cause a disruption to regular library operations will lead to an immediate loss of access to the conference room.
10. Chairs and tables exclusive to the room are provided by the library and restoring to original furniture set up is the responsibility of the user.
11. Meetings taking place near the end of the library operating day must be completed, cleaned up and vacated 10 minutes before the end of the reservation/close of library.
12. Conference Rooms are not available to be used for any of the following:
  - a. For purposes prohibited by town ordinance, by state or federal law, or Library Policy.
  - b. For commercial advertising or direct solicitation of clients or customers.
  - c. For fund-raising.
  - d. For events which directly profit the business of a commercial organization or individual (including professional tutoring services).
13. Solicitation or sales of products and services is prohibited. Charging fees, selling items, charging fees for attendance, or a requirement to purchase materials is not allowed.

Used at a Quiet Room: When not reserved for a meeting, this space is intended for quiet study or reading.

1. Furniture set up is not to be adjusted.
2. Light snacks and drinks in covered containers are allowed. Proper disposal of aforementioned items is required upon vacancy.
3. Foods that emit smells are prohibited.
4. Cell phones must be set to silent, and all calls taken outside the library.
5. Group study or work are considered a meeting and should be booked as such. Minimum number of 4 people are required to reserve the conference room for that use.
6. Room reservations will be posted on the entrance to the Conference Room/Quiet Room and occupants will be given a 10-minute notice to vacate 5 minutes before the next scheduled reservation.

### **Collection Development**

Prosper Community Library seeks to fulfill its mission by selecting, acquiring, organizing, preserving, maintaining, and providing access to a collection of materials in the most current formats available,

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including electronic resources. The collection will address the interests and needs of the diverse community it serves in a format that is best suited to meet those needs and interests.

### **Materials Selection Policy**

This policy guides the development and continuous evaluation of library materials to reflect Prosper Community Library's mission to inform, encourage, engage and entertain citizens by providing resources and services that respect individuals and ideas, inspire life-long learning and build community.

Prosper Community Library provides library materials in a variety of formats that:

- Inform the public of timely issues and timeless ideas.
- Encourage people to discover, create, and learn.
- Engage citizens to explore diverse opinions and conduct research on topics of interest.
- Entertain all ages seeking recreation and leisure.

#### 1. Philosophy and Objectives

Prosper Community Library's service commitment is to the people within its service area, including people of every age, education, background, personal philosophy, religious beliefs, occupation, economic level, ethnic origin, and human condition. The library upholds the right of the individual to secure information, even though the content may be controversial, unorthodox, or unacceptable to others. To represent the diversity of thought within the Prosper community, materials available in the library encompass a variety of viewpoints enabling citizens to make the informed choices necessary in a democracy. The library does not endorse beliefs or views, nor does the selection of an item express or imply an endorsement of the viewpoint expressed by the author.

Prosper Community Library encourages free expression and free access to ideas, both essential elements in a democratic society. The library supports the individual's right to access ideas and information representing all points of view. The library subscribes to the principles of the American Library Association's "Library Bill of Rights," the "Freedom to Read Statement," and the "Freedom to View Statement," which are included as appendices to this policy. The collection contains information on a variety of subjects and views and is organized to provide free access to patrons within the limitation of space and budget. A complete collection of all that is published is not a realistic goal. However, the library strives to create an attractive, current, and balanced collection representing all fields of knowledge and all sides of issues in an unbiased manner.

#### 2. Responsibility

The authority and responsibility for the selection of library materials rests with the Library Director. Library card holders may recommend materials for consideration through the library's membership software.

#### 3. Collection Structure

The placement of materials within the library is determined by several factors. The library uses the Dewey decimal classification scheme which divides materials by subject. Professional catalogers use

Dewey and Library of Congress subject headings to place materials into the proper subject areas and assign them to Adult, Young Adult, Juvenile, Reference, or other specific areas of the library.

#### 4. General Selection Criteria

Prosper Community Library seeks to develop an outstanding collection within the constraints of budget allocations and shelf space. Materials purchased for the collection are not an endorsement by the library of either the content or viewpoint presented in them. The library provides, within its financial and space limitations, a general collection of materials embracing broad areas of knowledge, as well as literary and cultural genres. Included are works of enduring value and timely materials on current issues. Within the framework of these broad objectives, selection is based on community demographics and evidence of areas of interest.

Collections are reviewed and revised on an ongoing basis to meet contemporary needs. Collections are current and popular, not archival, and materials are not needlessly duplicated. Collections provide general coverage of subjects and reflect the characteristics of the community. Materials are withdrawn from the collection to maintain the collection's usefulness, timeliness, and relevance.

To build and maintain a collection of merit, materials are evaluated according to one or more of the following criteria. Not all criteria must be met and no one criterion will be decisive. Additional criteria may be used to select materials for specific collections.

- Current and relevant to community needs and interests
- Suitability of subject and style for intended audience
- Attention of critics and expert reviewers
- Cost in relation to value to the collection
- Comprehensiveness
- Skill, competence, purpose of author
- Reputation and significance of author
- Objectivity
- Authenticity of history or social setting
- Consideration of the work as a whole
- Representation of diverse point of view
- Suitability in physical form for library use
- Technical quality
- Local or national significance
- Legal or licensing rights

#### 5. Selection Tools

Among the selection tools used by the Library Director and library staff include professional library journals, trade journals, subject bibliographies, publisher's reputation, promotional materials, and reviews from reputable sources. Since the Library collection reflects the unique community culture

of Prosper, consideration is also given to materials requested by citizens of the community. Circulation history, statistics, and books in series will determine additions to the collection as well.

6. Excluded from selection:

- Textbooks and curriculum-related works unless they are considered useful to the general reader as introduction to a subject and their presentation is superior to other sources.
- Scholarly and technical materials that are carried by academic or specialty libraries.
- Items having removable media such as memorabilia, patterns, stickers, sound, or toys.
- Items that have moveable parts such as flap book, tactile learning, or manipulatives.
- Puzzles or workbooks that encourage filling in blanks.
- Materials that are publicized solely through infomercials or personal websites.
- Self-published/subsidy published materials unless they are reviewed in established publications.
- Rare book: Since it is the public library's function to make materials available to all users, the Prosper Community Library does not collect rare or unusual materials that require special handling. Rare publications pertaining to Prosper, or Texas history will be given to the Prosper Historical Society or another appropriate institution for preservation and protection.
- Genealogical materials.

### **Collection Responsibilities**

Responsibility for the collection rests with the Library Director, who operates within the framework of the Collection Development Policy. The Library Director delegates to staff members authority to interpret and apply this policy in daily operations. All staff contributes to the development of collections driven by patron needs and expectations by:

- Engaging in open, continuous communication with patrons.
- Handling all requests equitably.
- Understanding and responding to continually changing demographics, as well as societal and technological changes.
- Recognizing materials of varying complexity and format necessary to satisfy diverse needs.

### **Collection Maintenance**

The library keeps its collection vital and useful by withdrawal and replacement of essential materials, and by removal of those works that are worn, outdated, unnecessary duplicates, or no longer in demand. The library uses the Texas State Library and Archive Commission's CREW Method (Continuous Review, Evaluation, and Weeding) for guidance when reviewing collection.

**Donated Materials (Donations may not be accepted during COVID-19 spikes to decrease exposure to library staff.)**

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The library accepts donations that are gently used, in excellent condition, with current publication dates. However, not all donations are added to the collection. Self-published donated items will not be added to the collection without positive professional reviews. Donated materials not added to the collection are not returned to the donor but may be sold in the annual Friends of Prosper Community Library book sale fundraiser or disposed of if not deemed suitable.

The library retains unconditional ownership of all donations.

The library does not place a value on donations, nor provide appraisals for income tax or any other purpose. A tax deduction receipt letter is available for all donations.

Gift subscriptions to periodicals are welcomed and accepted if the periodical falls within the guidelines of the Collection Development Policy and must be pre-approved by the Library Director.

### **Purchase Requests**

Purchase suggestions from patrons provide librarians with useful information about local interests or needs not currently met by the collection. The librarians evaluate requests for specific items in accordance with the established selection objectives and criteria. If the item is not added to the collection, the patron may have an opportunity to borrow the items through Interlibrary Loan.

### **Public Notices and Non-Library Materials**

Only information pertaining to the Town of Prosper and Prosper Community Library and its programs and events may be displayed or distributed in the library.

### **Reconsideration of Materials**

Prosper Community Library believes that censorship is a purely individual matter and declares that, while any person is free to reject for themselves materials of which they do not approve, they cannot exercise this right of censorship to restrict the freedom of others to read, view, listen, or inquire. The Prosper Community Library subscribes to the American Library Association's "Library Bill of Rights" and has set these regulations in place to assist in fulfilling the library's mission to serve the residents of Prosper.

Any patron who is a resident of the Town of Prosper and holds a library card in good standing from the Prosper Community Library is encouraged to speak with library staff if they have questions about the library's collection development policies.

If a resident's concern is not satisfied through discussion with library staff, the resident may create/write a letter titled "Recommendation for Reconsideration of Materials Letter" and send it to the Library Director.

For a Recommendation for Reconsideration of Materials to be considered by the library administration, it must meet the following criteria:

- The patron must be a Town of Prosper resident (Town of Prosper taxpayer) and hold a library card in good standing from the Prosper Community Library.
- The recommendation letter must be submitted to the Library Director.

The Library Director will respond directly to the patron or refer the recommendation to the library administration and Library Board for review. The Library Board and administration will review the recommendation and prepare a report to the Library Director. This report will determine whether the materials in question continue to meet the selection criteria of the library, and the Library Director will utilize this report in providing a response to the patron. The review process will be completed within thirty (30) days from the date the Recommendation for Reconsideration of Materials letter is received by the Library Director.

### **Interlibrary Loan**

Interlibrary Loan (ILL) is a service that allows Prosper Community Library card holders access to materials in the collections of other libraries by request. If the materials a cardholder desires are not available in the Prosper Community Library's collection, library staff can attempt to borrow it via the ILL system. An ILL request form must be completed in person and a nominal shipping fee must be paid when the item arrives.

### **Children in the Library**

The Prosper Community Library provides a warm, welcoming, exciting, and safe environment for people of all ages. Children are welcome in the library, and the staff cares about their welfare. Responsibility for the safety and behavior of children in the library rests with the parent or caregiver, not with library staff.

The safety of children left alone in the library is a serious concern of the library staff. The staff have many duties to perform to serve all users of the library. Library staff cannot monitor the behavior and safety of children using the library.

Children under the age of 8 must be physically with an adult parent/caregiver. Parent/caregiver must attend programs with the child as well.

Children under the age of 13 must be supervised by a responsible adult (18 years or older). If a child under the age of 13 is attending a library program, a parent/caregiver must be in the building and aware of the location and behavior of the child.

Children ages 13 - 17 may use the library on their own if they comply with all library rules and the Prosper Community Library Standards of Conduct Policy. Parents/caregivers are still, however, responsible for the behavior of their children. If children do not comply with library rules and the Prosper Community Library Standards of Conduct Policy, library staff may ask them to leave the library and the parent/guardian or police may be contacted.

If a child is not able to leave the library without an adult, he/she should not be in the library alone. Children must also have the phone number of a parent/caregiver who may be contacted in an emergency.

### **Unattended/Abandoned Children after Closing Time**

Children under 13 are to be always supervised while at the library. The library is not responsible for children without transportation at closing. Library staff will exercise appropriate procedures to ensure the safety of unattended children when the library is closing.

Parents/caregivers are responsible for being aware of the library's hours of operation.

Parents/caregivers must also keep in mind that the library may close unexpectedly for reasons out of the control of staff, such as a power outage, inclement weather, etc.

If no one has arrived for the child within ten (10) minutes after closing time, the staff will call the Prosper Police Department. Two library staff members will wait for the police with the child. Once the police arrive, the child will be turned over to the Prosper Police, and the library staff members will no longer be responsible for the unattended child.

### **Orientation/Tours**

Private group tours are available by scheduling directly with the Library Director.

### **Exam Proctoring**

The Prosper Community Library does not offer proctoring services.

## **Standards of Conduct Policy**

### **Purpose**

The purpose of this policy is to establish standards of conduct for the comfort, safety and protection of library patrons and library staff. Library staff will firmly and courteously enforce these rules. The library asks for each patron's cooperation in maintaining an environment conducive to enjoyable use of the library for all.

### **Conduct Policy**

Those using the library are responsible for conducting themselves and minor children in their care in a manner that does not threaten the safety or disturb or interfere with the right of any other patron or with library employees' performance of their duties. Visitors, while in the library, shall be engaged in activities normally associated with the use of a library such as reading, studying, using library materials, attending programs/events, or other appropriate activities. The library reserves the right to restrict a person's use of the library if they violate the Prosper Community Library Standards of Conduct Policy.

### **Standards**

Improper conduct is prohibited while on library premises, including:

1. Weapons of any kind.
2. Damaging or vandalizing library facilities, equipment, or materials.
3. Using abusive, obscene, or profane language or acts.
4. Abandoning, neglecting, or leaving children under the age of thirteen (13) unattended by a parent or authorized caretaker or otherwise violating the Children in the Library portion specified in the policy document.
5. Arriving late (more than 5 minutes) to a children's library program or being disruptive during a program.
6. Using or being under the influence of any intoxicant, narcotic, or similar substance while in the library building or on library grounds.

7. Using tobacco products, including e-cigarettes.
8. Offensive bodily hygiene that constitutes a nuisance to others.
9. Inappropriate attire, i.e., attire including swimsuits, revealing or filthy/odorous clothing, etc. (Shirt/top, pants/skirt/shorts, shoes/sandals/etc. are required.)
10. Selling, soliciting, or panhandling.
11. Gambling.
12. Lying on the floor or sleeping.
13. Blocking library entrances or exits.
14. Petitioning, proselytizing, soliciting, or selling merchandise or services (other than tutoring) without written permission from the Library Director.
15. Removing library materials without following proper checkout protocol.
16. Moving other patron's items without their permission.
17. Causing noise that interferes with patron use of the library, including but not limited to the playing of audible electronic devices or engaging in loud or disruptive conversations.
18. Audible sound coming from an electronic device. (Earbuds or headphones must be worn such that residual sound cannot be heard.)
19. Audible cell phone notifications. (Cell phones must be put on silent or vibrate mode.)
20. Phone conversations. Cellular phone calls must be conducted outside the library.
21. Excessive noise of any kind. The library expects patrons to be respectful of other patrons' ability to concentrate and focus while utilizing the library's resources.
22. Consuming food or drink on the library premises except in authorized situations (drinks are allowed in closed containers only).
23. Bringing in any animals except service dogs.
24. Entering library with bicycles, roller skates, roller shoes, scooters, skateboards, or other similar devices.
25. Monopolizing library space, seating, tables, or equipment to the exclusion of other patrons or staff as determined by library staff.
26. Leading or conducting a program or event in the library without Library Director's prior approval.
27. Harassing a patron or staff member through noisy or boisterous activities, staring at or following another person with intent to annoy that person, or fighting physically or verbally.
28. Refusing to follow reasonable direction from library staff, including but not limited to leaving the library during normal closing procedures or during an emergency evacuation.

Library patrons who choose not to follow the Library's Standards of Conduct Policy, will be asked to correct the unacceptable behavior. If the behavior continues, that patron will be asked to leave. Prosper Police Department will be called if the patron refuses to leave.

### **Responsibility and Authority**

Final responsibility and authority for maintaining acceptable standards of conduct in the library rests with the Library Director, who will operate within a framework of policies and procedures adopted by the Town. The staff will operate under the Library Director's delegated authority. The library is authorized to develop such procedures, guidelines, and rules as may be necessary to carry out these policies. Further, the library is authorized to utilize appropriate technologies to address the implementation of these policies.

### **Lost and Found**

Prosper Community Library assumes no liability for the personal possessions of patrons using the facility or items left at the library. As a public service, the library does maintain a lost and found. All items found by the library staff will be taken to the library workroom area. When a lost item provides information regarding the owner, library staff will attempt to contact the owner.

Flash drives found in the library will not be viewed for any reason by staff and will be disposed of at the close of the day lost/left.

Items that pose a potential health risk are disposed of immediately.

Lost items will be kept for 30 days before being discarded.

### **Emergency Situations**

#### **Fire**

In the event of a fire, library staff will sound the fire alarm, report the fire to 911, and ask everyone to evacuate the building.

#### **Medical Emergencies**

In the event of an ill/injured patron, library staff will respond positively with any reasonable help. If the ill/injured person is unable to make a call, the library staff will assist in notifying their requested person or call 911 if necessary.

#### **Patron Confidentiality**

Prosper Community Library is committed to the protection of all library patron's right to privacy in the use of library resources and discloses patron information to the patron only. In regard to minors, information may be disclosed to the registered parent/guardian listed on the account. Library records will only be disclosed under court order, subpoena, or warrant as outlined in state statute, Texas Government Code, Section 552.124 and the surveillance provisions included in the USA PATRIOT ACT (Public Law 107-56)

### **Prosper Community Library Patron Acceptable Use Policy For Internet and other Technology-Related Items**

#### **Services Available**

Typical services may include Internet access, computer applications such as word processor, spreadsheets, database access, children's educational and software applications, and other technologies as they become available. Services may be added and deleted as decided by the Library Director.

The library's electronic services are not intended to provide access to every software or hardware application or to every source of information available. The library does not offer email accounts but allows access to free email providers on the Internet.



Information on the Internet is not necessarily current, accurate, or complete. While valuable information is available on the Internet, some may be obscene, patently offensive, or harmful, especially to minor children, as defined by applicable state and/or federal laws. For purposes of this policy, minors are defined to include all individuals under the age of eighteen (18) years.

Since the Internet makes accessible a rapidly changing array of resources, it is not possible for the library to control or monitor content on a regular basis. The library utilizes software that blocks sources on the Internet that are obviously inconsistent with the library's mission. This does not fully guarantee that individual users are protected from accessing information they personally deem undesirable or disturbing. Be advised that filtering software is not foolproof; it diminishes the likelihood of seeing offensive material on the Internet but does not eliminate the possibility.

User information is deleted after logging off and each evening software resets the computers to default library settings clearing all cached data from that day.

### **Internet Access**

Library electronic resources are for educational, informational, and appropriate recreational purposes only. The library takes precautions to restrict access to controversial materials. However, a global network is impossible to control. Any user may access a website that is potentially controversial. We firmly believe that the valuable information and interaction available on the Web far outweighs the possibility that users may access material that is not consistent with the goals of the Prosper Community Library.

Although the library provides access to electronic information, this does not imply sponsorship or endorsement. It is the responsibility of the patron, parent, or guardian to determine the accuracy, appropriateness, and usefulness of information accessed through electronic resources. The Prosper Community Library assumes responsibility only for the information found on the Town of Prosper website.

Restriction of a minor's access to, or use of, electronic resources is the responsibility of the minor's parents or legal guardians.

The library is not responsible for the content of electronic resources to which its patrons link, for the content of sources accessed through secondary links, or for the previous patron's search history. Patrons should expect no privacy when using electronic resources provided by the library whether accessed from an external site or internally, as these are public computers used in a public place. Neither the Town of Prosper nor the Prosper Community Library can be held responsible for losses or liabilities, direct or indirect, incurred using electronic resources provided by the library.

The library is not responsible in any way for a personal electronic device brought into the library. The library does not guarantee the availability of electronic resources.

### **Ages, Registration & Time Limits**

1st floor:

- 1st floor Internet computers require a library card to sign in.

- Children twelve (12) and younger are to use the 1st floor computers. Adults and teens assisting a child may utilize the computer in this area only if they child is with them, and they are working on an activity with the child.
- AWE computers are first-come first-served and do not have time limits. Headphones must be worn during use.
- Earbuds or headphones must be worn any time sounds are emitted from computer.

2nd floor:

- All users of 2nd floor computer workstations must sign in at the reference desk.
- Only adults eighteen (18) and older may use the adult computer area.
- Laptops are to be used in the Teen area by children ages thirteen (13) – seventeen (17).
- Earbuds or headphones must be worn any time sounds are emitted from computer.

All computer workstations are available on a first-come, first-served basis. Time limits may be imposed on all computer workstation use. Time limits may vary depending on available computers and waiting patrons.

### **Use by Children/Minors**

Children's Internet computer access on 1st floor requires library card login. Parent/guardian signing minor in assumes responsibility for use. Although the library has a filter in place to uphold the Children's Internet Protection Act (CIPA), the library nor its staff is responsible for assuring the appropriateness of information accessed by children. Adult assumes responsibility of cost of printing from children's computers at \$0.10 per page.

### **Prosper Community Library Computer and Internet Use Policy**

1. Parents and legal guardians are responsible for monitoring their children's use of the library computers, access to the Internet, and the information accessed by minors.
  2. Reasonable care of the computers by the user is expected. Misuse of computers will result in loss of computer privileges.
  3. Library staff may assist the user in accessing the Internet and appropriate printing devices but cannot provide in-depth assistance and/or training.
  4. The charge for printing is 10¢ per page (color or black & white) and must be paid at the time of printing. Exact change is required. Credit cards may be used for printing equaling \$3.00 or more.
  5. Printers are not available via wireless connections from library laptops or personal devices.
  6. Users may not store materials on the hard drive of any computer owned by the library. Users are expected to store materials using their own peripherals, e.g., flash drive.
  7. Use of any information or materials on sites you access is entirely at your own risk.
  8. Users will not perform any of the following acts:
    - a. Attempt to access devices or resources to which you have no explicit, legitimate rights.
    - b. Copy, reproduce, or transmit any copyrighted files or information other than in accordance with the requirements and allowances of the copyright holder.
    - c. Launch network attacks of any kind including port scans, DoS/DDoS, packet floods, replays or injections, session hijacking or interception, or other such activity with malicious intent.
    - d. Transmit malicious software such as viruses, Trojans, and worms.
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- e. Surreptitiously install software or make configuration changes to any device or application, by means of the installation or execution of key loggers, registry keys, or other executable or active application or script.
9. Users will use the access provided here responsibly and with full regard to the safety, security, and privacy of all other users, devices, and resources.
10. Users will be mindful of the cultural sensitivities of others while using this portal so as not to provoke reaction or offense, and will not intentionally access pornographic, graphically violent, hateful, or other offensive material (as deemed by the Town) regardless of others' sensitivities.
11. Users understand that unauthorized use of resources through this portal may give rise to a claim for damages and/or be a criminal offense.
12. As with most public internet connections, the library's internet connections, especially via wireless connections are not guaranteed to be secure. Caution should be exercised when using the library's computers. Wireless users should not transmit their credit card information, passwords and any other sensitive personal information while using any wireless connection. The library will not be responsible for any personal information (e.g., credit card) that is compromised. Restarting the computer at the end of use will erase all data from that station.
13. The library will not be responsible for any damage caused to your hardware or software due to electric surges, security issues or consequences caused by viruses or hacking. All wireless access users should have up-to-date virus protection on their personal laptop computers or wireless devices.
14. The library reserves the right to log or monitor traffic to ensure that these terms are being followed as directed by Town of Prosper legal counsel.
15. Misuse or unauthorized use of Library computers and information resources will result in revocation of library privileges.

User privileges can and will be revoked upon any violation of this policy. The library staff in charge has full authority to disallow further usage of workstations. Any appeal for reinstatement of privileges must be made through the Library Director and Information Technology Director, with whom the final decision will rest.

Usage that encroaches upon standards set by law will be dealt with appropriately and firmly. Federal, state, and local laws concerning these matters will be upheld, and violators may be subject to prosecution.

### **Wireless Use**

Library visitors who bring their own devices to the library may access the Internet through a wireless network. Library wireless users are required to adhere to the same expectations as outlined in the Computer and Internet Use Policy. Users are encouraged to utilize anti-malware and virus protection on their personal electronic devices. The library cannot assure that data or files downloaded by users are virus-free. Users agree to indemnify the library for copyright infringement conducted using the library's wireless network. The library is not responsible for damages to equipment or data on a user's personal computer from the use of data downloaded from the Library's Internet service.

### **Hotspot usage policy and electronic device agreement**

Prosper Community Library has established a Wi-Fi hotspot lending program to provide patrons in our community with high-speed internet access. With this program, students can use the Internet

for help with homework and projects, employees can have reliable internet access to meetings and presentations, and patrons can have home access to the library's digital resources such as our databases, catalog, and eBooks. Patrons can take advantage of our Wi-Fi hotspot lending program with a current Prosper Community Library card.

The library is not responsible for any liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device. Any use of the device for illegal purposes, unauthorized copying of copyright-protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited.

Wi-Fi hotspots may be borrowed by card holders ages 18 and above with a library card in good standing. Checkout is limited to one per household at any given time. The library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning items.

Wi-Fi hotspots are available at the Circulation Desk on a first-come, first-served basis. They may not be reserved or placed on hold. To borrow a hotspot, the patron must have their library card or valid government ID and must complete and agree to the Electronic Device Agreement. Once a hotspot is checked out to a patron, it becomes the responsibility of that patron. Hotspots are not intended to be a long-term internet solution. We reserve the right to implement restrictions if checkout is being abused.

Hotspots may be borrowed for two weeks. They must be returned in person to the Circulation Desk, and never to another library, left outside the library door, or in the book drop. If damage to the device is discovered by library staff, these costs will be added to the patron's account. If a hotspot is not returned, the borrower will be charged a \$84.00 replacement cost. If a device is not returned in a timely manner, civil and criminal action will be taken. If the borrower fails to pay the replacement cost for a lost device, their membership will be suspended until the account is clear.

### **Copier/Printer**

The Prosper Community Library offers a printer/copy machine to the public. Printing is \$0.10 per page (regardless of front/back or color/black and white). Payment for printing is due at the time of printing. Printing may not be placed as a balance fee on a library membership account and may not be paid for with a credit card if less than \$3.00.

### **3D Printing**

The Prosper Community Library offers a 3D printer to library card holders. The 3D printer is intended to inspire all ages to create and innovate.

Patrons eighteen (18) years and older and who have a current Prosper Community Library card may submit digital designs (currently in .stl) to be printed on the library's 3D printer.

Children under eighteen (18) years of age must be accompanied by a parent or guardian. The parent or guardian must sign a permission form and agree to payment of printing for each minor. Cardholder must be in good standing to submit a file for printing.

The printer may only be used for lawful purposes and be for objects appropriate for a public library environment. No weapons of any kind shall be created on the printer.

No patron will be permitted to use the library's 3D printer to create material that is:

- Prohibited by local, state, or federal law.
- Unsafe, harmful, dangerous, or poses an immediate threat to the well-being of others.
- Obscene or otherwise inappropriate for the library environment or violates the library's Standard of Conduct Policy.
- In violation of another's intellectual property rights. The printer will not be used to reproduce material that is subject to copyright, patent, proprietary, or trademark protection.

The library reserves the right to refuse any 3D print request.

Cost of printing is set by Town Ordinance. Payment is due at the time of pickup of the object.

Items must be picked up within five (5) business days or they will become property of the library and will be disposed of. The patron will still be responsible for the cost of printing the item and the charges will be added to the patron's library account.

### **Disclaimer**

In consideration for the privilege of using the library and for having access to the information contained in it, library patrons hereby release and hold harmless the Town of Prosper, its officers, agents, servants, or employees, the library, its staff, volunteers, representatives, or advisors, from any and all liability or responsibility for any and all claims or expenses arising either directly or indirectly from the use of the library, whether or not caused, in whole or in part, by alleged negligence of the Town of Prosper, its officers, agents, servants, employees, volunteers, representatives, or advisors.

### **Violation of Prosper Acceptable Use Policy**

**Violation of any part of the Prosper Community Library Patron Acceptable Use Policy or failure to use the computer workstations appropriately and responsibly may result in the revocation of all computers and/or library privileges as determined by the Library Director. Unlawful activities will be referred to the appropriate legal authority and will be dealt with in a serious and appropriate manner.**

These policies incorporate:

Library Bill of Rights

The Freedom to Read Statement

Freedom to View Statement

The Texas Library Association Intellectual Freedom Statement

Approved by Prosper Town Council: 1/11/22

## Appendix B -

### Library Bill of Rights

- The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.
- Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939.

Amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; and January 23, 1980; inclusion of "age" reaffirmed January 23, 1996, by the ALA Council.

## Appendix C -

### The Freedom to Read Statement

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The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

- *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

- *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

- *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

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

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help



them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

- *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

- *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

- *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of

enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

[American Library Association](#)

[Association of American Publishers](#)

## Appendix D - Freedom to View Statement

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

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

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This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

## **Appendix E - The Texas Library Association Intellectual Freedom Statement**

The Texas Library Association holds that the freedom to read is a corollary of the constitutional guarantee of freedom of the press. Freedom of choice in selecting materials is a necessary safeguard to the freedom to read, and shall be protected against extra-legal, irresponsible attempts by self-appointed censors to abridge it. The Association believes that citizens shall have the right of free inquiry and the equally important right of forming their own opinions, and that it is of the utmost importance to the continued existence of democracy that freedom of the press in all forms of public communication be defended and preserved. The Texas Library Association subscribes in full to the principles set forth in the LIBRARY BILL OF RIGHTS of the American Library Association, Freedom to Read Statement, and interpretative statements adopted thereto.

## Appendix F -

### Library Services for People with Disabilities Policy

The American Library Association recognizes that people with disabilities are a large and neglected minority in the community and are severely underrepresented in the library profession. Disabilities cause many personal challenges. In addition, many people with disabilities face economic inequity, illiteracy, cultural isolation, and discrimination in education, employment and the broad range of societal activities.

Libraries play a catalytic role in the lives of people with disabilities by facilitating their full participation in society. Libraries should use strategies based upon the principles of universal design to ensure that library policy, resources and services meet the needs of all people.

ALA, through its divisions, offices and units and through collaborations with outside associations and agencies is dedicated to eradicating inequities and improving attitudes toward and services and opportunities for people with disabilities.

For the purposes of this policy, “must” means “mandated by law and/or within ALA’s control” and “should” means “it is strongly recommended that libraries make every effort to...”

#### 1. The Scope of Disability Law

Providing equitable access for persons with disabilities to library facilities and services is required by Section 504 of the Rehabilitation Act of 1973, applicable state and local statutes and the Americans with Disabilities Act of 1990 (ADA). The ADA is the Civil Rights law affecting more Americans than any other. It was created to eliminate discrimination in many areas, including access to private and public services, employment, transportation and communication. Most libraries are covered by the ADA’s Title I (Employment), Title II (Government Programs and Services) and Title III (Public Accommodations). Most libraries are also obligated under Section 504 and some have responsibilities under Section 508 and other laws as well.

#### 2. Library Services

Libraries must not discriminate against individuals with disabilities and shall ensure that individuals with disabilities have equal access to library resources. To ensure such access, libraries may provide individuals with disabilities with services such as extended loan periods, waived late fines, extended reserve periods, library cards for proxies, books by mail, reference services by fax or email, home delivery service, remote access to the OPAC, remote electronic access to library resources, volunteer readers in the library, volunteer technology assistants in the library, American Sign Language (ASL) interpreter or realtime captioning at library programs, and radio reading services.

Libraries should include persons with disabilities as participants in the planning, implementing, and evaluating of library services, programs, and facilities.

### 3. Facilities

The ADA requires that both architectural barriers in existing facilities and communication barriers that are structural in nature be removed as long as such removal is “readily achievable.” (i.e., easily accomplished and able to be carried out without much difficulty or expense.)

The ADA regulations specify the following examples of reasonable structural modifications: accessible parking, clear paths of travel to and throughout the facility, entrances with adequate, clear openings or automatic doors, handrails, ramps and elevators, accessible tables and public service desks, and accessible public conveniences such as restrooms, drinking fountains, public telephones and TTYs. Other reasonable modifications may include visible alarms in rest rooms and general usage areas and signs that have Braille and easily visible character size, font, contrast and finish.

One way to accommodate barriers to communication, as listed in the ADA regulations, is to make print materials available in alternative formats such as large type, audio recording, Braille, and electronic formats. Other reasonable modifications to communications may include providing an interpreter or realtime captioning services for public programs and reference services through TTY or other alternative methods. The ADA requires that modifications to communications must be provided as long as they are “reasonable,” do not “fundamentally alter” the nature of the goods or services offered by the library, or result in an “undue burden” on the library.

### 4. Collections

Library materials must be accessible to all patrons including people with disabilities. Materials must be available to individuals with disabilities in a variety of formats and with accommodations, as long as the modified formats and accommodations are “reasonable,” do not “fundamentally alter” the library’s services, and do not place an “undue burden” on the library. Examples of accommodations include assistive technology, auxiliary devices and physical assistance.

Within the framework of the library’s mission and collection policies, public, school, and academic library collections should include materials with accurate and up-to-date information on the spectrum of disabilities, disability issues, and services for people with disabilities, their families, and other concerned persons. Depending on the community being served, libraries may include related medical, health, and mental health information and information on legal rights, accommodations, and employment opportunities.

### 5. Assistive Technology

Well-planned technological solutions and access points, based on the concepts of universal design, are essential for effective use of information and other library services by all people. Libraries should work with people with disabilities, agencies, organizations and vendors to integrate assistive technology into their facilities and services to meet the needs of people with a broad range of disabilities, including learning, mobility, sensory and developmental disabilities. Library staff should be aware of how available technologies address disabilities and know how to assist all users with library technology.

## 6. Employment

ALA must work with employers in the public and private sectors to recruit people with disabilities into the library profession, first into library schools and then into employment at all levels within the profession.

Libraries must provide reasonable accommodations for qualified individuals with disabilities unless the library can show that the accommodations would impose an “undue hardship” on its operations. Libraries must also ensure that their policies and procedures are consistent with the ADA and other laws.