

# CHAPTER 2: TCCL Services

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# Library Services

## Statement of Principles

The Tulsa City-County Library (TCCL) strives to provide the best service possible to the citizens of Tulsa County. The principles followed to accomplish this goal are adapted from the Public Library Association of the American Library Association in a document entitled, *\*The Public Library: Democracy's Resource; A Statement of Principles*

- Serve the entire community as a center for reliable information
- Provide opportunity and encouragement for children, young adults and adults to educate themselves continuously.
- Create opportunities for recreation and personal enrichment.
- Provide a place where inquiring minds may encounter the rich diversity of concepts.
- Assemble, make available and preserve a comprehensive resource collection of enduring value and contemporary interest that represent various points of view.
- Employ staff with special skills, knowledge and abilities to help library users find the ideas, information and materials to meet their diverse interests.
- Initiate and promote information services, program events, exhibits, storytimes, film showings, discussion groups and many other activities.
- Act as a catalyst and open forum for the exchange of information and discussion of ideas.
- Maintain attractive facilities that are conducive to learning, exploring, enjoying and using library materials.
- Practice responsible management, fiscal prudence, public accountability and ethical conduct.
- Use assessment and planning processes to determine community needs and interests, often in cooperation with other community agencies and organizations.
- Develop services to meet those needs and interests.

*In conjunction with these principles, we adhere to the Library Bill of Rights (1996), Libraries: An American Value (1999), Freedom to Read (1991), Freedom, to View Statement (1991), and Code of Ethics (2008) adopted and/or endorsed by the American Library Association Council to form the basic structure of the Tulsa City-County Library policies and philosophy. (See Appendix.)*

The Following is a listing and description of the services provided by Tulsa City-County Library with guidelines and/or policies related to their use.

\*Public Libraries. 21:3 (Fall, 1982), p. 92.

## Public Buildings

TCCL public facilities throughout Tulsa County are centers for individuals and groups to learn, collaborate, meet and access materials of interest. Each facility offers meeting rooms (See Chapter 3 of TCCL Policy for detail), study areas, story time spaces, public computers, materials and collections (see Chapter 7 of TCCL Policy for detail). These services vary in design dependent upon availability. Each facility retains a uniqueness to the communities it serves. Central Library and Regional libraries serve larger segments of the population, while Community and Community Plus library locations offer services to Tulsa neighborhoods and to nine cities throughout Tulsa County. (See Appendix for hours.)

## Central Library

Central Library, a civic landmark located in downtown Tulsa, serves as the anchor facility for Tulsa City-County Library system and is a resource for all of Tulsa County.

Central Library is a five story, 133,000 sq. ft. facility with an adjacent parking garage. Designed for sustainability, innovation and collaboration, the building has flexible space and data/power access throughout the building. Central Library features energy and resource efficient technologies throughout the structure and grounds. In addition to the public services team, Central Library houses administrative offices and various support services departments.

### Central Library Resources and Services

- Central Library has several public service departments that provide system wide support and/or programming:
  - Adult Services
  - Children's & Teen Services
  - Circulation Services
  - Research Services
  - Customer Care
- Central Library offers a variety of enhanced learning spaces and specialty resources:
  - A.R. and Mary Louise Tandy Children's Garden
  - AAON Computer Lab
  - Alfred E. Aaronson Auditorium
  - American Electric Power Foundation Digital Literacy Lab
  - Pochontas Greadington Learning and Creativity Center
  - Renee Neuwald Trust Maker Space
- A variety of meeting rooms are available and can be booked through the library's website.
- Spaces available for event rental.
- The collection maintained at the Central Library is the largest in the system, containing a variety of specialty reference and resource collections.

## Regional Libraries

- The regional libraries are located in the four quadrants of the city to provide extended hours and services to a larger area.
- Collections maintained at the regional libraries include greater depth of content than community libraries.
- Each regional library offers a special resource center: The Hispanic Resource Center (Martin Regional Library), the African-American Resource Center (Rudisill Regional Library), the American Indian Resource Center (Zarrow Regional Library) and the Genealogy Center (Hardesty Regional Library).
- Each library includes meeting spaces and may include an auditorium or performance theatre.

## Branch Libraries

Community and Community Plus libraries are located throughout the city limits of Tulsa and in various communities in Tulsa County. Their focus is on prompt access to popular materials, services to children and support for the educational enrichment of customers.

- Community libraries are determined by the following factors:
  - Service population of 10,000-30,000
  - Minimum of approx. 5000 square feet
- Community Plus libraries are determined by the following factors:
  - Service population of 30,000-50,000
  - Minimum of approx. 12,000 square feet

## **Collection and Services**

### **Lending Library**

The TCCL collection is one collection housed in 24 locations. Items may be checked out and returned at any location for the convenience of the customer. The depth and scope of each location's collection reflects the size and capacity of library and the community it serves. The policies relating to the circulation of books and other materials may be found in Chapters 4 and 5 of this manual.

### **Customer Care**

- Customer Care, located at the Central Library, serves as TCCL's call center for all incoming communications.

### **Holds (Requested Items)**

- Library customers may request materials by placing a hold via our online website and app or by asking library staff for assistance.
- The length of time that TCCL materials are held will depend on the format that was requested.
- Requests for materials that circulate may be sent to any Tulsa City-County Library location for the convenience of the customer.

### **Reference**

- TCCL has a rich and in-depth reference collection that is used to service the reference and informational needs of our customers.
- Print materials classified as "reference" usually do not circulate. Exceptions may be made.

### **Resource Sharing**

- Tulsa City-County Library accepts requests from TCCL customers for items that can be borrowed from an approved library loaning system within our network.
- TCCL also loans materials to other library systems upon request.
- Lending policies may vary based on the lending institutions' policies.

### **Outreach Services**

- The Outreach Services department provides library services to those in the community who are homebound and/or unable to visit a branch.
- Outreach Services vehicles and bookmobile visit community and local events to promote library services.

### **Ruth G. Hardman Adult Literacy Service**

Ruth G. Hardman Adult Literacy Service offers one-on-one tutoring to adults and young adults (16+) who wish to improve their reading and writing skills. The family literacy service also provides enhancements to reading skills, working with parents, families, teachers, at-risk children, to foster a love of books and reading. These programs are supported by Tulsa Library Trust and other donors.

### **Volunteer Services**

Volunteers strengthen the library's services by performing a variety of tasks. Opportunities are available to interested people throughout TCCL by contacting the volunteer coordinator.

### **Public Programs**

Library programs and events are free of charge and open to all individuals without regard to residency. In order to better serve our customers registration may be required and/or attendance may be limited.

- As a forum for the presentation of a variety of viewpoints, the library serves a unique purpose in the community. The library does not promote or advocate one point of view over another, but rather provides a forum where a variety of viewpoints can be expressed and discussed. The library focuses on promoting literacy, freedom of information, reading, and is an appropriate place for the community to discuss and learn about bold or controversial topics and issues.
- The library provides leadership in planning programs that meet the educational, informational, cultural and recreational needs of the community.
- Library events are planned to further the mission, vision and values of the library. They may be planned by the library alone, or in cooperation with community organizations, agencies or institutions. All publicity and sponsorship related to library programming must align with the individual program's focus.

### **Adult Services**

Adult programs consist of a variety of services which may include film showings, lectures, discussion groups, musical presentations, demonstrations, book reviews, workshops, author presentations or seminars. Library staff may present programs themselves or seek expertise from the appropriate experts.

### **Children's Programs**

Library programs and activities for children, parents, and caregivers are designed to stimulate their imagination, provide opportunities to learn new things, and to encourage them to become regular readers and library users.

The library emphasizes early literacy development for children ages zero to four primarily through storytimes that adhere to Every Child Ready to Read®, a parent education initiative stressing that early literacy begins with the primary adults in a child's life.

- An adult must accompany and remain with children attending all programs.
- Storytimes may be provided for daycare and Head Start groups either on- or off-site.
- Children's Programs consist of Storytimes, author visits, school visits and more.

### **Teen Services**

Programs, events, and activities are held throughout the year to provide teens an opportunity to participate in learning-based activities, use of library resources, and recreational activities .

### **Web Site**

Tulsa City-County Library website offers access to the library's collections, numerous subscription and staff-created databases, research tools and more.

### **Computer Usage**

- TCCL provides and maintains a number of computers for use by customers at all library locations in keeping with our mission to make the broadest range of information accessible to all.
- TCCL's Information Technology Department supports and maintains only approved licensed software. Software not licensed or approved by TCCL is considered not appropriate for use on any library computers.
- The Library cannot control and is not responsible for the content or accuracy of information accessed over the Internet, nor can we control remote server availability or Internet response time. Any restrictions of a child's access to the Internet are the responsibility of the parent or legal guardian.
- Library computers are available for use by authorized TCCL customers with a valid library card or one-day guest pass

- Printing from computers is available for a fee (See Appendix)

### **Online Privacy Policy**

The Tulsa City-County Library (“TCCL”) is committed to protecting the privacy of its customers and to being transparent about what information is collected on TCCL websites and applications and how that information is used. By using our website, you consent to this policy and, by continued use, to any changes made to this policy from time to time.

### **Information Collected**

TCCL collects certain non-identifiable or anonymous information including statistical information and system information which is used and disclosed without any link to an individual user. TCCL also uses cookies to recognize users and to personalize and simplify the user’s website experience. You may refuse cookies by disabling that function in your computer’s browser, but doing so may affect the functionality of services provided on this website.

TCCL also collects certain personally identifiable information when users register for a library card which may include your name, address, birth year, phone number, county of residence, email address, library account number.

### **Use and Disclosure of Information**

Information collected by TCCL will be used only for the purpose of delivering and improving the delivery of online services, administering our website, and for related purposes. Personally identifiable information is collected and used for the purpose of providing services to you and to enhance and improve those services. We may also use such information to communicate with you, and to administer your library account. With the exception of records of materials you borrow, most personally identifiable information regarding use of services will not be retained or stored beyond the end of each online experience. TCCL will not disclose records of your use of library materials or its resources to any third party except to library staff, contractors and consultants for use in the conduct of library operations; evaluation and improvement of library services; upon your request or with your consent; or pursuant to court order. TCCL will not sell, rent, trade or otherwise provide personally identifiable information to third parties for marketing, advertising or other commercial purposes or for monetary compensation.

### **Third Party Links**

TCCL may provide links to third-party websites or services in connection with the provision of services. Third-party sites and services are governed by their own privacy policies. TCCL is not responsible or liable for the privacy practices, content or activities of any linked sites or services. All the sections exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties.

### **Security**

TCCL has implemented security measures to protect information and data collected by our website from loss, misuse or alteration. TCCL cannot, however, guarantee that such information, including your personally identifiable information, will remain confidential or secure from unauthorized access. You are responsible for protecting your password and for not sharing your password with others.

## **Privacy Questions**

Questions regarding this privacy policy may be sent to [help.desk@tulsalibrary.org](mailto:help.desk@tulsalibrary.org).

## **Internet Usage**

- The Tulsa City-County Library offers public access to the Internet which may contain materials which are out-of-date, illegal, controversial or offensive to individuals. Although the library system cannot assure the accuracy or timeliness of the information, we do provide easy links to selected sites which we believe are authoritative and reliable via our website.
- Use of any public access computer or the Internet at the library constitutes acceptance of this policy and related procedures. The library reserves the right to terminate the session, remove the customer, or suspend or terminate the library and Internet privileges of any one who engages in unacceptable use or whose computer use disrupts library service, or violates library policies or procedures.
- In order to use library Internet computers, a customer must have a valid TCCL card or a visitor's pass. Customers are only allowed to use their own card, issued in their name, to access the computers and abide by the time limits associated with one card.
- Unpaid fines and fees can result in restriction of computer privileges
- All Internet resources accessible through the library are provided equally to all library users.
- To ensure customers' privacy, including privacy of minors, and the confidentiality of library records, the library shall not disseminate personally identifiable information about any library user except as required by law.
- The library uses a technology protection measure (or "Internet filter") on all computers with Internet access. It is used to assist in preventing access to sites which violate OKLA. STAT. tit. 21, §1021 and OKLA. STAT. tit. 21, §§ 1040.75-21-1040.80, otherwise known as "harmful to minors law." As required by the Children's Internet Protection Act (CIPA), Pub. L. No. 106-554 and 47 U.S.C. § 254(h), blocking is applied to visual depictions of materials deemed obscene or child pornography or to any material deemed harmful to or inappropriate for minors (as those terms are defined in the U.S. Code). The library may provide unfiltered Internet access to persons 17 or older who request it for bona fide research or any other lawful purpose. Additionally, the library may use the filter to block certain categories of sites for the protection of the network and equipment.
- It is the responsibility of the user to respect copyright laws and licensing agreements, and to assume responsibility for payment for any fee-based service.

Customers may request changes in access to bona-fide research sites or sites blocked erroneously. Customers wishing reconsideration of sites should complete a *Citizen's Request for a Change in Internet Access* form. (See Appendix.)

## **Internet Usage and Safety Policy**

ATTENTION: By Clicking "Agree" You Accept the Conditions of this Internet Usage and Safety Agreement:

Failure to comply with policy will result in loss of computer privileges. Unacceptable behavior includes but is not limited to the following:

- Displaying or transmitting any obscene content or child pornography
- Using someone else's library card
- Hacking or using the computer in some manner that hampers use for others.

The Tulsa City-County Library offers public access to the World Wide Web via the Internet. This global electronic network may contain materials which are out-of-date, illegal, controversial or

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offensive to individuals. Although the library system cannot assure the accuracy or timeliness of the information, we do provide easy links to selected sites which we believe are authoritative and reliable via our web site.

In order to use library Internet computers, a customer must have a valid Tulsa City-County Library card. There is a daily time limit for each customer using the computers. Customers are only allowed to use their own card, issued in their name, to access the computers and abide by the time limits associated with one card. Customers may not lend their card, sell their time, or otherwise transfer their daily Internet time/usage privileges to any other user.

Customers may print from the Internet computers as well as saving information to removable devices such as USB drives. Customers may also listen to programs with sound via headphones. The Library does have some of these items available for sale and there are some costs associated with printing.

All Internet resources accessible through the library are provided equally to all library users. It is the responsibility of the user to respect copyright laws and licensing agreements, and to assume responsibility for payment for any fee-based service.

Acceptable use includes respect for other users and their privacy and maintenance of the integrity of the computer system.

Unacceptable use includes "hacking" or using the Internet for any illegal purpose, displaying or transmitting obscene or threatening material and using the system in a manner that precludes or hampers its use by others.

The library uses a technology protection measure (or "Internet filter") on all computers with Internet access. It is used to assist in preventing access to sites which violate Oklahoma State Statutes Title 21-1021-21-1024.4 and Title 21-1040.75-21-1040.77, otherwise known as "harmful to minors law."

As required by the Children's Internet Protection Act (CIPA), Pub. L. No. 106-554 and 47 USC 254(h), blocking is applied to visual depictions of materials deemed obscene or child pornography or to any material deemed harmful to minors (as those terms are defined in the U.S. Code). Subject to staff supervision, the filter may be temporarily disabled only for bona fide research or other lawful purposes. Additionally, the Library may use the filter to block certain categories of sites for the protection of the network and PCs (for example sites that use malicious code to "hijack" a computer's settings or install spyware).

Customers may request changes in access to specific sites. While the library does filter all PCs, both staff and customer, the library cannot guarantee the effectiveness of said filter. Customers wishing reconsideration of sites should complete a Citizen's Request for a Change in Internet Access form.

The forms are available at all Tulsa City-County Libraries and via the Library web site. All such requests go to the Library's Chief Technology Officer who, with a committee of staff members, evaluates the site in light of the customer's request to make a decision. If an individual is not satisfied with the action taken, he/she may appeal to the CEO.

We strongly recommend that parents supervise their child's Internet sessions and let them know if there are materials which they should not access. Parents should also advise their children of safety and security issues when using the Internet, and warn them against the disclosure of personal information when using electronic mail, chat rooms and other forms of direct electronic communications.



Failure to abide by these policies will result in the loss of Internet privileges.

### **Wireless Internet Access (Wi-Fi)**

- TCCL's "Internet Usage" is incorporated into this policy and is applicable to Wi-Fi users at the library.
- All locations open to the public offer free wireless internet access (Wi-Fi).
- The library cannot offer any technical support for user hardware or connection settings.
- Using the library's wireless internet access for any illegal activity, including violating copyright or other rights of third parties or in a manner inconsistent with the library's system or its proper operation is in violation of the law and library policy and will result in loss of access.
- The library's wireless access is not a secure network. The library is not responsible for any compromised information or hardware/software damage due to security issues.
- Any restriction or monitoring of a minor's access to the library's wireless network is the sole responsibility of the parent or guardian. (See also Chapter 11 for Safety for Children)

### **Library Computer Labs**

- Computer labs are available at Central Library and certain locations.
- Qualified organizations may reserve in advance for their meetings and programs depending on availability. The rooms are not available to businesses for the purpose of offering classes to the public for a fee. The organization utilizing the space will be financially responsible for damages to the equipment, reasonable wear and tear excepted.
- If a group requires a software installation, a TCCL employee must install the software and uninstall once the session is over. A fee will be assessed for the software installation. The organization or company must sign a form indicating that the organization has been licensed to use and install the requested software. (See Appendix.)

### **Photocopying and Fax Services**

- TCCL provides photocopying, scanning and public fax service at all library locations.
- TCCL abides by the principle of fair use as stated in the general revision of the federal copyright law.
- The individual using TCCL photocopying, scanning and faxing equipment is responsible for ensuring compliance with all copyright laws.
- A fee is assessed for these services. (See Appendix.)
- TCCL will not be held responsible for individual's unsuccessful transmission(s) or image production.

### **Specialized Services** (Updated: August 16, 2018)

TCCL offers community access to emerging and specialized technology to encourage educational opportunities and inspire interest in creativity and collaboration. Examples include resources found in the Maker Space and Digital Literacy Lab, such as 3D printing, flight simulators, audio equipment and digitization software. These types of resources typically require an orientation or training session and, in some cases, require the customer to sign a waiver of liability and/or policy agreement form.

- No guns or weapons are allowed in library buildings, and guns, weapons, their components and projectiles may not be created in library maker spaces. Persons who violate this policy may be banned from any or all TCCL emerging and specialized technology spaces.