

**Westmoreland Public Library of Sumner County
Administrative Policy Manual**



**WESTMORELAND
PUBLIC LIBRARY
OF SUMNER COUNTY**

Westmoreland Public Library of Sumner County Administrative Policy Manual

Welcome from the Library Director

Welcome to the Westmoreland Public Library of Sumner County.

It is my privilege to serve our community as Library Director and to work alongside a dedicated team committed to providing exceptional library services. Our library is more than a place to borrow books—it is a welcoming community space where people of all ages can learn, discover, create, and connect.

This Policy Manual reflects our commitment to providing consistent, professional, and equitable service to every person who walks through our doors. These policies are designed to support our mission, guide decision-making, and establish clear expectations that help us maintain a safe, welcoming, and respectful environment for patrons, volunteers, and staff alike.

As libraries continue to evolve, so must the policies that guide our work. This manual is intended to be a living document that will be reviewed regularly and updated as our community's needs, technology, and best practices continue to change. While no manual can anticipate every situation, these policies provide a framework for thoughtful decision-making grounded in fairness, accountability, and excellent public service.

I am proud of the work our team does each day to make the Westmoreland Public Library of Sumner County a trusted resource for our community. Whether someone visits to find information, attend a program, use technology, seek assistance, or simply enjoy a welcoming place to spend time, every interaction is an opportunity to serve with kindness, professionalism, and integrity.

Thank you to our staff, volunteers, community partners, and the residents of Sumner County for your continued support of our library. Together, we are building a library that inspires lifelong learning, strengthens our community, and serves as a place where everyone is welcome.

I look forward to the future of our library and the opportunities ahead as we continue to grow, innovate, and serve our community with excellence.

Warmly,



Angela L. Holmes
Library Director
Westmoreland Public Library of Sumner County

**Westmoreland Public Library of Sumner County
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Document Control

The table below shows document updates made to the Westmoreland Public Library of Sumner County Policy Manual.

Version	Effective Date	Revision Date	Description of Changes	Prepared By	Approved By
1.0	07/13/2026		Initial publication.	Angela Holmes	Library Director
1.1	09/17/2026	09/17/2026	Updated Fines and Recovery of Overdue Materials	Angela Holmes	Library Director
1.2	09/19/2026	09/19/2026	Updated Useful Information for Patrons	Angela Holmes	Library Director
2.0	09/17/2026	09/17/2026	Added Workplace Safety	Angela Holmes	Library Director
3.0	09/17/2026	09/17/2026	Added Substance and Drug-Free Workplace	Angela Holmes	Library Director
4.0	09/17/2026	09/17/2026	Added Incident Reporting and Documentation	Angela Holmes	Library Director
5.0	09/17/2026	09/17/2026	Added Lost and Found	Angela Holmes	Library Director
6.0	09/19/2026	09/19/2026	Updated Children and Vulnerable Adult	Angela Holmes	Library Director

Revision Guidelines:

- Minor revisions, such as formatting updates, grammatical corrections, or clarifications that do not substantially change a policy, should be documented as a minor version update (e.g., Version 1.1, 1.2).
- Significant policy additions, revisions, or reorganizations should be documented as a major version update (e.g., Version 2.0).
- Each revision should include the effective date, a brief description of the changes, the individual who prepared the revision, and the approving authority.

Patrons may appeal decisions regarding suspension of library privileges to the Library Director. Decisions of the Library Director may be appealed to the Sumner County Library Board of Trustees.

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How to Use This Manual

This manual establishes the administrative policies governing the operation of the Westmoreland Public Library of Sumner County. While many of these policies directly affect library patrons, the manual serves as the official reference for Library staff in administering services consistently, fairly, and in accordance with applicable laws and best practices. Certain policies may also be made available to the public to promote transparency and understanding of library operations.

Purpose

The purpose of this manual is to establish policies that promote excellent public service, protect library resources, ensure compliance with applicable laws and regulations, and create a safe, welcoming, and inclusive environment for all who use the library.

Scope

Unless otherwise stated, the policies contained in this manual apply to all library operations, facilities, programs, services, employees, volunteers, and patrons of the Westmoreland Public Library of Sumner County.

Organization

Policies are organized by subject areas to make them easy to locate and reference. Many policies include related policy references to assist readers in finding additional information. The Table of Contents provides a complete listing of all policies included in this manual.

Policy Administration

The Library Director is responsible for administering, interpreting, and implementing the policies contained in this manual. Questions regarding the application or interpretation of any policy should be directed to the Library Director.

This handbook has not yet been approved by the Sumner County Library Board of Trustees. It serves as a temporary measure to help facilitate the library's mission and vision.

Revisions

This manual is intended to be a living document. Policies may be added, revised, or removed as operational needs, laws, regulations, technology, and best practices evolve. All substantive revisions will be documented in the Document Control history.

Policy Conflicts

If a conflict exists between this manual and applicable federal, state, or local law, the law shall govern. If a conflict exists between policies, the Library Director will determine the appropriate interpretation until the policy can be updated.

Commitment to Service

The policies contained in this manual are intended to support—not replace professional judgment, excellent customer service, and sound decision-making. Employees are encouraged to apply these policies consistently while recognizing that unique situations may require consultation with the Library Director.

***Patrons may appeal decisions regarding suspension of library privileges to the Library Director.
Decisions of the Library Director may be appealed to the Sumner County Library Board of Trustees.***

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Children and Vulnerable Adults

1. Purpose

The Westmoreland Public Library of Sumner County welcomes children and families and is committed to providing a safe, welcoming, and supportive environment for all patrons. This policy establishes clear expectations for the supervision of children and vulnerable adults while they are using the library.

2. Responsibility for Supervision

Library employees are not guardians or caregivers and are not responsible for providing routine supervision of children or vulnerable adults. Parents, legal guardians, and responsible caregivers are responsible for the supervision, safety, and behavior of the children in their care while using the library. A responsible caregiver may include an adult or another person who is at least 12 years old and has been entrusted by the parent or legal guardian to supervise the child.

3. Children Age 10 and Under

Children aged 10 and under must be directly supervised by a parent, legal guardian, or responsible caregiver who is at least 12 years old. The caregiver responsible must remain with the child and be able to always provide appropriate supervision.

4. Children Age 11 and Older

Children aged 11 and older may use the library independently without a parent, legal guardian, or caregiver present. Parents and legal guardians remain responsible for their child's safety, behavior, and compliance with Library policies. Independent use of the library does not exempt a child from any applicable age, registration, program, technology, or other Library requirement.

5. Additional Supervision When Needed

Library staff may require a parent, legal guardian, or responsible caregiver to remain with an older child when circumstances indicate that additional supervision is necessary for the child's safety, the safety of others, or the orderly operation of the library. Staff should consult the Library Director when the appropriate response is unclear.

6. Library Programs and Activities

Parents, legal guardians, and responsible caregivers remain responsible for supervising children before, during, and after Library programs unless a program description specifically states otherwise. Participation in a Library program does not transfer responsibility for supervision to Library staff. Programs may establish additional supervision requirements based on the age of participants, the nature of the activity, registration requirements, space limitations, or other operational considerations. Any additional requirement should be communicated in the program description, registration information, or promotional materials when applicable.

7. Children's Areas and Library Spaces

Children may use areas of the library appropriate to their age, program, and activity, subject to all Library policies and reasonable staff directions. The library does not impose a separate parent-only access requirement for the Children's Area. Supervision requirements are determined by the child's age and this policy, together with any program-specific requirements.

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8. Behavior and Safety

All children must follow the Library's Patron Code of Conduct and other applicable Library policies. Parents, legal guardians, and responsible caregivers are responsible for addressing their child's behavior and following reasonable staff directions. Disruptive, unsafe, or prohibited behavior may result in staff taking action under the Patron Code of Conduct and other applicable Library procedures.

9. Unattended Children

If a child is left without the supervision required by this policy, staff will follow established procedures for addressing the situation and contacting the parent, legal guardian, or caregiver. If the safety of an unattended child is in doubt, staff will attempt to contact the caregiver before contacting emergency services unless there is an immediate safety concern. When an immediate concern exists, staff may contact 911 first. Staff will remain with the child until appropriate assistance arrives and will not intentionally leave an unattended child alone.

10. Vulnerable Adults

A vulnerable adult is an individual who, because of functional, mental, or physical limitations, cannot safely care for themselves. Vulnerable adults should not be left alone in the library, including during programs.

Parents, legal guardians, custodians, caregivers, or other responsible people are responsible for the supervision and safety of vulnerable adults in their care. Library employees do not serve as guardians or caregivers. If the safety of an unattended vulnerable adult is in doubt, staff will follow the same contact and emergency procedures described in Section 9.

11. Staff Guidance

- Apply the age-based supervision rules consistently.
- Do not assume Library staff are responsible for supervising a child simply because the child is attending a Library program.
- Use program-specific requirements when they are clearly communicated.
- When a situation is unusual, unclear, or presents a safety concern, consult the Library Director.
- Document significant incidents according to the library's established incident-reporting procedures.

12. Administration and Interpretation

The Library Director is responsible for administering, interpreting, and implementing this policy. Questions regarding the application or interpretation of this policy should be directed to the Library Director.

If this policy conflicts with applicable federal, state, or local law, the law shall govern. If a conflict exists between Library policies, the Library Director will determine the appropriate interpretation until the policy can be updated.

13. Related Policies

- Patron Code of Conduct Policy
- Programming Policy
- Group Visit Policy
- Technology, Internet, and Computer Use Policy
- Registration of Patrons / Circulation Guide

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Chromebook Checkout

By checking out a Chromebook, patrons agree to follow all applicable Library policies on computer use, internet safety, and conduct.

Eligibility

- Borrowers must be 14+ with parent authorization on file.
- Users must present an active, good-standing library card at the time of checkout.
- Chromebooks must be checked out with the user's own library card and may not be borrowed by anyone else.

Checkout Procedures

- Chromebooks are available on a first-come, first-served basis.
- No holds, reservations, or renewals allowed.
- Only one Chromebook per person at a time.
- Chromebooks may be checked out for up to 5 hours per day, depending on availability. If needed, the loan period can be extended by up to 3 additional hours per day while the library is open.
- No Chromebook may be checked out within 30 minutes of the library closing.
- All Chromebooks must be returned no later than 30 minutes before library closing.

Use Restrictions

- Chromebooks are only for library use and may not leave the building.
- Chromebooks must be checked out and returned directly to a staff member at the desk.
- Chromebooks must be returned to the designated charging station to be charged.
- Charging cables and accessories are not included with checkout.

Acceptable Use

- All Library Computer Use and Internet Safety Policies apply to Chromebook use.
- The same filtering, security settings, and safeguards used on public library computers are also in place on Chromebooks.
- Users are responsible for complying with all applicable copyright laws and local, state, and federal laws.
- Unauthorized attempts to bypass security settings, filtering systems, or network protections are prohibited.

Privacy and Data

- Chromebook use takes place in public areas of the library. Privacy cannot be guaranteed.
- Users should save files to personal storage such as Google Drive, email, or USB devices.
- Devices are restored to their standard configuration after each day of use. The library is not responsible for lost files, unsaved work, or personal information left on the device.
- Users must log out of all personal accounts before returning the Chromebook.

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Damage, Loss, and Responsibility

- Users are responsible for the Chromebook and its condition while it is checked out to them.
- Users are expected to inspect the Chromebook at checkout and report any existing damage immediately. Failure to do so may result in responsibility for previously unreported damage.
- Users are responsible for any damage caused by misuse or by connecting personal devices or accessories.
- Food and drink should not be permitted near the Chromebook.
- Lost, stolen, or damaged Chromebooks are the borrower's responsibility and must be paid for at the full replacement cost.
- Replacement cost includes the current market cost of the Chromebook, plus any applicable processing, administrative, or service fees.
 1. The library reserves the right to determine whether to repair or replace items according to established procedures.
 2. Partial damage (e.g., cracked screen, missing keys, or hardware malfunction) may result in repair fees up to the full replacement cost.
 3. No alternate replacement options will be accepted.
- Library Chromebooks contain location-tracking and device-management software to assist in recovery if lost, stolen, or removed from library property.

Policy Violations

- Failure to comply with this policy may result in immediate termination of the session, suspension of Chromebook borrowing privileges, additional restrictions on the library account, or referral to law enforcement.
 1. Library staff reserves the right to deny or terminate Chromebook use at any time for violations of this policy, disruptive behavior, or misuse of equipment.
 2. The library reserves the right to recall a Chromebook at any time for maintenance, safety concerns, or policy violations.

Policy Acknowledgement

- Checkout of a Chromebook constitutes acknowledgment and acceptance of this policy.

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Chromebook Lending Agreement and Release

The Westmoreland Public Library of Sumner County (WPL) lends Chromebooks to eligible users for in-library use only. Users must provide an active, in good standing WPL card to check out a Chromebook. No other forms of identification will be accepted unless approved by the Library Director.

Chromebooks are available on a first-come, first-served basis and may be borrowed for up to 5 hours per day, subject to availability. Holds, reservations, and renewals are not permitted. Chromebooks must be returned no later than thirty (30) minutes before library closing on the same day they are borrowed.

The library reserves the right to refuse service to patrons who abuse equipment, violate Library policies, or repeatedly fail to return devices on time.

If the Chromebook is lost, stolen, damaged, or not returned as required while in the user's possession, charges will be added to the user's account to cover repair or replacement costs, including any applicable accessories, processing fees, and administrative fees.

WPL is not responsible for any information accessed or actions taken by a patron while using a Chromebook. The library is not responsible for any liability, damages, or expenses resulting from the use or misuse of the device, the connection of the device to other electronic devices, or data loss resulting from the use of the device.

User agrees to use safe internet practices while operating Chromebook and understands that using the Chromebook to access any online content determined to be illegal or obscene under federal, state, or municipal law may result in the revocation of borrowing privileges and potential criminal prosecution.

User agrees to indemnify and hold harmless Sumner County and WPL, as well as all employees, officials, and assigns, for all claims filed by the user or any third party for any damage, loss, claim, demand, or expense arising from Chromebook usage.

User acknowledges that they have read the paragraphs set forth in this Agreement and Release and are fully aware of the legal consequences of signing this instrument.

Charges for Lost or Damaged Items

Chromebook:

Power Adapter (if issued):

Charging Cable (if issued):

Protective Case (if issued):

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By signing, I accept the policy and agree to return the Chromebook on time and undamaged. I also intend to release the above parties from liability for any claims from device use.

Please print all information below clearly:

- Patron Name:
- Email Address:
- Phone:
- Library Card:

Signature of Borrower and Date:

Library Staff Name:

Signature of Library Staff Member and Date:

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Circulation Guide

Everything You Need to Know About Your Library Card and Borrowing Materials

Library Cards

- Library cards are available to eligible Sumner County residents.
- Adults (18 and older) must present a valid government-issued photo ID and proof of residency if needed.
- Children under 18 must have a parent or legal guardian present to obtain a library card.
- Please notify the library if your name, address, phone number, or email changes.
- Replacement library cards are available. See the Library Fee Schedule for current fees.

Borrowing Materials

- Patrons in good standing may borrow library materials.
- Adults may borrow up to 20 items.
- Children may borrow up to 10 items.
- New library cardholders may have temporary borrowing limits during their first checkout.

Loan Periods

- Books – 14 days
- Audiobooks – 14 days
- Kits – 14 days
- Some items may have different loan periods.

Renewals

- Most eligible items renew automatically if there are no holds, the item is eligible, and your account is in good standing.
- Eligible items may also be renewed in person, by phone, or online.

Holds

- Holds may be placed online, by phone, or in person.
- Available holds are kept for 7 days.

Returning Materials

- Return materials to the circulation desk or the outdoor book drop, available 24 hours a day.

Lost or Damaged Items

- Patrons are responsible for items checked out on their account.
- If an item is lost or damaged, replacement charges may apply.
- In some cases, the library may accept a replacement copy instead of payment.

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Overdue Items

- The library sends courtesy reminders by email or text when available.
- Items overdue for an extended period may be considered lost and replacement charges may apply.

Interlibrary Loan

- If we don't own an item, ask about our free Interlibrary Loan (ILL) service.

Suggest a Purchase

- Patrons are welcome to suggest books, movies, or other materials for the library to consider purchasing.

Questions?

- Our staff is always happy to help. Please stop by, call, or visit our website for assistance.

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Collection Development and Maintenance

Pending Sumner County Library Board-approved version.

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Confidentiality of Library Records

Purpose

The Westmoreland Public Library of Sumner County is committed to protecting the privacy and confidentiality of its patrons. Confidentiality is essential to ensuring every individual may freely seek information and use Library resources without fear of unnecessary disclosure.

The library shall maintain the confidentiality of patron records in accordance with applicable federal and state laws, including Tennessee law governing the confidentiality of library records.

Policy

Library records that identify a patron as having requested, borrowed, accessed, or used specific library materials, services, programs, computers, or other Library resources are confidential.

Library employees shall not disclose confidential patron information except:

- With the written authorization of the patron;
- As required by a valid court order or other lawful legal process; or
- As otherwise authorized or required by applicable law.

Library employees shall access patron records only as necessary to perform their official job responsibilities and shall not access or disclose patron information for personal reasons or out of curiosity.

Requests for Confidential Information

Any request for confidential patron records by law enforcement, attorneys, government agencies, or other third parties shall be referred immediately to the Library Director or the Director's designee.

The Library Director shall consult with the appropriate Sumner County legal counsel before releasing confidential records unless disclosure is otherwise required by law.

Employee Responsibility

All Library employees are responsible for safeguarding confidential patron information and shall exercise reasonable care when handling library records and discussing patron transactions.

Employees who become aware of an unauthorized disclosure or suspected breach of confidential information shall immediately notify the Library Director.

Legal Authority

This policy shall be administered in accordance with applicable federal and state law, including Tennessee statutes governing the confidentiality of library records.

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Electronic Resources

Purpose

The Westmoreland Public Library of Sumner County provides access to a variety of electronic resources to support lifelong learning, education, recreation, research, and personal enrichment. Electronic resources include downloadable materials, streaming content, online learning platforms, research databases, digital collections, and other online services made available through the library.

Eligibility

Access to electronic resources is available to eligible library cardholders in accordance with the library's circulation policies and the licensing agreements established with individual service providers.

Some electronic resources may require:

- A valid library card in good standing.
- A personal identification number (PIN) or password.
- Residency or eligibility requirements established by the library or vendor.

Available Resources

The library offers a variety of electronic resources, which may include but are not limited to:

- eBooks and audiobooks
- Digital magazines and newspapers
- Streaming video and music
- Online learning platforms
- Arts and creative instruction
- Research databases
- Genealogy resources
- Educational resources
- Downloadable and digital content

Electronic resources may change over time as services are added, modified, or discontinued.

Terms of Use

Use of electronic resources is subject to:

- Vendor licensing agreements.
- Copyright law.
- The library's Internet and Computer Use Policy.
- The library's Acceptable Use Policy, when applicable.

Patrons are responsible for complying with all terms and conditions established by each electronic resource provider.

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Availability

The availability of electronic resources is determined by vendor licensing agreements and funding. The library cannot guarantee that all titles, databases, or services will remain available or that specific content will always be accessible.

Temporary service interruptions may occur due to maintenance, technical issues, or vendor outages.

Patron Responsibilities

Patrons are responsible for:

- Maintaining the confidentiality of their library card number and account credentials.
- Using electronic resources in a lawful and ethical manner.
- Following all licensing and copyright restrictions.
- Returning borrowed digital materials according to vendor requirements when applicable.

Staff Assistance

Library staff is available to provide basic assistance with accessing electronic resources and installing supported applications when possible. Staff cannot troubleshoot every personal device or guarantee compatibility with all hardware or software.

Privacy

Many electronic resource providers collect user information in accordance with their own privacy policies. Patrons are encouraged to review each provider's privacy practices before using a service.

The library does not control the privacy policies or data collection practices of third-party vendors.

Policy Administration

The Library Director is responsible for the administration and interpretation of this policy.

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Exhibits and Displays

Purpose

The Westmoreland Public Library of Sumner County provides exhibits and displays to promote literacy, lifelong learning, cultural awareness, community engagement, and the use of library resources. Exhibits and displays are intended to enhance the educational and informational mission of the library.

Library-Sponsored Displays

Library staff develop and maintain displays that promote:

- Library collections
- Programs and events
- Educational initiatives
- Community awareness
- Seasonal and cultural observances
- Reading encouragement
- Local history and heritage

Selection of display materials is based on relevance to the library's mission, community interests, educational value, and available space.

Community Exhibits

When space is available, the library may permit nonprofit organizations, educational institutions, government agencies, artists, or community groups to display materials that are educational, cultural, informational, or of local interest.

Exhibit space is provided on an equitable basis and is subject to approval by the Library Director. Submission of a request does not guarantee approval or availability of display space.

Content

Use of exhibit space does not constitute library endorsement of the viewpoints, beliefs, products, services, or organizations represented.

Displays may not include materials that:

- Violate federal, state, or local law.
- Create a safety hazard.
- Contain obscene or unlawful content.
- Interfere with normal library operations.
- Promote commercial sales or fundraising without prior approval.
- Damage library property.

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Installation and Removal

The library will determine exhibit dates, locations, and display duration.

Exhibitors are responsible for installing and removing their materials unless other arrangements are approved by the Library Director.

Materials not removed within a reasonable period following the exhibit may be disposed of according to established procedures.

Liability

While reasonable care will be taken, the library assumes no responsibility for loss, theft, or damage to exhibited materials.

Exhibitors are encouraged to insure valuable items.

Library Authority

The Library Director reserves the right to:

- Approve or deny exhibit requests.
- Determine display locations and duration.
- Remove exhibits that violate this policy or interfere with library operations.
- Modify exhibit schedules when necessary.

Administration

The Library Director is responsible for the interpretation and administration of this policy.

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~~Fines and Recovery of Overdue Materials~~

~~Library materials are purchased for use by all citizens of Sumner County. The Westmoreland Public Library of Sumner County has established regulations for the loan of materials, including circulation periods, renewal processes, and fines for late returns. The library will attempt to recover overdue materials and will notify patrons of unpaid fines and fees according to procedures established by the Sumner County Library Board of Trustees.~~

Fine Suspension Notice

All library fines are suspended pending a vote by the Sumner County Library Board of Trustees at its November 2026 meeting.

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Gifts to the Library

The Westmoreland Public Library of Sumner County welcomes gifts of new and used books, audio recordings, videos, and similar materials. Items may be added to the collection following the criteria of the Collection Development policy of the library. Once donated, items become the property of the library. If they are not needed because of duplication, condition, or dated information, they may be given to other libraries and non-profit organizations, sold, traded, or discarded if they are not added to the collection. Donated items will not be returned to the donor, and the library will not accept any item that is not an outright gift. The library will acknowledge receipt of donated items but is unable to set fair market or appraisal values, per State law. It is recommended that the donor make a list of items donated. If items are being donated to obtain a tax benefit, it is the donor's responsibility to establish fair market value or to obtain expert assistance in establishing any value. The library also reserves the right to decide when a gift added to the collection must be withdrawn. This includes items from requests and memorial contributions.

Monetary gifts, bequests, and memorial or honorary contributions are particularly welcome. Funds donated will be used to purchase items in accordance with the selection policy of the library. Books, videos, and other materials purchased will be identified with special donor plates whenever possible. Notification of memorial or honorary contributions will be sent to the family of the person being recognized. Suggestions for subject areas or other areas of interest are welcome and will be followed to the extent possible.

Acceptance of donations of equipment, furniture, real estate, stock, artifacts, works of art, collections, etc. will be determined by the Library Director and the Sumner County Library Board of Trustees based on their suitability to the purposes and needs of the library.

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Group Visits

Purpose

The Westmoreland Public Library of Sumner County welcomes visits from schools, childcare providers, homeschool groups, senior organizations, community organizations, and other organized groups. This policy is intended to ensure that group visits are safe, enjoyable, and minimally disruptive while allowing equitable access to library services.

Definition of a Group

A group is defined as ten (10) or more individuals visiting the library together for a common purpose.

Scheduling Group Visits

Groups of ten (10) or more are requested to schedule their visit for at least one (1) week in advance. Requests should include the organization name, contact person, preferred date and time, number of participants, age range (if applicable), purpose of the visit, and any accommodation request.

Unscheduled Group Visits

Unscheduled groups are welcome; however, services may be limited based on staffing, occupancy, and previously scheduled activities. The library reserves the right to delay, reschedule, or modify visits as needed.

Supervision

The sponsoring organization or group leader is responsible for supervising participants at all times. Library staff cannot provide one-on-one supervision, behavioral support, or personal care. Groups whose participants require individualized assistance should provide appropriate caregivers or support staff throughout the visit.

Programs and Staff Assistance

Tours, story times, presentations, and other staff-led activities should be arranged in advance and are subject to staff availability.

Computer Use

Groups wishing to use public computers should reserve computer time in advance. Computer use remains subject to the library's Computer and Internet Use Policy.

Use of Library Spaces

Groups are expected to use library spaces appropriate to the age and purpose of their visit and to comply with all library policies governing designated areas of the library, including the Children's Area Policy. Library staff may direct groups to alternative seating or activity areas to maintain appropriate use of library spaces and ensure a welcoming environment for all patrons.

Behavior Expectations

All participants must comply with the library's Patron Behavior Policy and all other applicable policies. The group leader is responsible for ensuring participants follow staff directions, respect

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other patrons, and use library materials appropriately. If behavior creates a safety concern or substantially interferes with others' use of the library, staff will work with the supervising organization to resolve the situation. If necessary, the library may ask the supervising organization to remove an individual or conclude the visit.

Capacity and Safety

The library reserves the right to limit or deny entry when necessary to comply with occupancy limits, emergency conditions, or operational needs.

Exceptions

The Library Director or designee may make exceptions to this policy when appropriate and in the best interest of the library.

Policy Review

This policy shall be reviewed periodically by the Library Director and Sumner County Library Board of Trustees and revised as needed.

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Incident Reporting and Whistleblower and Non-Retaliation Protections

Immediate Reporting

Any workplace accident, occupational injury, or building hazard must be reported to the Library Director as soon as possible.

Incident Reports

An Incident and Accident Report Form must be completed within 24 hours of any injury, severe patron conflict, or property damage. The report must be detailed:

- Date, time, and exact location of the occurrence.
- Names and contact details of all staff, patrons, or witnesses involved.

A clear, objective description of the event, any immediate actions taken, and whether emergency services were contacted.

Whistleblower and Non-Retaliation Protections

Westmoreland Public Library of Sumner County strictly prohibits retaliation or adverse employment action against any staff member who reports a safety violation, files an injury claim, or flags a workplace hazard in good faith. Employees reporting safety concerns are fully protected under relevant county, state, and federal whistleblower protection laws.

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Interlibrary Loan

The Westmoreland Public Library of Sumner County participates in interlibrary loan services that allow the library to borrow materials for its patrons from other libraries.

Interlibrary loan service is available to patrons in good standing, subject to applicable Library policies. Books and photocopies of articles from periodicals not owned by the library, or that are otherwise unavailable, may be requested through interlibrary loan. Other materials, including recordings, microfilm, and genealogy materials, may be requested when available.

Materials owned by the library but currently checked out to another patron may not be requested through interlibrary loan unless the item has been overdue for more than one month. Fulfillment of an interlibrary loan request is not guaranteed.

The library may limit the number of interlibrary loan requests made by an individual patron to ensure fair, equitable, and timely service within available budget and staffing resources. When appropriate, Library staff will consult with the patron regarding limitations and may suggest alternative sources for obtaining the requested material.

Requests that may violate applicable copyright laws will not be accepted. Photocopies received through interlibrary loan will be provided in accordance with applicable copyright requirements and will include the appropriate copyright notice.

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Library Closing in Case of Inclement Weather or Other Emergency

Due to inclement weather that poses a threat of imminent danger or other emergencies, the library may delay opening, closing early, or closing for the whole day. The library will follow the Sumner County Administration's directives whenever possible during regular work hours; however, during evenings and weekends, the Library Director (or Assistant Library Director in absentia) and the Sumner County Library Board of Trustees Chair (or Vice Chair in absentia) may elect to close the facility. In other instances of inclement weather in which the library might be a suitable day shelter, the Library Director (or Assistant Library Director in absentia) will coordinate with the Emergency Management Library Director or Incident Commander.

Public Notification

Upon receiving confirmation of a closure from the county administration, the Library Director or designated staff member will promptly notify the public by:

1. Posting an alert on the official Westmoreland Public Library of Sumner County social media channels and website.
2. Placing emergency physical signage on the building entrance doors, if conditions safely permit.

Book return due dates will be automatically extended during weather-related closures to ensure patrons do not accrue overdue fees. If the library closes due to severe weather, your items will not be marked late, and no penalties will be applied for the days the facility is shut down.

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Library Fee Schedule

Purpose

The Westmoreland Public Library of Sumner County establishes fees for selected library services to recover costs associated with providing materials, equipment, technology, and other services to the public.

Fee Schedule

The library maintains an official Library Fee Schedule that identifies current fees for library services.

The Fee Schedule may include, but is not limited to:

- Printing
- Copying
- Fax services
- Scanning
- Replacement library cards
- Lost or damaged materials
- Interlibrary Loan charges (when applicable)
- Meeting room fees (if applicable)
- Other library services as approved

Changes to Fees

The Library Director may recommend additions or revisions to the Library Fee Schedule based on operational costs, vendor pricing, or community needs.

Fee changes shall be approved in accordance with the library's established financial and governance procedures.

Fee Waivers

The Library Director or designee may waive or reduce fees when appropriate due to:

- Staff error
- Equipment malfunction
- Extenuating circumstances
- Promotional events approved by the library

Administration

The Library Director is responsible for maintaining and administering the Library Fee Schedule.

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Lost and Found

Purpose

The Westmoreland Public Library of Sumner County is not responsible for any personal items left unattended on library property. However, to assist patrons, the library maintains a temporary storage system for recovered articles.

Retention Period

All items turned into the library's Lost and Found will be logged and kept in a secure storage area for a maximum of 30 days from the date they are found.

Claiming Items

To claim a lost item, patrons must:

- Provide a clear and detailed description of the article.
- Present a valid photo ID or library card, if requested, to verify ownership of valuable items.

Unclaimed Items and Management Discretion

If an item remains unclaimed after 30 days, the library will no longer hold it. Final disposition of all unclaimed items is at the sole discretion of library management. Disposal methods may include, but are not limited to:

- Donating items to local charities.
- Recycling or discarding items that are broken, soiled, or unusable.
- Turning high-value items or official documents over to local law enforcement.

Exceptions

For hygiene and safety reasons, certain items will not be held for 30 days and will be discarded immediately:

- Perishable food, drink, or open containers.
- Soiled, wet, or hazardous clothing and personal care materials.

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Makerspace

Purpose

The Westmoreland Public Library of Sumner County's Makerspace provides opportunities for creativity, innovation, collaboration, lifelong learning, and hands-on exploration through equipment, technology, tools, and creative resources. This space supports the library's mission by encouraging learning, discovery, and community engagement.

Eligibility

Use of the Makerspace is available to library patrons in accordance with library policies.

Some equipment, programs, or technologies may require:

- A valid library card.
- Completion of required orientation or training.
- Staff supervision.
- Signed permission from a parent or legal guardian for minors.
- Registration for scheduled programs or appointments.

Appropriate Use

Patrons are expected to:

- Use equipment safely and responsibly.
- Follow all staff instructions.
- Treat equipment and materials with care.
- Respect other users of space.
- Clean work areas after use.
- Report damaged or malfunctioning equipment immediately.

The library reserves the right to end a session if equipment is used improperly or unsafely.

Prohibited Activities

The following are prohibited:

- Creating weapons or weapon components.
- Using equipment in an unsafe manner.
- Altering library equipment or software.
- Activities that disrupt library operations.
- Violating copyright, trademark, or intellectual property laws.

Equipment Availability

Equipment and resources are available on a first-come, first-served basis unless reservations are required. The library may establish time limits or reservation procedures to ensure equitable access.

Responsibility for Projects

Patrons are responsible for:

- Their own project design and content.
- Obtaining any necessary permissions or licenses.
- The quality and functionality of completed projects.
- Any personal materials they choose to use.

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The library does not guarantee successful completion of any project.

Fees

Certain materials or specialized equipment may require payment of fees as established in the Library Fee Schedule.

Liability

Patrons use Makerspace at their own risk. The library is not responsible for damage to personal property or projects created using library equipment.

Administration

The Library Director is responsible for administering and interpreting this policy.

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Meeting Room Use

Purpose

The Westmoreland Public Library of Sumner County provides meeting room space to support educational, cultural, civic, and community activities that are consistent with the library's mission. The meeting room is available, free of charge, to eligible organizations and groups, subject to this policy.

Use of the meeting room does not constitute endorsement by the library, Sumner County Government, or the Sumner County Library Board of Trustees of the views, opinions, products, or services of any individual or organization.

Eligibility

The meeting room is available to:

- Nonprofit organizations
- Government agencies
- Educational organizations
- Civic and community groups
- Public interest organizations

Proof of nonprofit status or organizational affiliation may be required.

The meeting room is not available for private social events, commercial sales, fundraising activities (unless approved by the Library Director), or activities that interfere with normal library operations.

Reservations

- Reservations must be made at least seven (7) days in advance.
- Reservations are accepted on a first-come, first-served basis.
- Meeting times are available in 60-minute increments, with a maximum reservation of four (4) hours.
- Additional time may be approved by the Library Director when scheduling permits.
- A minimum of three (3) attendees is required.
- Recurring meetings may be approved according to established procedures.

Meeting Room Capacity

Maximum occupancy: 12 people

Available Equipment

The meeting room includes:

- Tables and chairs for up to 12 participants
- Whiteboard
- Electrical outlets
- Television for presentations
- Projector and screen

Equipment is available on an "as available" basis and cannot be guaranteed in the event of equipment malfunction.

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Food and Beverages

Light refreshments, such as cookies, chips, bottled water, coffee, and soft drinks, are permitted.

Catering services, cooking, or food preparation are not permitted.

Groups are responsible for cleaning the meeting room and disposing of trash before leaving.

User Responsibilities

Groups using the meeting room are responsible for:

- Leaving the room clean and orderly.
- Respecting library property and equipment.
- Supervising all attendees.
- Restoring furniture to its original arrangement.
- Complying with all library policies.

The sponsoring organization is responsible for any damage beyond normal wear and tear.

Cancellation

Groups should notify the library as soon as possible if a reservation must be canceled.

The library reserves the right to cancel or reschedule reservations due to library programming, emergencies, facility issues, or operational needs.

Library Authority

The Library Director or designee reserves the right to deny or revoke meeting room privileges for violations of this policy or when use is inconsistent with the library's mission or operations.

Administration

The Library Director is responsible for administering and interpreting this policy.

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Patron Appeals

Purpose

The Westmoreland Public Library of Sumner County is committed to providing fair, consistent, and equitable service to all patrons. This policy establishes a process for patrons to appeal certain administrative decisions affecting their use of library services or facilities.

Decisions Subject to Appeal

A patron may request a review of decisions including, but not limited to:

- Suspension or restriction of library privileges.
- Long-term behavioral restrictions or exclusions.
- Denial or revocation of meeting room reservations.
- Denial of exhibit or display requests.
- Other administrative decisions are made under library policy.

Requests for reconsideration of library materials are governed by the Library's Materials Reconsideration Policy.

Appeal Process

Appeals must be submitted in writing to the Library Director within 10 business days of the decision.

The written appeal should include:

- The patron's name and contact information.
- A description of the decision being appealed.
- The reason the patron believes the decision should be reconsidered.
- Any supporting information the patron wishes to provide.

The Library Director will review the appeal and provide a written response within 15 business days, when reasonably possible.

Sumner County Library Board of Trustees Review

If the patron is not satisfied with the Library Director's decision, the patron may request that the matter be placed on the agenda for consideration by the Sumner County Library Board of Trustees. The Board's decision shall be final.

Effect of Appeal

Unless otherwise determined by the Library Director, the original decision shall remain in effect while the appeal is under review.

Administration

The Library Director is responsible for administering and interpreting this policy.

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Patron Code of Conduct

Purpose

The Westmoreland Public Library of Sumner County is committed to providing a safe, welcoming, inclusive, and respectful environment for all visitors. This policy establishes expectations for patron behavior to ensure everyone may enjoy library services, programs, facilities, and resources in a comfortable setting.

Expected Conduct

- Treat staff, volunteers, and fellow patrons with courtesy and respect.
- Follow all library policies and reasonable staff directions.
- Use library materials, furniture, equipment, and technology responsibly.
- Respect the rights of others to enjoy library services without disruption.
- Help maintain a clean, safe, and welcoming environment.

Prohibited Conduct

The following behaviors are prohibited on library property, including inside the building, on library grounds, and during library-sponsored events:

- Abusive, threatening, or harassing language or behavior.
- Alcohol or illegal drug use, possession, or distribution.
- Damaging, defacing, or stealing library property.
- Entering staff-only or restricted areas without authorization.
- Excessive noise, disruptive behavior, or conduct that interferes with library operations or another person's use of the library.
- Fighting, intimidation, or violent behavior.
- Lewd, indecent, or sexual misconduct.
- Loitering or remaining on library property after being asked to leave.
- Misuse of library restrooms.
- Possession of weapons except as permitted by law.
- Running, skating, or engaging in unsafe behavior.
- Smoking or vaping on library property where prohibited.
- Soliciting, petitioning, or distributing materials without authorization.
- Unattended animals, except service animals or those authorized for library programs.
- Violating any federal, state, or local law.

Food and Beverages

Covered beverages in spill-resistant containers are permitted throughout the library. Food may be consumed only in areas designated by library staff.

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Children and Supervision

Parents and legal guardians are responsible for the behavior and supervision of children in their care. Please refer to the Library's Children and Vulnerable Adults Policy for additional requirements.

Theft of Library Materials

Library materials are purchased with money from taxpayers. To protect the taxpayers' investment, staff may ask to conduct an examination of book bags, backpacks, briefcases, and other large containers taken out of the library by a patron. Any items that have not been checked out will be returned to the circulation desk to be checked out appropriately. If staff believes that theft was intended, the police will be immediately notified. Vandalism of library materials will be reported to the police.

Enforcement

Library staff will determine the appropriate response based on the nature and severity of a policy violation. Depending on the circumstances, staff may:

- Request that the behavior stop.
- Ask a patron to leave the library for the remainder of the day.
- Suspend library privileges when appropriate.
- Contact law enforcement when necessary.

Serious incidents involving threats, violence, criminal activity, or behavior that places others at risk may result in immediate removal from the library without warning.

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Patron Conduct and Workplace Violence Prevention

Rules of Conduct

Library workers have the right to a safe, respectful workplace. Westmoreland Public Library of Sumner County maintains a zero-tolerance policy for behaviors that cause or threaten harm, interfere with staff duties, or involve persistent harassment.

- **Prohibited Conduct:** Fighting, physical rough housing, yelling, cursing, or using derogatory language against staff or patrons is strictly prohibited.
- **Weapons:** No weapons of any kind—including concealed weapons, except as expressly permitted by state law—are allowed on library property.

De-escalation and Emergency Protocol

- **Training:** All staff will participate in periodic training focused on de-escalation tactics, recognizing erratic behavior, and responding to potentially violent situations.
- **Urgent Assistance:** Staff may use designated internal emergency code words or phone lines to discreetly alert coworkers or management that immediate assistance is required at a service desk.
- **Law Enforcement:** Staff should call 911 immediately if a patron presents an active threat, refuses to comply with a directive to leave after displaying hostile behavior, or breaks local laws.

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Photography and Video Recording

Purpose

The Westmoreland Public Library of Sumner County uses photographs and video recordings to promote library services, programs, events, and community engagement through publications, social media, the library website, newsletters, presentations, and other marketing materials.

General Photography and Video Recording

Photography and video recording may occur in public areas of the library during programs, events, or other library-sponsored activities. Attendance at public events may constitute consent to be photographed or recorded.

The library will make reasonable efforts to notify participants when photography or video recording is planned. Notification may include signage, announcements, event registration materials, or verbal notice.

Children and Minors

The library recognizes the importance of protecting the privacy of children.

- Parents or legal guardians may request that their child not be photographed or recorded.
- Library staff will make reasonable efforts to honor these requests.
- Children participating in programs requiring registration may be asked whether they have permission to be photographed for promotional purposes.

Patron Privacy

The library respects every patron's right to privacy.

Staff will avoid photographing or recording individuals in situations where there is a reasonable expectation of privacy, including while using computers, viewing confidential materials, completing forms, or conducting private business.

Photography or recording should never interfere with a patron's use and enjoyment of the library.

Public Photography by Visitors

Individuals may take photographs or record video for personal use in public areas of the library provided that:

- They do not disrupt library operations.
- They do not interfere with staff or patrons.
- They do not photograph or record individuals who have expressed a desire not to be included.
- They comply with all library policies.

Commercial photography, filming, and recording require prior approval from the Library Director.

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Use of Images

Photographs and video recordings taken by or on behalf of the library may be used without compensation for:

- Social media
- Library publications
- Newsletters
- Promotional materials
- Presentations
- Grant applications
- Annual reports
- The library website
- Other library communications

Requests to Remove Images

Individuals who appear in library photographs or videos may request that future use of an image be discontinued whenever reasonably possible. While the library cannot remove materials already printed or distributed, reasonable efforts will be made to honor requests regarding future publications.

Administration

The Library Director is responsible for interpreting and administering this policy and may authorize exceptions when appropriate.

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Programming

Purpose

The Westmoreland Public Library of Sumner County is committed to providing high-quality programs that support lifelong learning, literacy, creativity, civic engagement, and community connection. Library programs are offered to educate, inform, entertain, and enrich the lives of residents while advancing the library's mission and strategic goals.

Policy

The library develops and presents programs for individuals of all ages that reflect the diverse interests and needs of the community. Programs are selected based on available resources, community interests, educational value, and alignment with the library's mission.

Library programs are open to the public unless otherwise specified. Participation may be limited by age, space availability, safety considerations, registration requirements, or available resources.

The Library reserves the right to modify, postpone, relocate, or cancel any program as operational needs require.

Program Development

- Support literacy and lifelong learning.
- Encourage creativity, exploration, and personal growth.
- Promote community engagement and inclusion.
- Provide educational, cultural, informational, or recreational opportunities.
- Reflect responsible stewardship of Library resources.

Programs may be presented by Library staff, volunteers, community organizations, educators, businesses, performers, or contracted presenters. Presentation of a program does not constitute Library endorsement of a presenter's views, opinions, products, or services.

Programming Priorities

- Early Literacy and Family Learning
- Youth and Teen Engagement
- Adult Lifelong Learning
- Senior Outreach
- Digital Literacy and Technology Skills
- Arts, Culture, and Creativity
- Workforce and Financial Literacy
- Local History and Community Heritage
- Health and Wellness
- Community Partnerships and Civic Engagement

Program Eligibility

- Early Childhood

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- Children
- Tweens
- Teens
- Young Adults
- Adults
- Seniors
- Families
- All Ages

Age recommendations are established to promote participant safety, developmental appropriateness, and program success.

Registration

- Registration may be required for certain programs.
- Registration is accepted on a first-come, first-served basis.
- Waiting lists may be maintained when appropriate.
- Participants should notify the library if they cannot attend.
- Repeated no-shows may affect future registrations when demand is high.

Attendance

Participants are encouraged to arrive on time. Reserved spaces may be released to individuals on a waiting list if a participant has not arrived within a reasonable period after the scheduled start time.

Parent and Caregiver Responsibilities

Parents and caregivers remain responsible for supervising their children before, during, and after Library programs unless otherwise stated. Participation in a Library program does not transfer responsibility for supervision to Library staff. Please refer to the Children and Vulnerable Adults Policy.

Behavior Expectations

Participants are expected to comply with the Patron Code of Conduct and follow reasonable staff directions. Disruptive behavior may result in removal from a program and, when appropriate, suspension of future participation.

Accessibility

The library is committed to providing inclusive programming. Reasonable accommodation will be provided whenever possible. Requests should be made in advance whenever feasible.

Photography and Media

The library may photograph or record programs for promotional, educational, or historical purposes. Individuals who do not wish to appear in photographs or recordings should notify Library staff before the program begins. See Photography and Video Recording Policy.

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Outside Presenters

Outside presenters are selected based on qualifications, experience, relevance to community interests, and consistency with the library's mission. Presenters may not use Library programs primarily to solicit business, sell products, recruit customers, or promote political or religious viewpoints. Any sales associated with an author's visit or similar event require prior approval from the Library Director.

Community Partnerships

The library encourages partnerships with schools, nonprofit organizations, government agencies, businesses, and community groups that enhance Library services and support the library's mission.

Weather and Emergency Closures

Programs may be cancelled, postponed, or relocated due to inclement weather, emergencies, staffing shortages, or other operational needs. Whenever practical, participants will be notified using the library's available communication channels.

Policy Exceptions

The Library Director may approve exceptions to this policy when doing so is in the best interest of the library and the community.

Related Policies

- Children and Vulnerable Adults Policy
- Patron Code of Conduct Policy
- Group Visit Policy
- Meeting Room Use Policy
- Photography and Video Recording Policy
- Technology, Internet, and Computer Use Policy

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Public Bulletin Boards

Purpose

The Westmoreland Public Library of Sumner County provides designated bulletin board space to share information about educational, cultural, civic, and community events that may be of interest to library patrons.

The bulletin board is intended as a community information service and is not an endorsement of the organizations, events, products, services, or viewpoints represented.

Eligible Materials

The library may post materials that promote:

- Educational programs and events
- Community activities
- Nonprofit organizations
- Government services
- Cultural and civic events
- Local schools and educational institutions
- Public health and safety information
- Library-sponsored programs and services

Preference may be given to events and organizations serving the Westmoreland community and Sumner County.

Prohibited Materials

The library will not post materials that:

- Promote illegal activity.
- Contain obscene or discriminatory content.
- Promote hate or violence.
- Advertise commercial businesses or private sales, unless approved by the Library Director.
- Include political campaign materials supporting or opposing candidates or ballot measures.
- Duplicate materials already displayed.
- Exceed available display space.

Posting Procedures

- All materials must be submitted to library staff for review and approval before posting.
- Materials may not be attached to bulletin boards by members of the public.
- The library reserves the right to determine the location and duration of posted materials.
- Space limitations may require selective posting.

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Priority Placement

Library-sponsored programs, services, events, announcements, and official communications shall receive priority placement on bulletin boards and display areas. The library reserves sufficient space to promote its own programs and initiatives before accepting materials from outside organizations.

When space is limited, the library may limit the number of materials displayed by any one organization or decline additional submissions to maintain a balanced and informative display.

Removal of Materials

Materials will generally remain posted until the event date or for a period determined by the library.

The library reserves the right to remove materials that:

- Have expired.
- No longer comply with this policy.
- Become damaged or outdated.
- Are needed to accommodate new postings.

Materials submitted for posting may not be returned unless requested at the time of submission.

Disclaimer

Posting or distributing materials at the library does not constitute endorsement by the Westmoreland Public Library of Sumner County, Sumner County Government, or the Sumner County Library Board of Trustees.

Administration

The Library Director is responsible for administering and interpreting this policy.

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Public Records Requests

Purpose

The Westmoreland Public Library of Sumner County is committed to providing public access to records in accordance with the Tennessee Public Records Act and all other applicable federal and state laws. This policy establishes general procedures for responding to requests for public records while protecting confidential and exempt information.

Requests for Public Records

Requests to inspect or obtain copies of public records shall be submitted to the Library Director or the Library Director's designee. The library may require requests to be submitted in writing when permitted by law.

Inspection of Records

Public records shall be made available for inspection during normal business hours, subject to reasonable rules necessary to protect records from damage, preserve their integrity, and prevent disruption of library operations.

Copies of Records

Copies of public records may be provided in accordance with applicable law.

The library may assess reasonable fees for copies, labor, or other authorized costs as permitted by state law and the Library Fee Schedule.

Confidential Records

Records that are confidential or exempt from disclosure under federal or state law shall not be released.

The library will protect confidential information, including but not limited to:

- Library circulation and borrowing records.
- Patron registration information, as protected by law.
- Personnel records that are confidential by law.
- Information exempt under the Tennessee Public Records Act or other applicable statutes.

Response to Requests

The library will respond to public records requests within the timeframes required by applicable law. If additional time is necessary to locate, review, or prepare records, the requester will be notified as required by law.

Denial of Requests

If access to requested records is denied in whole or in part, the requester will be informed of the basis for the denial in accordance with applicable law.

Administration

The Library Director is responsible for administering this policy and coordinating responses to public records requests in accordance with Sumner County policies and the Tennessee Public Records Act.

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Registration of Patrons

The Westmoreland Public Library of Sumner County is supported primarily by taxes paid by residents of Sumner County. Therefore, library borrowing privileges are available at no charge to residents of Sumner County.

Juvenile Accounts: There is a minimum age requirement of six years. Parents or legal guardians who meet the residence/working place requirements above must sign the registration forms for people under 18 years old. Parents or legal guardians are the owners and are therefore considered the borrowers with regards to juvenile cards and are responsible for all material borrowed and have full access to those library account records.

Identification: The library has a responsibility to protect the taxpayers' investment in the collection of the library. Therefore, identification and verification of residence is required to obtain a library card. Identification can be established through a current driver's license, school identification card with picture, or other valid photo identification issued by a governmental agency. If no valid picture identification is available, the Library Director may accept other reasonable forms of identification that establish identity. A parent or guardian must assume responsibility for material borrowed by a person under 18 years of age; therefore, it is the adult's identification that is required for registration of a minor.

If the patron's current place of residence is not shown on the picture identification, the local address must be verified by an additional item, such as but not limited to, a rent receipt, voter's registration card or utility bill.

Demographic information, such as age, sex, and race may be gathered to plan library services and to document library usage. Reporting this information is required by state and federal laws. This information is used anonymously (no identifying information is compiled or reported) and is not disclosed in any way that would identify the person registering. All information provided on the registration form is protected by rules and state law pertaining to confidentiality of records and privacy. (See Tennessee Code, Title 10, *Public Libraries, Archives and Records*; Chapter 8, *Confidentiality of Library Records*.)

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Request for Reconsideration of Materials

The Westmoreland Public Library of Sumner County welcomes comments and suggestions regarding the continued appropriateness of materials in the collection, especially concerning outdated materials. The library asks patrons to complete a Request for Reconsideration form. The Request for Reconsideration form must be completed in full, including patron's name and address. The patron submitting the request must be a resident of the library's service area and hold a valid borrower's card. The inquiry will then be evaluated by the Library Director and Sumner County Sumner County Library Board of Trustees. The requestor will then be notified of the action to be taken and reasons for such action.

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Service Animals

Purpose

The Westmoreland Public Library of Sumner County welcomes individuals with disabilities who are accompanied by service animals in accordance with the Americans with Disabilities Act (ADA) and applicable federal and state laws.

Definition of a Service Animal

Under the ADA, a service animal is a dog that has been individually trained to perform specific work or tasks for the benefit of an individual with a disability. In certain circumstances, a miniature horse may also qualify as a service animal as provided by the ADA. Emotional support animals, comfort animals, therapy animals, and pets are not considered service animals under the ADA and are not permitted in the library unless otherwise authorized by law.

Access

Service animals are permitted in all areas of the library where members of the public are normally allowed. Service animals must always remain under the control of their handler using a leash, harness, tether, or voice and signal commands when appropriate.

Staff Inquiries

When it is not readily apparent that an animal is a service animal, library staff may ask only the following two questions:

1. Is the animal required because of a disability?
2. What work or task has the animal been trained to perform?

Library staff shall not:

- Request documentation or certification.
- Require identification for the service animal.
- Ask about the nature of a person's disability.
- Require the animal to demonstrate its trained task.

Removal of Animal Service

A service animal may be excluded from the library if:

- The animal is out of control, and the handler does not take effective action to control it.
- The animal is not housebroken.
- The animal poses a direct threat to the health or safety of others.

If a service animal is removed, the individual with the disability will be offered the opportunity to obtain library services without the animal present, when reasonably possible.

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Responsibility of the Handler

The handler is responsible for:

- Supervising and controlling the service animal.
- Caring for and cleaning up after the animal.
- Any damage caused by the animal.

Administration

The Library Director is responsible for the administration and interpretation of this policy.

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Sex Offender Use of Public Library

Purpose

The Westmoreland Public Library of Sumner County is committed to providing a safe and welcoming environment for all patrons while preserving public access to library services in accordance with Tennessee law.

Pursuant to Tennessee Code Annotated § 40-39-216, the Library Board authorizes the Library Director, in consultation with the County Law Director or designee, to establish reasonable restrictions on the use of library facilities by individuals who are listed on the Tennessee Sex Offender Registry when appropriate under applicable law.

Procedures

When library personnel become aware that an individual seeking to use the library is listed on the Tennessee Sex Offender Registry, the matter shall be referred to the Library Director or the Library Director's designee.

The Library Director shall consult with the County Law Director to determine whether restrictions on the individual's access to library facilities are appropriate. In making this determination, the following factors shall be considered:

1. Whether children are likely to be present in the areas of the library or during the times, access is requested.
2. The age of the offender's victim or victims in relation to the age of minors who are likely to be present.
3. The potential impact on the safety, security, and use of the library by other patrons if access is unrestricted.

Restrictions may include limitations on specific areas of the library, specific days or hours of access, or other reasonable conditions permitted by law. Any restrictions imposed shall be narrowly tailored to address the circumstances presented while maintaining access to library services whenever reasonably possible.

Notice

Prior to enforcement, the library shall provide written notice to the individual at the address listed on the Tennessee Sex Offender Registry, or by personal delivery when appropriate. The notice shall include:

- A description of any restrictions being imposed;
- The reasons for the restrictions, including consideration of the statutory factors;
- The effective date of the restrictions, which shall be five (5) days after mailing or immediately upon personal delivery, whichever occurs first; and
- Notice that violation of the restrictions may result in removal from library property and prosecution for criminal trespass or other applicable violations of law.

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Enforcement

Library staff shall enforce restrictions in a professional, respectful, and consistent manner. Any incidents involving violations of this policy shall be documented and reported to the Library Director. Law enforcement may be contacted when necessary to enforce trespass laws or protect the safety of patrons and staff.

Authority

This policy shall be administered in accordance with Tennessee Code Annotated § 40-39-216 and any other applicable federal, state, or local laws.

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Social Media

Purpose

The Westmoreland Public Library of Sumner County uses social media to inform, educate, engage, and communicate with the community about library services, programs, collections, events, and other information consistent with the library's mission.

Official Library Accounts

Official library social media accounts are established and maintained by the library. Only employees authorized by the Library Director may create, manage, publish, or modify content on official library social media accounts.

Content Standards

Content shared through official library social media accounts should:

- Promote library services, collections, programs, and events.
- Be accurate, timely, and professional.
- Reflect the library's mission and values.
- Be respectful, welcoming, and inclusive.
- Comply with applicable copyright, privacy, and confidentiality laws.

The library reserves the right to determine what content is appropriate for publication.

Patron Privacy

Library staff will make reasonable efforts to protect patron privacy when using photographs, videos, or other media on social media.

Photography and video recording shall be conducted in accordance with the library's Photography and Video Recording Policy.

Public Comments

The library encourages respectful discussion on its social media platforms.

Comments that contain any of the following may be removed:

- Obscene, threatening, or abusive language.
- Personal attacks or harassment.
- Discriminatory or hateful content.
- Spam or repetitive postings.
- Commercial advertising or solicitation.
- Content promoting illegal activities.

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- Information that violates another person's privacy.
- Content unrelated to the original post.

Individuals who repeatedly violate these guidelines may be blocked from interacting with the library's social media accounts when appropriate.

Disclaimer

Comments and opinions expressed by members of the public do not necessarily reflect the views of the Westmoreland Public Library of Sumner County, Sumner County Government, or the Sumner County Library Board of Trustees.

Administration

The Library Director is responsible for administering and interpreting this policy and for authorizing employees who manage official library social media accounts.

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Substance and Drug-Free Workplace

Westmoreland Public Library of Sumner County is committed to maintaining a drug-free workplace.

- The use, possession, sale, manufacture, or distribution of illegal drugs or unprescribed controlled substances on library property is strictly prohibited and grounds for immediate termination.
- Employees are strictly prohibited from reporting to work or performing library duties under the influence of alcohol or any substance that impairs their ability to work safely.

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Technology, Internet, and Computer Use

Purpose

The Westmoreland Public Library of Sumner County provides public access to computers and the Internet in support of its mission to provide educational, informational, recreational, and cultural resources while promoting intellectual freedom, responsible technology use, and equitable access.

Eligibility and Computer Access

- Public computers are available on a first-come, first-served basis.
- Sumner County residents must use a valid library card in good standing.
- Guests may receive a one-day computer pass by presenting a valid photo ID. Identification may be requested to verify eligibility or age.

Computer Sessions

- Library cardholders may use a public computer for up to two (2) hours per day.
- Guest pass users may use a public computer for one (1) hour per day.
- Additional time may be granted when computers are available and no patrons are waiting.
- Computer sign-ins end 30 minutes before closing, and all public computers shut down 30 minutes before closing.

Guest Passes for Patrons with Fines

Outstanding Fines	Minimum Payment
Under \$1.00	None
\$1.00–\$25.00	\$1.00
\$26.00–\$50.00	\$2.00
Over \$50.00	\$5.00

Staff shall document the payment received and issuance of the one-time computer pass on the patron's account.

Internet Access

Internet access is provided in support of the library's mission. The library does not monitor or control Internet content and cannot guarantee the accuracy, completeness, or currency of information accessed online.

Children's Internet Protection Act (CIPA)

In compliance with the Children's Internet Protection Act (CIPA), Internet filtering technology is used on all public computers. Adults (17 years of age or older) may request that filtering be

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disabled for lawful research or other lawful purposes. Parents and legal guardians are responsible for supervising their children's Internet use.

Patron Responsibilities

Users are responsible for complying with all applicable local, state, and federal laws, including copyright laws. Downloading files directly to library computers is prohibited; personal storage devices may be used. Users are responsible for any damage resulting from personal devices connected to library equipment.

Printing

Printing is available in accordance with the Library Fee Schedule.

Privacy and Security

Public computers are in shared spaces. Users should not expect complete privacy while using library technology. The library is not responsible for loss of data, malware, connectivity issues, or financial transactions conducted online.

Prohibited Uses

- Viewing or displaying obscene or illegal material.
- Attempting unauthorized access to computers, networks, or accounts.
- Installing software or altering library computer settings.
- Introducing malware or viruses.
- Violating copyright or software licensing laws.
- Harassing, threatening, or disrupting others.
- Damaging library equipment or interfering with normal operations.
- Using library technology for unlawful activities.
- Violating the Library's Patron Code of Conduct.

Policy Violations

Failure to comply with this policy may result in immediate termination of a computer session, temporary or permanent suspension of computer privileges, suspension of library privileges in accordance with the Patron Code of Conduct, and referral to law enforcement when illegal activity is suspected.

Library Technology Disclaimer

The library reserves the right to modify computer usage procedures, session limits, fees, and technology services as operational needs require. Current fees are maintained in the Library Fee Schedule.

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Title VI and Nondiscrimination Compliance

The Westmoreland Public Library of Sumner County complies with the Sumner County Title VI Policy and all applicable federal and state civil rights laws.

The library does not discriminate based on race, color, national origin, disability, age, sex, religion, or any other protected characteristic in the provision of services, programs, employment, or public access.

All employees are required to comply with the provisions of the Sumner County Title VI Policy and complete all required nondiscrimination training.

Questions, accommodation requests, or discrimination complaints shall be handled in accordance with the current Sumner County Title VI Policy and applicable federal and state regulations.

The current Sumner County Title VI Policy is maintained separately as part of the library's policies and procedures system.

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Use And Possession of Library Cards

Library cards are used to identify patrons. Patrons are those who have filled out an application form, qualified for a library card, and who have been issued a barcode number to access their library accounts. Cards should be presented at the circulation desk at the time the patron checks out library materials. It is recognized that circumstances will sometime prevent the patron from presenting a card at check out. The library staff will attempt to accommodate the patron who has registered previously for a card but is unable to present it.

The staff will ask the patron if the card is temporarily misplaced or forgotten, or if it has been lost. The staff member will advise the patron that the card is like a credit card and could be used by others to check out materials from other libraries, and that the patron could be held responsible for any losses.

If the patron has temporarily misplaced or forgotten the card, the staff member will verify the patron's identity using a driver's license or other form of identification. The patron's account may then be accessed through the circulation database and materials checked out.

If the patron has lost the card, the card will be replaced for free.

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Use of Personal Equipment in The Library

Personal equipment, such as computers, tablets, calculators, etc., may be used if the noise level is low and use does not interfere with others. Audio equipment must be used with headphones and kept to a volume that cannot be heard by nearby patrons.

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Useful Information for Patrons

Getting a Library Card

Sumner County residents may obtain a free library card by presenting a valid photo ID and proof of residency. Children under 18 must have a parent or legal guardian complete the registration process. Patrons can visit the library directly to gain a library card or request one online for a faster pick-up.

Borrowing Library Materials

Adults may borrow up to 20 items. Children may borrow up to 10 items. Most books and audiobooks circulate for 14 days.

Renewals and Holds

Most eligible items renew automatically unless another patron is waiting, the renewal limit has been reached, or your account has borrowing restrictions. Holds may be placed in person, online, by phone, or by email.

Lost or Damaged Items

Patrons are responsible for materials borrowed on their account. Charges may apply for lost or damaged items. **Overdue fines are currently suspended. Please refer to the Fines and Recovery of Overdue Materials on Page 20.**

Programs and Events

The library offers educational, cultural, and recreational programs for all ages. Registration may be required for some events. Please visit the library website to see the calendar of events and to register.

Photography and Video Recording

The library may photograph public programs for promotional purposes. Please notify staff if you prefer not to appear in photographs.

Weather Closings

Closings and program cancellations for the library are administered by Sumner County. Please follow Sumner County administration announcements. The library will also post on its social media pages.

Contact Information

For questions about Library services or policies, please speak with a staff member or contact us at (615) 442-1202 or WestmorelandLibrary@SumnerCountyTN.gov. We're happy to help!

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Volunteers

Purpose

The Westmoreland Public Library of Sumner County recognizes the valuable contributions of volunteers in supporting the library's mission to provide quality services, programs, and resources to the community.

Volunteers supplement the work of library staff by assisting with projects, programs, events, and other library activities. Volunteers do not replace paid employees or perform duties assigned to library staff positions.

Eligibility

Volunteer opportunities are available based on the library's operational needs.

Prospective volunteers may be required to:

- Complete a volunteer application.
- Participate in an interview or orientation.
- Agree to follow all applicable library policies and procedures.
- Provide emergency contact information.
- Complete a background check when required by the nature of the assignment or applicable law.

Minors must have parental or legal guardian permission before volunteering.

Assignment and Supervision

Volunteers will be assigned duties based on the needs of the library and the individual's interests, skills, and availability.

All volunteers shall work under the direction and supervision of designated library staff.

The library reserves the right to assign, modify, or discontinue volunteer assignments at any time.

Standards of Conduct

Volunteers are expected to:

- Be dependable and punctual.
- Treat patrons, staff, and other volunteers with courtesy and respect.
- Maintain appropriate confidentiality regarding patron and library information.
- Follow all library policies and safety procedures.
- Perform assigned duties to the best of their ability.
- Represent the library in a professional manner.

Attendance

Volunteers who are unable to report for a scheduled assignment should notify the library as soon as possible.

Repeated absences or failure to communicate may result in the volunteer assignment being discontinued.

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Confidentiality

Volunteers may have access to confidential information while serving at the library. Confidential patron information, circulation records, personnel information, and other protected information shall not be disclosed.

Safety

Volunteers shall immediately report accidents, injuries, unsafe conditions, or concerns to a staff member.

Volunteers may not operate equipment or perform tasks for which they have not been trained or authorized.

Recognition

The library appreciates the time and service contributed by volunteers and may recognize volunteer service through appreciation events, certificates, letters of recommendation, or other forms of acknowledgment.

Discontinuation of Volunteer Service

Volunteer service may end with either the volunteer or the library at any time.

The Library Director may discontinue a volunteer assignment when it is determined to be in the best interest of the library.

Administration

The Library Director is responsible for administering and interpreting this policy.

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Workplace Safety

The Westmoreland Public Library of Sumner County is committed to providing a safe, secure, and healthful work environment for all employees, volunteers, and patrons. Westmoreland Public Library of Sumner County claims to prevent all workplace accidents and injuries. Compliance with federal, state, and county safety regulations—including Occupational Safety and Health Administration (OSHA) standards—is a strict condition of employment.

Roles and Responsibilities

- Library Director and Management: Responsible for implementing safety guidelines, inspecting facilities, coordinating maintenance, and arranging mandatory staff safety training.
- Supervisors: Must ensure their designated workspaces remain free of hazards and that team members adhere to safety protocols.
- Employees and Volunteers: Expected to exercise caution, follow safety rules, maintain clean workspaces, and immediately report any unsafe conditions or "near-miss" incidents to the Library Director.

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General Facility Safety and Housekeeping

Workspaces and Stacking

- Housekeeping: All work areas, service desks, and public zones must be kept clean, organized, and free of obstruction.
- Book Handling and Shelving: Staff must utilize proper lifting techniques (bending at the knees, keeping heavy loads close to the body). Step stools or utility ladders must be fully secured before climbing to reach high shelves; sitting or standing on chairs or boxes is prohibited.
- Ergonomics: Staff are encouraged to adjust public desk chairs, computer monitors, and barcode scanners to maintain ergonomic alignment and reduce repetitive strain injuries.

Electrical and Fire Safety

- Cords and Cables: Extension cords are only permitted for temporary use and must not cross walkways. All electrical cords must be inspected periodically. Frayed or damaged cords must be immediately removed from service.
- Exits and Lighting: All emergency exits must remain completely unobstructed and clearly marked with illuminated signs. Emergency lighting will be tested monthly by library staff.
- Fire Extinguishers: Fire extinguishers will be maintained near exits and service desks. They must be inspected monthly by library staff and serviced annually by a certified third party.