

# LEBANON PUBLIC LIBRARY

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# POLICY MANUAL



Approved by Lebanon City Council 6/14/2017

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# **Introduction**

## **Purpose**

The Lebanon Public Library Policy Manual supports the Library and its mission and core values by defining the methods and procedures by which the Library operates. It guides decision making and communicates the guiding principles to library staff and the public.

## **Mission**

The mission of the Lebanon Public Library is to encourage life-long learning by providing guided and equal access to informational, educational, cultural, and recreational library materials and services in a variety of formats and technologies to meet the needs of the community.

## **Core Values**

The following core values direct the services and operations of the Lebanon Public Library:

- Lifelong learning and literacy
- Responsive customer service and empowerment
- Organizational and professional ethics

## **City/Telephone Directories**

The Lebanon Public Library recognizes that there are legitimate uses for the information contained in city directories (also known as “crisscross” directories) and telephone directories. The library further recognizes the private nature of much of the information found in city directories, and the potential abuses of this information.

### **Policy**

- Both city and telephone directories are to be available to all patrons for use in the library.
- For questions coming in by telephone or via mail, information will be provided only from the telephone directory.

## **Patron Cards – Resident ("Borrower Cards")**

The Lebanon Public Library is supported through City of Lebanon property taxes paid by persons owning property or whose home address is within the city limits of Lebanon.

The library has both the right and the responsibility to require some form of proof that a person applying for a Resident Library Card is a resident. To do this, the library requires reasonable proof of both identity (photo identification) and of home address.

Examples of acceptable photo identification include the following:

- Driver's license
- State I.D. card
- Student I.D. card
- Costco card

Examples of acceptable proof of home address include the following:

- Oregon driver's license
- Oregon state ID card
- Utilities receipt (not more than 30 days old)
- Rent receipt (not more than 30 days old)
- Tax assessment papers for the current tax year

If a patron so requests, the library will use his business address or post office box number as a mailing address. Business addresses and post office box numbers cannot be accepted as satisfying the residency requirement.

Persons living in sections of motels (within the City limits) that have been designated as "apartments" by the motel manager qualify as residents. Persons living in other sections of the motel are considered to be in transit and do not qualify as residents.

A person who owns or lives on a piece of property that is partly inside the City limits and partly outside will qualify as a resident.

Persons using the library's interlibrary loan service must possess current borrowers cards. The fact that the loaned item may be restricted to in-library use only does not relieve the patron of the responsibility to obtain a library card.

An adult who qualifies for a library card may have cards issued to his/her children without their being present. The same procedure applies when renewing cards.

### **Patron Cards for Students 15-17**

Students between the ages of 15 and 17 can register for their own library card by producing an Oregon driver's license or permit showing his/her current address.

If a student doesn't have an Oregon driver's license or permit, a parent or guardian must accompany the student to the library, show the correct identification outlined above and register the student.

### **Patron Cards for Children under 15**

The library recognizes the rights and responsibilities which a parent or legal guardian has in regard to his or her minor-age children. In recognition of these rights and responsibilities, it is the policy of the library to issue cards to persons under 15 only with the parent or guardian's permission and using the identification of the parent or guardian as identification for the minor-age person.

In order for a minor-age person to be issued a library card, the parent or guardian must come into the library and present proper identification as outlined above. It is recommended (but not required) that the young person accompany the parent or guardian when the young person is issued a card. It is not required that the parent or guardian be issued a card when cards are obtained for children.

### **Renewal of Patron Cards**

Persons wishing to renew their library cards must clear their accounts of lost items and overdue fines.

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*Approved by the Lebanon Public Library Advisory Board May 25, 1978  
Last Date Amended by the Lebanon Public Library Advisory Board April 14, 2015  
Approved by Lebanon City Council May 13, 2015*

**Patron Cards – Non-Resident  
("Borrower Cards")**

The Lebanon Public Library is funded entirely through property taxes collected from city residents and property owners. Persons living outside the city limits pay no taxes to support the library. Therefore, it is necessary to charge non-city residents a fee to support the library. All patrons are welcome to use library resources in the building, but patrons must pay for borrowing privileges if they reside outside the city limits.

At the present time the City Council and Library Advisory Committee have set the following schedule of yearly fees:

| <b>Fee Type</b>                       | <b>Description</b>                                                                                      | <b>Annual Fee</b>            |
|---------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------|
| Family / Household Card               | Entitles one or all members of a family / household residing at the same address to library privileges. | \$50.00/year<br>\$30.00/6-mo |
| Senior Citizen Family/ Household Card | Entitles persons 60 and over and members of their household to library privileges.                      | \$40.00                      |

All provisions of the *Patron Cards – Resident* policy shall apply equally to non-resident card holders.

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*Approved by the Lebanon Public Library Advisory Board May 25, 1978  
Last Date Amended by the Lebanon Public Library Advisory Board March 13, 2013  
Approved by Lebanon City Council April 10, 2013*

## **Patron Cards – Nonresident Taxpayer (“Borrower Cards”)**

The Lebanon Public Library is supported through the property taxes of persons owning property within the city limits of Lebanon. The library acknowledges that some persons owning property within the city limits of Lebanon maintain their residence outside the Lebanon city limits. Those persons (including family members) will be issued a Nonresident card without fee upon production of a current tax statement as proof of property ownership. The card is valid for one year.

All provisions of the *Patron Cards – Resident* policy heretofore outlined shall apply equally to Nonresident Taxpayer card holders.

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*Approved by the Lebanon Public Library Board March 15, 1989.  
Approved by the Lebanon City Council April 26, 1989.*

## **Patron Cards – Oregon Library Passport Program**

The Lebanon Public Library participates in the Oregon Library Passport Program, which allows LPL patrons limited borrowing privileges at other participating libraries throughout the state. In addition, patrons in good standing at other participating libraries may apply for Passport cards at LPL.

### **“Passport” application requirements:**

- Applicant must hold a valid “regular” library card in good standing (no outstanding fines) from another participating library (“home” library).
- Applicant must provide the following:
  - Library card from “home” library
  - Photo identification
- Verification of the “home” library card, including expiration date, must be made before issuing the “passport” card and checking out materials.
- Applicant may bring a signed letter on the “home” library letterhead with the required information in order to be immediately allowed to borrow items. The letter must be dated within the last 30 days.

### **Or**

- Library staff will contact the “home” library via e-mail, and the “passport” card will be activated and issued upon receipt of the required confirmation of a library card in good standing.
- The actual card will either be mailed to the applicant’s address or available to be picked up at the circulation desk, as the patron prefers.

### **“Passport” patron borrower guidelines:**

- All materials are checked out from and returned to the lending library.
- Limit of five (5) items to be checked out at a time
- Limit of two (2) holds
- No Inter-Library Loan or other special services
  - These services are provided by the “home” library
- No remote access to library databases
  - In-library access is available
  - Remote access to statewide databases is provided by “home” library

## **Patron Cards – Computer Use Only**

The Lebanon Public Library makes public access computers available to meet library patrons' Internet and word processing needs.

To manage access to and use of the public access computers, the library requires that individuals use a Lebanon Public Library resident or non-resident library card in good standing to log in to the public access computers.

Patrons unable to acquire a regular library card or whose library card is not in good standing can register for a "Computer User Only" library card by showing photo ID. There is no fee to register for this card. The "Computer User Only" card serves as the required library card to log in to the public access computers. It does not give access to any other library services.

Children will need to have parents register them for a "Computer User Only" card, just as they would for a regular library card. Parents can get "Computer User Only" cards for their children if they don't want them to have a regular library card but want them to have access to the public access computers.

The library will have a designated number of "Computer User Only" cards that are held for out of town guests or people who don't have the necessary ID that day.

## **Children**

### **Programming**

The Lebanon Public Library is committed to providing quality children's programs, including storytimes and other activities. The scope of these programs depends upon availability of staff and funding for craft and other materials.

The library's first priority for service in children's programming is the general public. Organized groups such as school classes, preschools and day cares will not be registered in the individual story hour sections. As staff and funds permit, programs for organized groups will be provided.

Library staff may establish a registration limit for children's programs if necessary. If used, registration will be on a first come, first served basis. Persons registering after the limit has been reached will be placed on a waiting list and will be allowed to join the group as space becomes available.

### **Library Usage by Children**

The Lebanon Public Library welcomes all children to use our facilities and services and is especially committed to providing an environment that encourages literacy and provides cultural enrichment for children. Library staff members are available to assist children with library materials and services. While the library strives to provide a safe and appropriate environment for visitors of all ages, it does not provide long or short-term child care.

Parents/guardians are encouraged to come to the library with their children to assist them in selecting materials to check out and to place whatever limits on borrowing deemed appropriate. Library staff does not assume responsibility for the number or types of materials borrowed by minor-aged users.

Parents/guardians need to monitor the behavior of their children while visiting the library to ensure the child's safety and to preserve an appropriate library atmosphere. This includes supervising children's use of public access computers.

Parents/guardians assume financial responsibility for lost, overdue or damaged items.

Where circumstances warrant such action, the Library Director or designee may require that a responsible adult accompany minor-aged users to the library.

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*Approved by the Lebanon Public Library Advisory Committee January 19, 1983  
Last Date Amended by the Lebanon Public Library Advisory Board October 12, 2011*

## **Child Safety and Behavior**

The Lebanon Public Library welcomes children and families. However, the library is a public building and not a secure place for children to be left alone. Parents and legal guardians need to exercise responsible care and supervision over their minor children in order to protect them and to make the library pleasant for everyone.

### **Child Safety Policy:**

Children 7 (seven) years of age and under must be accompanied by an adult or responsible sibling age 12 or older who remains in the immediate vicinity of and in visual contact with the child unless the child is participating in a library program.

Children age 8 (eight) and older may use the library on their own for an amount of time appropriate to their age and maturity. Parents are still responsible for the actions of their children.

All children should have the telephone number of someone who can assist them in an emergency. Library staff will not take responsibility for the care of any child.

Children using inappropriate behavior will be informed of the rules. If inappropriate behavior continues, the child shall be asked to leave the library.

The staff will follow the directions below for children found on library premises without a parent or caregiver:

1. Attempt to locate the parent/caregiver in the library and explain the Child Safety Policy.
2. If the parent/caregiver of a child age 7 or younger is not on the premises, attempt to contact him/her to come get the unattended child.
3. Contact the Lebanon Police Department if the parent/caregiver of a child age 7 or younger cannot be located within 30 minutes or sooner, depending on the cooperation of the child.
4. Within 15 minutes of closing, encourage children who need a ride to contact parents/guardians. Two staff members will wait with a child for up to 30 minutes past closing if a parent/guardian cannot be reached. At that point, call the police to take custody of the child.
5. Post a notice on the door reading, "Unattended child is in the custody of the Lebanon Police Department, Justice Center, 40 N. 2<sup>nd</sup> Street, 541-451-1751." Names are not to be stated on the sign.
6. Send a letter to the parents/guardians informing them that they will be billed for staff expenses incurred should staff members have to remain past closing time again.

Staff members should not transport a child to another location. Should this be necessary, have police do so.

In the case of an emergency closure such as one for inclement weather, the above policy will be followed.

**Behavior Policy:**

The library reserves the right to contact parents or proper authorities if a child's behavior is unacceptable.

Some behaviors that may be cause for staff intervention include:

- Fighting
- Vandalism
- Rough play
- Excessive noise
- Running
- Misuse of library equipment or materials

Parents or a responsible adult or sibling are responsible for their children's behavior while in the library. Should a child be left unsupervised while a parent uses the library (including the computers), the library staff reserves the right to intervene and address the behavior themselves or to alert the child's parent/caregiver to the behavior.

Should the child continue to disrupt and the parent/caregiver not respond, both may be asked to leave the library.

If an unattended child of any age is disruptive or interferes with the operation or use of the library, the library staff will ask the child to stop the disruptive behavior. Should the behavior persist, the parent/caregiver will be notified, if possible, and asked to remove the child from the library immediately.

Lebanon police will be called for officer assistance if the parent/guardian cannot be located or refuses to come for the child within 30 minute, or sooner if deemed necessary for the welfare of the child or others.

## Patron Conduct Policy

The City of Lebanon has the responsibility of ensuring that the most pleasant environment possible is maintained at the library. This policy affirms the right and responsibility of library staff to take appropriate actions to maintain such an atmosphere.

The Library Director bears first responsibility for dealing with prohibited behavior. In the absence of the Library Director, the following department personnel are authorized to deal with the problem in the order listed: Library Assistant II, Library Assistant I.

All library staff members have full authority to enforce this policy. Patrons who fail to respond to this policy will be asked to leave the library.

### **Prohibited Behavior:**

No person on library property shall:

- Engage in any illegal activity, including (but not limited to) theft or vandalism of library materials and property;
- Bring firearms or other weapons inside the building, as per ORS 166.370;
- Bring animals inside the building except ADA-defined service animals as permitted by law;
- Smoke, use tobacco products, or use any inhalant delivery systems, including e-cigarettes, vape pens, e-hookahs and other devices to deliver nicotine, cannabinoids or other substances in the form of vapor or aerosol anywhere in the building or within 10 feet of all building entrances as per the Oregon Clean Air Act, ORS 433.835-870;
- Use or be under the influence of intoxicants;
- Engage in fighting, violent or threatening behavior;
- Subject another person to offensive or unwanted verbal or physical contact
- Use profane language or obscene gestures;
- Display sexually explicit materials on the public access computers or personal portable devices;
- Bring or consume food or drink in the building;
- Enter the library without shoes and/or shirt;
- Make unreasonable noise;
- Talk on cell phones in the library;
- Intentionally or recklessly obstruct access to or within the library building;
- Tamper or interfere with the property of another;
- Refuse to immediately leave the staff work areas if requested to do so;
- Tamper with the arrangement of library materials;
- As an adult (18 or older), occupy the children's or young adult areas unless accompanying a child or checking out materials from those areas;
- Refuse the library the right to inspect all bags, purses, briefcases, etc.;
- Abandon or leave children (age 7 or younger) unattended (see "Child Safety and Behavior").

**Note:** This list is not all inclusive and other behaviors judged inappropriate by library staff may be cause for consequences.

### **Consequences**

Any person violating any of the above provisions shall be subject to immediate removal from the library and, if removed shall not be permitted to re-enter the library for a continuous period of thirty (30) days from the date of said removal.

Upon a second or subsequent violation within any twelve (12) month period, the person shall not be permitted to re-enter the library for a continuous period of six (6) months.

Any person re-entering the library during a period when that person is not permitted to do so pursuant to the terms of this policy shall be subject to criminal prosecution for trespass.

Any suspected illegal activity will immediately be reported to the Lebanon Police Department for investigation and potential criminal prosecution.

### **Right to Hearing**

Any person alleged to have violated any of the provisions of this policy shall be entitled to a hearing before the Library Advisory Board. A request for a hearing pursuant to this section must be made within ten (10) days of the date of the removal of the person from the library and must be submitted in writing to the Chairperson of the Library Advisory Board. The request for a hearing shall not postpone the start of the period during which the person is not entitled to re-enter the library. The hearing shall be scheduled within ten (10) days of the date the request for hearing is received.

At the hearing the City or complaining witness will have the burden of presenting evidence, with the person requesting the hearing having the right to question witnesses or put on evidence. The formal rules of evidence, as defined by the Oregon Evidence Code, shall not apply. The Advisory Board will be allowed to rely upon any evidence it deems relevant so long as such evidence is the type which persons of normal understanding would rely upon in making decisions. The decision of the Lebanon Public Library Advisory Board shall be final.

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*Approved by the Lebanon Public Library Advisory Board March 18, 1987.*

*Last Date Amended by the Lebanon Public Library Advisory Board November 10, 2015*

## **Lost & Found Policy**

The Lebanon Public Library is not responsible for personal belongings left unattended anywhere on Library property. Personal items found by Library staff and patrons shall be handled as follows:

- Lost and found items will be dated and stored for a period of 30 days.
- Reasonable attempts will be made to contact the owners and notify them of the deadline for claiming the item. Lost and Found items will be returned to the owner upon satisfactory identification of the item.
- Unclaimed currency up to \$100 will be added to the Library Trust.
- Unclaimed currency or goods exceeding \$100 in value will be forwarded to the Lebanon Police Department and processed pursuant to the requirements of ORS 98.005.
- Hazardous and perishable items shall be discarded immediately, including items such as food, beverages, personal care items, baby bottles or water bottles.
- Unclaimed identification documents including, but not limited to, credit cards, driver's licenses, wallets, cell phones and laptops will be forwarded to the Lebanon Police Department.
- Unclaimed books, CDs or DVDs in good condition may be added to the Library's collection. If not, they will be donated to the Friends of the Library for sale.
- Unclaimed books, CDs or DVDs not in good condition will be discarded.
- All other items, such as jackets, binders, bicycle helmets, and backpacks, shall be discarded or donated to charity if not claimed in a timely manner

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*Approved by the Lebanon Public Library Advisory Committee September 14, 2011*

# **Collection Development Policy**

The Collection Development Policy provides direction for the growth and development of collections and communicates these guiding principles to library staff and the public.

## **General Principals**

### **Intellectual Freedom**

Library users make choices as to what items they and their children will use based on individual interests and standards. The Lebanon Public Library supports the right of each family to decide which items are appropriate for use by their children. The Library adheres to the principles of intellectual freedom adopted by the American Library Association as expressed in the Library Bill of Rights, the Freedom to Read, and the Freedom to View statements.

### **Diversity**

Our goal is to collect materials that reflect a wide range of views, expressions, opinions, and interests. Specific items acquired for the collection may include those that are unorthodox, unpopular with the majority, or controversial in nature. The Library's acquisition of such material does not constitute endorsement of the material's content.

## **Selection Procedure**

### **Responsibility**

Designated library staff members, under the guidance of the Library Director, select library materials.

### **Criteria**

General criteria for selecting library materials include, but are not limited to, the following:

- Budget and space limitations
- Public demand, interest, or need
- Contemporary significance, popular interest, or permanent value
- Prominence, authority, and/or competence of author or creator
- Professional, high quality content that has been independently and positively reviewed in an authoritative review journal. Paid or amateur reviews are not considered.
- Timeliness of information
- Relation to existing collection
- An original or alternative point of view
- Authenticity of historical, regional, or social setting
- Contemporary utility

- Suitability of subject and style for the intended audience
- Appropriateness to interest and skills of intended audience
- Local emphasis
- Availability from other libraries

The library may purchase or accept donations of self-published books if they are positively reviewed in professional journals or if they highlight unique local information and meet the standard of professional, high quality content.

### **Selection sources**

- Reviews in professional library and publishing publications, both print and online, such as *Publishers Weekly*, *Library Journal*, *Booklist*, etc.
- Individual subject expertise of staff and community members
- Coverage in local newspapers, on recognized authoritative blogs and websites, and in bookstores
- Publisher’s catalogs
- Standard bibliographies
- Media promotions

### **Consortia Acquisitions**

Lebanon Public Library does not have direct control over resources acquired through membership in statewide consortia, including Library 2 Go and the Statewide Database Licensing Program.

### **Purchase Suggestions**

Purchase suggestions must meet general selection criteria for consideration. Because of the time and expense involved, the library will accept a maximum of 12 (twelve) title requests from any one individual or group during any three-month period.

### **Requests for Reconsideration of Materials**

The Library Director is available to discuss comments and suggestions about an item the library already owns.

Should a patron desire to make a formal request for reconsideration, he/she may complete and sign the “Request for Reconsideration of Library Materials” form and return it to the Library Director, who will do the following:

- Examine the item in question, check reviews, and determine whether it conforms to the standards of the Collection Development Policy
- Make a decision on the disposition of the item in question and communicate that decision in writing to the complainant
- Furnish the Library Advisory Committee and City Manager with copies of the reconsideration request and response sent by the Library Director

## **Gifts, Donations and Memorials**

The Library welcomes donations of books and other materials, as well as financial contributions. The Library reserves the right to decide the disposition of all gifts received. Gifts accepted for addition to the Library's collection become the property of the Lebanon Public Library and will be placed where most appropriate.

Material not added to the collection may be sold or transferred to the Friends of the Lebanon Public Library, a non-profit organization, for use in their book sales. The proceeds from these sales are donated to the Library in support of our programs and collections.

All monetary gifts, donations, and bequests to the Lebanon Public Library are placed in the Library Trust Fund.

The Library reserves the right to decline gifts that would not serve the best interest of the Lebanon Public Library or the City of Lebanon.

## **Genealogy**

The Lebanon Public Library is fortunate to serve as the repository library for the Lebanon Genealogy Society, a not-for-profit organization that purchases and maintains genealogical materials and makes them available to the public.

The Library purchases only genealogy resources which have general reference value. Individual family histories are rarely purchased unless they are of outstanding national or local importance; however, the Library will attempt to secure genealogical materials through Inter-Library Loan whenever possible.

## **Maintenance, Replacement, and Withdrawal of Items**

The library continuously evaluates the collection to ensure its usefulness and relevance to the community. This evaluation relies on staff professional expertise to address the content of the collection for the ever-changing needs of the community. Items may be withdrawn from the collection, and damaged, destroyed, or lost items may not be replaced for the following reasons:

- Obsolescence: no longer timely, accurate, or relevant
- Damaged or in poor condition
- Space or budget limitations
- Number of copies in the collection
- Insufficient use
- Availability in other collections or from other sources



6. Are you aware of the judgment of this material by literary critics?
  
7. What do you believe is the theme of this material?
  
8. What would you like the library to do about this material?
  
9. What do you see as the purpose of this material?
  
10. What other material, serving substantially the same purpose, would you recommend in place of this?

\_\_\_\_\_  
Signature of Complainant

\_\_\_\_\_  
Date

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*Approved by the Lebanon Public Library Advisory Board July 8, 1981.  
Last Date Amended by the Lebanon Public Library Advisory Committee January 11, 2012*

## Circulation Policies

### Loan Periods

| Item                   | Loan Period | Limit       | Renewals | Holds Allowed? |
|------------------------|-------------|-------------|----------|----------------|
| Audiobooks             | 21 days     | 6/household | yes      | yes            |
| Books                  | 21 days     | no limit    | yes      | yes            |
| Downloads – Library2Go | varies      | 6           | no       | yes            |
| Periodicals*           | 21 days     | no limit    | yes      |                |
| Music CD's             | 21 days     | 6/household | yes      | yes            |
| Theme kits (all kits)  | 21 days     | 1/household | yes      | yes            |
| Videos                 | 7 days      | 6/household | yes      | yes            |
|                        |             |             |          |                |

\* Current issues of periodicals (magazines and newspapers) may not be checked out. For newspapers, the most recent issue plus those issues published on the preceding six (6) days will be considered “current.”

### Grace Period

There is no grace period for any item returned after the date it is due.

### Reference

Reference materials in the adult, children's and Genealogy areas do not circulate.

### Renewals

All items may be renewed once unless they have been placed on hold by another patron. Renewals may be done in person, by telephone or online.

### Restricted Materials

The Library reserves the right to require a fully refundable cash deposit equal to the replacement cost for any material deemed at risk for theft, as determined by the Library Director. Items are considered at risk when there is an extensive record of theft and replacement.

Borrowers must pay the deposit prior to check out. If the item is kept 3 weeks past the due date, the deposit will be forfeited. The following materials are currently considered “Restricted Materials”: Armed Services Vocational Aptitude Battery (ASVAB); and “The GED Test Preparation”.

### Holds

Holds may be placed on any circulating item. When an item becomes available the patron is notified and the item is placed on the Holds shelf for seven (7) days.

A fee of fifty cents (.50) will be charged for each item that is placed on hold, whether or not the item is checked out. The fee must be paid when the item is checked out to the patron. The fee for items not checked out will be charged to the patron's account.

## **Vacation Loans**

Patrons going on vacation may have a special vacation loan period for items with no holds. Adult books labeled NEW may not be placed on vacation loan.

## **“Freebies”**

“Freebie” items do not need to be checked out and include magazines located in the north foyer and paperbacks on the “Honor Books” rack near the fireplace. Patrons may borrow up to five (5) honor books and are asked to let the circulation desk know how many they are taking. There isn’t a limit to the number of magazines that may be borrowed.

## **Check-Out Procedures**

Patrons are asked to present their borrowers card at checkout.

Patrons who wish to check out material without their library card in hand may be asked to present photo I.D. and will be limited to five (5) items.

A patron who wishes to check out items using a borrower’s card that belongs to someone else must have the card in hand.

During power or computer network outages, patrons may be limited to five (5) items

## **Exceptions:**

Exceptions to the above policies will be made only at the Library Director’s discretion.

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*Approved by the Lebanon Public Library Advisory Board April 27, 1978.*

*Last Date Amended by the Lebanon Public Library Advisory Committee October 12, 2011*

## **Circulation Records**

The Lebanon Public Library recognizes and supports the library user's right to privacy with respect to information sought or received and materials consulted, borrowed, or acquired. In harmony with the provisions of ORS 192.410 through 192.505 and specifically 192.501 (10), the following policy regarding circulation records is hereby adopted.

The circulation records of the Lebanon Public Library are considered confidential, regardless of the source of the inquiry.

Circulation records will not be made available to anyone except pursuant to such process, order or subpoena as may be authorized by law. Any request for such records will immediately be referred to the Library Director.

Upon receipt of a process, order, or subpoena, the Library Director will consult with the City Attorney to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance. If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence will be made that such defects are cured before any records are released.

Any threats or unauthorized demands (i.e., those not supported by a process, order, or subpoena) concerning circulation records will be reported immediately to the Library Director and City Attorney.

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*Approved by the Lebanon Public Library Advisory Board June 20, 1984.*

*Last Date Amended by the Lebanon Public Library Advisory Committee February 12, 1997*

## **Delinquencies/Fines**

By checking library materials out, the borrower enters into an agreement with the library to return the items on or before the due date as indicated on the checkout receipt. Materials returned after the due date are subject to overdue fines of \$ .20 per item per day up to a maximum of \$5.00 per item.

The object of fining patrons for materials returned overdue is twofold:

1. To encourage the prompt return of library materials so that they may be made available to other borrowers.
2. To recoup a portion of the costs incurred by the library in the attempt to secure the return of library property

### **Notices:**

Patrons who provide an e-mail address will be sent a courtesy reminder by e-mail three (3) days before materials are due.

A late notice will be sent by e-mail when library materials are one (1) week overdue.

A final notice with replacement costs will be sent when items are four (4) weeks overdue. Materials not returned at that point will be considered “Lost,” and the patron will be blocked until lost items are returned and fines paid or the lost items are paid for.

### **Payment for Lost/Damaged Items**

When a patron pays for a lost or damaged item, he/she will not be charged overdue fines for that item.

An item must be paid for if it’s deemed damaged to the point of being unusable by subsequent patrons. This determination will be made by the Library Director or designee.

### **Suspension of Borrowing Privileges**

Patrons who accrue fines in excess of \$5.00 will have their borrowing privileges suspended (will be “blocked”) until payment is made to reduce the amount to no more than \$5.00.

Where circumstances warrant, the Library Director or designee may also suspend the borrowing privileges of household members (family or other individuals residing at the same address). Borrowing privileges for household members will be reinstated when the delinquent patron again becomes eligible to borrow.

A patron who owes in excess of \$25.00 in fines may make a one-time payment of \$25.00 to clear off all fines under his/her name. Lost and/or damaged items are excluded. Any lost/damaged items must be paid for in full.

## **Referral to Collection Agency**

The Library may contract with a collection agency and/or take legal action, including credit reporting, to resolve long-overdue accounts. In those cases, a non-refundable fee for collection costs will be added to the total bill. Minors are not credit reported.

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*Approved by the Lebanon City Council April 26, 1978.*

*Approved by the Lebanon Public Library Advisory Board April 27, 1978.*

*Last Date Amended by the Lebanon Public Library Advisory Committee March 14, 2017*

*Approved by the Lebanon City Council June 14, 2017*

# **Inter-Library Loan OLA Code for Oregon Libraries**

## Introduction

The Oregon Library Association Resource Sharing Committee, in its recommendation of this code, recognizes that the free exchange of materials between libraries in Oregon and the United States is an important element in the provision of library service and believes it to be in the public interest to encourage such an exchange.

Interlibrary loan is essential to the vitality of libraries of all types and sizes and is a means by which a wider range of materials can be made available to users. In the interest of providing quality service, libraries have an obligation to obtain materials to meet the informational needs of users when local resources do not meet those needs.

The code is not intended to foster resource sharing as a substitute for local collection development to meet the routine needs and interests of a library's primary clientele. In order to provide a broad and varied information base for users, individual libraries are obligated to develop good local collections, preferably in cooperation with other libraries, and to utilize their own resources before resorting to interlibrary loan.

The effectiveness of a resource sharing system depends upon the responsible distribution of borrowing and lending. Libraries of all types and sizes should be willing to share their resources liberally so that a relatively few libraries are not over-burdened. Oregon libraries must also agree to lend their materials without fees to other Oregon libraries if they wish to borrow.

### 1.0 Definition

1.1 Interlibrary loan is the process by which a library requests materials from, or supplies materials to, another library.

### 2.0. Purpose

2.1 The purpose of interlibrary loan as defined by this code is to obtain, upon request of a library user, materials not available in the user's local library.

### 3.0 Scope

3.1 Interlibrary loan is a mutual relationship and libraries should be willing to supply materials as freely as they request materials.

3.2 Any materials, regardless of format, may be requested from another library. The supplying library determines whether the material can be provided.

### 4.0 Responsibilities of the Requesting Library

4.1 The requesting library should establish and maintain an interlibrary loan policy for its borrowers and make it available.

- 4.2 The requesting library should process requests in a timely fashion.
- 4.3 The requesting library should identify libraries that own and might provide the requested materials. The requesting library should check the policies of potential suppliers for special instructions, restrictions, and information on charges prior to sending a request. The requesting library is responsible for all authorized charges imposed by the supplying library.
- 4.4 Requests for materials for which locations cannot be identified, may be sent to libraries that might provide the requested materials and be accompanied by the statement “cannot locate”. The original source of the reference should be cited or a copy of the citation provided.
- 4.5 The requesting library should respect traditional lending patterns which are already in place. In general, libraries should spread the interlibrary loan load, requesting loans from the closest and smallest holding library unless that creates some inconvenience or causes unnecessary delay.
- 4.6 The requesting library should transmit all interlibrary loan requests in standard bibliographic format in accordance with the protocols of the electronic network or transmission system used. In the absence of an electronically generated form, the American Library Association interlibrary loan request form should be used.
- 4.7 The requesting library must ensure compliance with the U.S. copyright law and its accompanying guidelines. Copyright compliance must be determined for each copy request before it is transmitted, and a Copyright compliance statement must be included on each copy request. Copyright files should be maintained as directed in the CONTU Guidelines.
- 4.8 The requesting library is responsible for borrowed materials from the time they leave the supplying library until they have been returned and received by the supplying library. If damage or loss occurs, the requesting library is responsible for compensation or replacement in accordance with the preference of the supplying library.
- 4.9 The requesting library is responsible for honoring due dates and enforcing all use restrictions specified by the supplying library.
- 4.10 The requesting library should request a renewal before the item is due. If the supplying library does not respond, the requesting library may assume that the renewal has been granted for the same length of time as the original loan.
- 4.11 The requesting library should return materials by the due date and respond immediately if the item has been recalled by the supplying library.

- 4.12 The requesting library should package materials to prevent damage in shipping, and comply with special instructions stated by the supplying library.
- 4.13 The requesting library is responsible for following the provisions of this code. Continued disregard for any provision may be reason for suspension of borrowing privileges by a supplying library.

## 5.0 Responsibilities of the Supplying Library

- 5.1 The supplying library should establish and maintain an interlibrary loan policy, make it available in paper and/or electronic format, and provide it upon request.
- 5.2 The supplying library should process requests within the time line established by the electronic network. Requests not transmitted electronically should be handled in a similar time frame.
- 5.3 The supplying library should include a copy of the original request, or information sufficient to identify the request, with each item.
- 5.4 The supplying library should state any conditions and/or restrictions on use of the materials lent and specify any special return packaging or shipping requirements.
- 5.5 The supplying library should state the due date or duration of the loan on the request form or on the material.
- 5.6 The supplying library should deliver materials by the most effective means possible and should package the items to prevent damage in shipping.
- 5.7 The supplying library should notify the requesting library promptly when unable to fill a request; and, if possible, state the reason the request cannot be filled.
- 5.8 The supplying library should respond promptly to renewal requests. If the supplying library does not respond, the borrowing library may assume the renewal has been granted for the same length as the original loan period.
- 5.9 The supplying library may recall materials at any time.
- 5.10 The supplying library may suspend service to any requesting library which fails to comply with the provisions of this code. 5-14-96

## Inter-Library Loan Service

### 1.0 Inter-library borrowing:

1.1 This service is offered to all patrons of the Lebanon Public Library who possess a current library card.

### 1.2 Material which may be borrowed:

1.21 A loan or a copy of any material may be requested from another library although the lending library will decide in each case whether or not a particular item can be provided.

1.22 Most libraries will not ordinarily lend the following types of materials:

- Rare or valuable material, including manuscripts;
- Bulky or fragile items difficult or expensive to ship;
- Material in high demand at the lending library, including bestsellers and newly published materials;
- Material with local circulation restrictions;
- Unique material that would be difficult or impossible to replace.

### 1.3 Materials which will not be borrowed include

- Books owned by the Lebanon Public Library and temporarily in use;
- Any book that is in print at a cost of less than \$10.00, unless it is owned by Oregon State Library or a library located in Linn County.

This policy may be overruled at the discretion of the Library Services Manager.

### 1.4 Borrowers' responsibilities:

1.41 An interlibrary borrowing request must be submitted in writing on appropriate forms with complete bibliographic information.

1.42 The source of where the information was found must be included.

1.43 There must be an indication of compliance with the Copyright Law (Title 17, U.S. Code) where required.

1.44 Payment of any fees charged by the lending library, in addition to the fee charged by Lebanon Public Library. Every effort will be made to obtain an interlibrary loan from a library that does not charge a lending fee.

1.5 Maximum use will be made of the Lebanon Public Library's collection.

1.6 Service will be given as speedily and inexpensively as conditions permit.

1.7 Interlibrary loan service will be suspended for those who abuse the

privilege.

- 1.8 Statistics will be kept in accordance with internal, and the Oregon State Library's guidelines and requirements
  
- 2.0 Interlibrary lending:
  - 2.1 This service is offered to other publicly supported or not-for-profit libraries which abide by the conditions set forth in the Interlibrary Loan Code for Oregon Libraries.
  - 2.2 Materials which ordinarily circulate to Lebanon Public Library users may be sent out on interlibrary loan.
  - 2.3 Borrowing libraries' responsibilities:
    - 2.31 The borrowing library must submit requests in standard format as prescribed by the Interlibrary Loan Code for Oregon Libraries.
    - 2.32 Photocopy costs must be paid by the borrowing library when the requested pages number thirty-one (31) or more. Other costs for ordinary service will not be charged.
  - 2.4 Service will be given as speedily and inexpensively as conditions permit.

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*Approved by the Lebanon Public Library Advisory Board March 14, 1990.*

*Last Date Amended by the Lebanon Public Library Advisory Board July 11, 2007.*

## **Public Access Computers Policy**

The Lebanon Public Library supports intellectual freedom and the free expression of ideas; however, the Internet is an unregulated source of information, and not all information found there is accurate, current, or complete. There is material that may be offensive, disturbing or illegal. The Library cannot control or monitor the information available on the Internet and cannot be held responsible for its content; therefore it is the responsibility of the user to question and evaluate the validity and suitability of the information found.

US Copyright law (Title 17, US Code) prohibits the unauthorized reproduction or distribution of copyrighted materials, except as permitted by the principles of “fair use.” Users may not copy or distribute electronic materials (including electronic mail, text, images, programs or data) without the explicit permission of the copyright holder. Any responsibility for any consequences of copyright infringement lies with the user; the Library expressly disclaims any liability or responsibility from such use.

The Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems, or any consequences thereof.

### **Conditions of use:**

- Patrons may use Public Access Computers (PAC’s) for a maximum of 90 minutes per day.
- Internet workstations are in view of other library users and staff; therefore, it is inappropriate to display violent or sexually explicit graphics or text in this public setting.
- Users are prohibited from adding, changing, or deleting anything on library computers, including programs, setting, and software, downloading materials to the hard drive, and rebooting or turning off equipment .
- Users are prohibited from using the Public Access Computers for any illegal activity.
- No more than two people are allowed at a PAC workstation at one time.
- Adults must use PAC workstations in the adult area. Teens 13 years of age and older may use PAC’s in the adult area; those 12 or younger must have an adult with them at all times at an adult area workstation.
- Children’s Room PAC’s are for children 12 years of age and under; children 6 years of age and younger must have an adult (18 years of age or older) with them at all times. The Library recommends that parents accompany children 7 years of age and older.
- Young Adult PAC’s are for teens 13 – 18 years of age

*Adopted by the Lebanon Public Library Advisory Board September 11, 1996.  
Last Amended by the Lebanon Public Library Advisory Board July 12, 2016*

## Exam Proctoring Service

As part of the Lebanon Public Library's mission to provide lifelong learning, exam proctoring services are offered to students to fulfill their educational needs.

### **AGREEMENT:**

#### **The Testing Institution will:**

- Be aware that the Library does not provide a proctor who remains in the room with the student throughout the exam. Nor can the Library provide a proctor who will provide constant monitoring of the exam via computer.
- Be aware that the proctor handling the examination will be performing all of the regular responsibilities of the assignment at the Information Desk at the same time they are proctoring the exam.
- Mail printed exams directly to the Library, marked ATTN: EXAM PROCTOR.
- Be aware that the proctor will check student identification.
- Be aware that the Library reserves the right to refuse proctoring if the requirements exceed staff or facility capabilities.

#### **The Student will:**

- Make arrangements at least one (1) week in advance providing all necessary contact information and the expected date and time for the exam.
  - Your name
  - School name
  - Course name, number, and section number
  - Instructor name
  - Exam format (Blackboard, paper, etc.)
  - Length of time allowed for exam
  - Date and time requested
- Assume responsibility for having the exam and instructions sent to the Library and determine when the exam has arrived.
- Come prepared with any supplies needed for the exam.
- Provide the testing institution with our contact information:
  - Lebanon Public Library
  - 55 Academy Street
  - Lebanon, Oregon 97355
  - 541-258-4926
  - Proctor: Kendra Antila
  - [kantila@ci.lebanon.or.us](mailto:kantila@ci.lebanon.or.us)

### **The Student will (continued):**

- Provide a postage-paid envelope that will be used to return the completed examination to the testing institution. The Library cannot coordinate pickup of materials by FedEx, UPS, or any other carrier.
- Pay for printing and/or faxing costs of exams and/or answer sheets.
- Show picture identification before receiving the examination, if requested.
- Test the Library's computers in advance of the exam date for online exams. This is necessary to determine that the City's firewall does not block the exam site. It is recommended that online exams be scheduled well in advance of the deadline due to unforeseen computer downtime.
- Assume responsibility for all deadlines, taking into account mailing delays and days the Library is closed.

### **The Library will:**

- Provide a quiet study room for exam taking.
- Receive exams through the regular mail or by email and hold them on file for student.
- Assure that the proctor will read the information from the testing institution fill out any proctoring agreement forms.
- Have proctor secure exam either by faxing to testing institution or sealing in envelope to go out with regular Library mail.
- Not download software to computers to accommodate testing.
- Not contact the testing institution to clarify procedural questions such as incorrect passwords, wrong tests, etc.
- Log the student in for online exams using log-in information provided by the testing institution.
- Not retain copies of completed exams.
- Hold examinations for 30 days after receipt by the Library unless the student has made prior arrangements.

## **Study Room Policy**

The Lebanon Public Library has 3 study rooms available for public use. The purpose of the study rooms is to provide separate areas in the library for activities such as group study, tutorials, online testing or quiet study.

The rooms can be reserved in advance or used as available for up to 3 hours per day.

Appointments for the study rooms are scheduled with the front desk staff. Appointments are scheduled on a first come, first served basis.

If you have scheduled a room and are more than 15 minutes late, you may lose the room to a waiting patron.

All appropriate library behavior is expected while using the study rooms. Any prohibited library behavior applies to the study rooms, although cell phone use is allowed.

# Community Meeting Room Policies

## RENTAL POLICIES AND PROCEDURES

In keeping with its overall mission the Lebanon Public Library makes its meeting room available to community groups and individuals. The primary purpose of this service is to provide space for educational and cultural enrichment events and to support the Library's role as a gathering place.

## DISCLAIMERS

The Lebanon Public Library Community Meeting Room is available to "for-profit" and "not-for-profit" organizations on a rental basis. Programs presented in this room by an individual or organization are not endorsed by the City of Lebanon, the Lebanon Public Library, the City Council or the Library Advisory Board. The Lebanon Public Library does not assume any liability for the statements and promises offered by the individual or organization renting the facility; nor do we guarantee the accuracy or reliability of the program content.

The Library assumes no responsibility for items lost, stolen or damaged, through use of the Community Meeting Room.

## WHAT YOU SHOULD KNOW

1. The facility shall be assigned based on the following priorities: Priority will be given to Library and City events, then on first come first served basis.
2. No meeting room activity may disturb library patrons in their customary use of library facilities or impede library staff in the performance of their duties.
3. The lobby areas of the Library are not to be considered a part of the meeting room, therefore seating and supplementary furniture are not allowed outside the meeting room doors. Distribution of pamphlets, etc. is not permitted outside the meeting room. Signage must be approved by Library staff and provided by the applicant.
4. Applicants must be at least 18 years of age. Groups of minors must be supervised at all times by at least one (1) adult for every ten (10) minor children.
5. The library does not provide staff to assist in meeting room set up, operation, or clean up. The Library staff is not available to accept phone messages or deliveries for meeting room patrons. Invitations and advertisements for the event must have clear contact information; the Library can not assist anyone calling for information.
6. Only rooms and equipment as approved on the application are to be used.
7. Smoking and alcohol are prohibited in all areas of the building. (ORS 433.845)
8. Gambling/gaming activities or events are prohibited.
9. The facility must be left clean and orderly, the area outside the building is included in this responsibility.
10. The throwing of rice, birdseed, or confetti is not permitted in the building or on the grounds.
11. Lighted candles or other open flames are not permitted due to Fire Department regulations.
12. If the library has closed, the group sponsor will be responsible for turning off the lights, setting the security alarm, and securing inside and outside doors.
13. Nothing may be stored for a group before or after a meeting.

## WHAT YOU SHOULD DO

1. Request an application packet by visiting the Library or calling during open hours or visiting the city's website at [www.ci.lebanon.or.us](http://www.ci.lebanon.or.us) to determine if the Community Meeting Room is an appropriate space for your activity.
2. Include all set-up, decorating, and clean-up time when filling out the amount of time needed to rent the space.
3. At least two weeks in advance submit a completed "Facility Use Application" in person, electronically or by mail. A completed application must have the signature of the individual, 18 years of age or older, that will be responsible. You will be notified whether or not your application has been approved.
4. Upon confirmation, please schedule 15 minutes to meet, review procedures and guidelines and do a "walk through" of the facility with staff. During the walk through you will be shown where to find emergency contact information as well as how to operate any equipment necessary.
5. Pay appropriate deposits and fees in full at least two weeks prior to the event.

## RENTAL RATES AND FEES

1. Users of the facility must complete and submit the "Facility Usage Application" at least two weeks prior to the event along with necessary deposits and fees in order to confirm the reservation.
2. Renter of the facility must show his/her ID Card.
3. The facility deposit will be cashed. Refunds (full or partial) will generally be mailed within two weeks of the event. Renters whose deposits are charged for cleaning, damage, loss or theft will be sent an itemized list of costs.
4. On-going rental groups have the option of maintaining a \$100 deposit for one (1) year. Charges exceeding the deposit will be assessed before the next scheduled building use. Failure to pay assessed charges will result in immediate cancellation of all scheduled use until payment is received.
5. Minimum facility use period is two (2) hours. Reservations can only be made for full hours.
6. Kitchen Use gives access and use of the following equipment: Counter tops, coffee pots, microwave, sink, and refrigerator. Access to kitchen will be for the entire time of reservation.
7. All requests for use of equipment must be made at the time of application

## USER RESPONSIBILITY

1. **Set-up and Clean-up:** Users are responsible for their own set-up, take down, clean-up and storage of tables, chairs, and other equipment.
  - a. **Clean-up responsibilities are listed below:**
    - i. Wash off all tables. Return tables and chairs to original locations (please don't drag tables and chairs).
    - ii. Clean any borrowed equipment and return to original locations.
    - iii. **Bag garbage. Put in new trash liners. Leave in trash barrel in storage room.**
    - iv. Remove all food, beverages, supplies and decorations that you brought in.
  - b. **If you use the kitchen, please do the following:**
    - i. Wipe down counters, microwave and sink.
    - ii. Sweep and spot clean kitchen floor.
    - iii. **Bag garbage. Put in new trash liners. Leave in trash barrel in storage room.**

- iv. Remove all food, beverages, supplies and decorations that you brought in.
- 2. **Equipment Use:** Equipment must be picked up and carried when moving (no pushing, pulling or dragging furniture allowed). Equipment may only be used inside the facility. Damage to city equipment may result in the forfeiture of deposits and assessment of replacement costs. Users wishing to use the AV equipment must make arrangements for training at a time convenient to the Library. The Library staff will not be available to assist with operation of equipment at the time of your event.
- 3. **Decorations:** Decorating or changes to the facility must be discussed at the time of application. The use of cellophane, adhesive or masking tape on tables, walls, or ceiling must be approved at the time of application. The use of nails, staples, screws, etc., is prohibited.
- 4. **Kitchen Use:** Kitchen utensils and supplies will not be provided. All groups using the kitchen are responsible for supplying all food, utensils, serving, and cleaning supplies.
- 5. **City and Fire Ordinances:** Maximum Occupancy of 103, is determined by the Fire Marshall, and will be observed at all times. Users must adhere to all city, police and fire codes during their use of the facility.

### THE ABC's OF CANCELLATIONS

- 1. The Library has the right to cancel any reservation. Every reasonable effort will be made to reschedule event reservations.
- 2. In case of an emergency situation causing the facility to close (loss of power, inclement weather, etc.) the earliest possible notice will be provided. All facility/equipment fees and deposits will be returned in full.
- 3. Should the user decide not to rent the facility, reservations are non-transferable. The following schedule of refund rental rates will be followed:
  - a. 100% refund given if cancellation is 14 days or more prior to first scheduled use.
  - b. 50% refund given if cancellation is 7 days prior to first scheduled use.
  - c. 0% refund if cancellation is less than 6 days prior to first scheduled use.
- 4. All functions must be conducted in accordance with regulations. Cancellation of facility use and/or loss of deposit and fee may result for reasons including:
  - a. Failure of user to observe rules and regulations of the facility.
  - b. Failure of user to leave the facility and/or its contents/equipment undamaged and clean.
  - c. Failure of user to give advance notice of cancellation.
  - d. Disorderly conduct or disturbance.
  - e. False representation of the user or the planned activities.
  - f. Violation of City, State or Federal law.
  - g. Alcohol or smoking in the facility.
  - h. Loss of keys.
  - i. Exceeding reserved time.
  - j. Use of kitchen and/or supplies without approval.

### LIABILITY AND REGULATIONS

- 1. The City of Lebanon reserves the right to enter any and all City-owned and operated premises should they have reasonable suspicion that any public laws are being violated. Law enforcement and the City Manager (or his/her designees) have the authority to terminate the rental agreement with the City if there is a violation of any of the above rules. If law enforcement is called and the agreement is terminated, applicant will forfeit deposit and the right to use the Library Community Meeting Room in the futures
- 2. Applicant agrees to indemnify, and defend the City, its authorized agents, elected and appointed officials, and all employees against any and all claims as a result of persons attending any function at the facility. This provision includes any expenses incurred by the City defending such claim. Applicant further understands the City, its elected and appointed officials, and all employees will not be held responsible for any lost or stolen articles, clothing, etc., as a result of persons attending any function in the building.

3. Applicant has read the Rental Policies and Procedures and the information on the application form and further agrees to abide by the Policies and Procedures as well as the ordinances of the City of Lebanon and accepts responsibility for any violations as they may pertain to the applicant.
4. Proof of Commercial General Liability insurance, naming the City of Lebanon as ‘additional insured’, shall be required for all events open to the public and/or with an estimated attendance of more than 100 people. The insurance required is titled Commercial General Liability. The coverage must specifically name the City of Lebanon as ‘additional insured’ and must be in the amount of no less than \$500,000 per occurrence and \$1,000,000 aggregate. Contact your home or renter’s insurance company or purchase tenant user liability insurance through The Event Helper (<https://www.theeventhelper.com/>)
5. Applicant understands that the City of Lebanon is not a sponsor of this activity nor will it provide any supervision of the activity. Applicant may be required at their own expense to provide event security.

*Approved by the Lebanon City Council May 13, 2015*