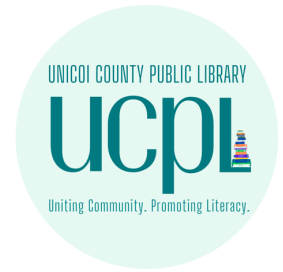


Unicoi County Public Library



Programming Policy

Purpose

The Unicoi County Public Library (UCPL) provides programs that support its mission of promoting literacy, lifelong learning, education, and community engagement. Library programming is intended to meet the informational, educational, cultural, and recreational needs of residents of all ages while ensuring equitable access to library services.

Library Programs

Library programs include, but are not limited to:

- Storytimes and literacy activities
- Summer Reading Program
- Arts and crafts
- Educational workshops and lectures
- Technology instruction
- Book clubs
- Health and wellness programs
- Community outreach events
- Cultural and historical presentations
- Partnerships with community organizations

Programs may be offered at the library, at off-site locations, or virtually.

Program Selection

Library programs are planned by library staff or in partnership with qualified organizations and individuals.

Programs are selected based on one or more of the following criteria:

- Alignment with the library's mission and strategic goals
- Community interests and needs
- Educational or cultural value
- Presenter qualifications
- Available funding and staff resources
- Space and scheduling availability
- Suitability for the intended audience

The library does not endorse the viewpoints expressed by presenters or participants. Presentation of a program does not constitute endorsement of the content or opinions expressed.

Commercial and Promotional Content

Library programs must maintain an educational, cultural, or skill-based focus. Programs may not be used primarily to advertise, promote, or solicit business for a specific company, product, or service.

Businesses, agencies, and organizations are welcome to serve as presenters or subject-matter experts when their program offers genuine educational, informational, or cultural value to participants. Such programs should focus on the subject matter itself (for example, a science, safety, or career-exploration topic) rather than on the sponsoring organization.

The Library Director or designee reserves the right to request modifications to a proposed program's content or framing prior to approval to ensure alignment with this policy.

Registration

Some programs require advance registration due to space, supplies, or safety considerations.

Registration opens when the monthly calendar is released unless otherwise announced.

Patrons may register by telephone, in person, or through any registration method designated by the library.

Attendance

Participants are encouraged to arrive on time.

Patrons arriving more than fifteen (15) minutes after the scheduled start time may forfeit their reservation if another participant is waiting.

Cancellations and No-Shows

Patrons who are unable to attend a registered program are asked to notify the library as soon as possible.

A no-show is defined as failing to attend a registered program without notifying the library.

After three (3) no-shows or repeated late arrivals within a rolling six-month period, the Library Director or designee may:

- Place the patron on a waiting list for future registration-only programs.
- Temporarily suspend registration privileges for up to thirty (30) days.

Extenuating circumstances may be considered at the discretion of library staff.

Program Fees

Most library programs are offered free of charge.

Programs requiring specialized materials or outside instructors may include a materials fee. Any fee will be clearly advertised before registration opens.

Program Cancellations

UCPL reserves the right to cancel, postpone, or modify any program due to:

- Weather
- Low enrollment
- Presenter availability
- Facility emergencies
- Staff availability
- Other unforeseen circumstances

Whenever possible, registered participants will be notified promptly.

Age Requirements

Programs may be limited to specific age groups when appropriate.

Children under twelve (12) years of age must be accompanied by a parent or guardian unless otherwise stated.

Patron Conduct

All participants are expected to comply with the UCPL Code of Conduct.

Individuals whose behavior disrupts a program or creates an unsafe environment may be asked to leave and may be restricted from future library programs.

Accessibility

The library strives to make programs accessible to all members of the community.

Reasonable accommodations will be provided whenever possible. Patrons requesting accommodations should contact the library prior to the program.

Technology Assistance

The Unicoi County Public Library provides free technology assistance to patrons through scheduled **Tech Help Drop-In** sessions and limited on-demand assistance.

- Weekly Tech Help Drop-In sessions are offered for patrons needing individualized assistance with personal devices, software, online accounts, library resources, or basic technology questions.
- Staff may provide technology assistance outside of scheduled Tech Help sessions as time permits. Unscheduled assistance is generally limited to **ten (10) minutes per patron** to ensure staff remain available to serve all library users.

- Assistance is provided on a first-come, first-served basis unless otherwise announced.
- Library staff will make reasonable efforts to assist patrons but cannot guarantee solutions to every technology issue.
- Staff cannot repair hardware, recover passwords, perform technical support requiring extensive troubleshooting, complete online forms on behalf of patrons, or assume responsibility for patron devices or personal data.
- Patrons are responsible for backing up their own data before requesting assistance.

Program Evaluation

Library staff regularly evaluate programs using attendance, participant feedback, community interest, and available resources to ensure programs remain relevant, effective, and fiscally responsible.

Partnerships

UCPL welcomes opportunities to collaborate with organizations, agencies, businesses, and individuals whose missions and activities support the goals of the library.

Partnerships are subject to approval by the Library Director and must be consistent with library policies.

Intellectual Freedom

The Unicoi County Public Library supports the principles of intellectual freedom as expressed in the American Library Association's Library Bill of Rights.

The library does not exclude programs or presenters solely because of their origin, background, or viewpoints.

Questions or concerns regarding library programming may be submitted in writing to the Library Director and will be reviewed according to the library's established reconsideration procedures.

Adopted: July 30, 2025

Updated: July 26, 2026

UCPL Program Collaboration Request Form

Name of Organization or Individual: _____

Description of Organization (if applicable): _____

Contact Name (if different): _____

Contact Phone Number: _____

Contact E-Mail: _____

Describe the requested program: _____

Requested Date/Time: _____

Expected Locations: _____

By checking this box, the undersigned agrees to abide by the policies of the Unicoi County Public Library, including receiving all needed permissions and releases.

Signed: _____

Date: _____

Printed Name: _____

Additional information may be required or requested for approval

For Library Use Only

Approval: Y / N

If no, give reason: _____

Signed: _____

Date: _____