

 <p>ARIZONA DEPARTMENT OF CORRECTIONS</p> <p>DEPARTMENT ORDER MANUAL</p>	<p>CHAPTER: 900</p> <p>INMATE PROGRAMS AND SERVICES</p>	<p>OPR:</p> <p>SS</p>
	<p>DEPARTMENT ORDER: 919</p> <p><b><i>INMATE RESOURCE CENTER/LIBRARY SERVICES</i></b></p>	<p>SUPERSEDES:</p> <p>DO 910 (3/14/06) – Resource Center language only</p> <p>DI 314 (6/25/12)</p>
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## PURPOSE

This Department Order establishes standards and procedures for inmates to have access to the Resource Center/library services. Resource Center/library materials are selected to support the educational, informational, recreational, and program needs of inmates.

## RESPONSIBILITY

The Education Administrator shall:

- Annually review Resource Center/library collections, and recommend adjustments as needed or as prescribed by the Director, Arizona Revised Statutes (A.R.S.) and/or federal law.
- Ensure Resource Centers/libraries are managed by qualified and trained staff and the operations and services are being performed in accordance with this Department Order.

## APPLICABILITY

This Department Order is applicable to inmates, Resource Center/library staff and other personnel in Department institutions. This Department Order is applicable to private prison Resource Center/library operations and personnel unless otherwise specified by contract.

## PROCEDURES

### 919.01 OPERATIONS

- 1.1 Resource Centers/libraries shall be established, monitored and maintained by qualified and trained Resource Center/library staff assigned to the unit/housing location.
- 1.2 Based on available funds, Inmate Store Proceeds (ISP) and education funds shall be allocated for the purchase of appropriate materials, supplies and equipment to adequately support Resource Center/library services. Resource Centers/libraries shall make purchases in accordance with Department Order #302, Contracts and Procurement, and maintain records showing the disbursement and expenditure of the funds.
- 1.3 Each Resource Center/library shall develop and implement circulation procedures which shall include at a minimum the following:
  - 1.3.1 Inmate responsibilities as a borrower and patron.
  - 1.3.2 Checkout procedures including time frames, the types of materials available, and the limit of materials, which can be checked out at one time.
  - 1.3.3 Material renewals and the assessment of fees.
  - 1.3.4 Reader advisory services to assist inmates in the selection of authors, genres, current reading trends and the locating of current and credible information.
  - 1.3.5 The promotion of the use of the Resource Center/library, including information on how to conduct research and the location and use of materials.

**919.02            COLLECTION MANAGEMENT/CATALOGING/COLLECTION DEVELOPMENT**

- 1.1    Resource Centers/libraries shall use an established cataloging system to catalog and organize their materials, such as the Dewey Decimal System for non-fiction and author's last name for fiction books.
- 1.2    Resource Center/library materials may be in various formats including print, CD-ROM or other computer software, audio and video.
- 1.3    Resource Center/library materials shall be:
  - 1.3.1    In accordance with Department Orders #914, Inmate Mail and #909, Inmate Property, and other written instructions.
  - 1.3.2    Consistent with the parameters of the inmate population housed at the respective unit/housing location including the following:
    - 1.3.2.1    Security level.
    - 1.3.2.2    Age.
    - 1.3.2.3    Gender.
    - 1.3.2.4    Reading level.
    - 1.3.2.5    Languages read.
  - 1.3.3    Supportive of the various Programs offered by the Department including the following:
    - 1.3.3.1    Educational programs, in accordance with Department Order #910, Inmate Education.
    - 1.3.3.2    Substance Abuse Prevention.
    - 1.3.3.3    Transition, Re-entry and Pre-Release.
    - 1.3.3.4    Work Programs.
- 1.4    To develop collections of materials and services supporting the various Department Programs, Resource Center/library staff shall work with the following:
  - 1.4.1    Department and contract education staff.
  - 1.4.2    Community college instructors.
  - 1.4.3    Department and contract substance abuse prevention personnel.
  - 1.4.4    Mental health staff.
  - 1.4.5    Other Program staff.

- 1.4.6 The Legal Access Monitor in accordance with Department Order #902, Inmate Legal Access to the Courts.
- 1.5 Authorized legal reference texts/manuals, legal supplies and legal forms shall be established, maintained and managed in accordance with Department Order #902, Inmate Legal Access to the Courts.
- 1.6 To suggest the removal or addition of materials to the Resource Center/library collection, inmates and staff shall submit an Inmate Resource Center/Library Material Suggestion, Form 919-1.

### **919.03 CIRCULATION**

- 1.1 Inmates checking out materials or having materials checked out for them shall use their name and/or ADC number for documentation and accountability purposes. Inmates shall be responsible for the materials checked out by or for them.
- 1.2 Circulation transactions shall be documented on an Inmate Due Date Receipt generated by the Resource Center/library's circulation software, when available.
  - 1.2.1 The Inmate Due Date Receipt shall document the inmate's name, ADC number, the title and the due date.
  - 1.2.2 Inmate Resource Center/Library staff shall complete an Inmate Resource Center/Library Material Receipt, Form 919-3, if the circulation software is unavailable.
- 1.3 Inmates shall:
  - 1.3.1 Return materials on or before the due date on the Due Date Receipt or the Inmate Resource Center/Library - Materials Receipt form.
  - 1.3.2 Not be permitted to avoid responsibility for the late return or loss of materials checked out to or by them by claiming they were given to Department staff or other inmates to return.
  - 1.3.3 If moved to another housing location with Inmate Resource Center/library materials still in their possession, immediately turn them into the Resource Center/library at their new unit/housing location.
    - 1.3.3.1 The receiving unit/housing location shall ensure Inmate Resource Center/library materials are sent back to the previous unit/housing location.
- 1.4 If unable to get to a Resource Center/library during regular hours of operation, inmates may:
  - 1.4.1 Return materials by placing them in a designated Book Return Box, if available. Resource Center/library staff shall empty the Book Return Box on a regular basis.
  - 1.4.2 Complete an Inmate Resource Center/Library Materials Request, Form 919-2, to request materials be held for them or delivered to their unit/housing location.

- 1.4.2.1 Completed Inmate Resource Center/Library Materials Request forms may be placed in the Book Return Box.
  - 1.4.2.2 Inmates shall designate on the Inmate Resource Center/Library Material Request form whether the available materials will be picked up by them or if they need the materials to be delivered to their unit/housing location.
- 1.5 Resource Center/library staff shall ensure:
- 1.5.1 All inmates checking out materials are informed either in writing or verbally of the Resource Center/library's circulation policy and procedures.
  - 1.5.2 Circulation policy and procedures are clearly posted at the Resource Center/library check out desk and on the Resource Center/library bulletin board. If Closed Circuit Television (CCTV) is available, Resource Center/library staff shall provide an announcement regarding the Resource Center/library's procedures and regulations to appropriate staff for inclusion on CCTV.
  - 1.5.3 The appropriate Resource Center/library staff are notified by phone, fax, or e-mail when an inmate has been moved to another unit/housing location and still has Resource Center/library materials in their possession. The appropriate Resource Center/library staff shall return the material via Inter-Office Mail.
  - 1.5.4 Opportunities for inmates to request Resource Center/library materials are made available on each unit/housing location.

#### **919.04 DAMAGED AND LOST MATERIALS**

- 1.1 Resource Center/library staff shall examine returned Resource Center/library materials before the materials are returned to circulation.
- 1.1.1 If damaged, inmates shall:
    - 1.1.1.1 Be charged either the repair cost or the full replacement cost and/or be restricted from checking out additional materials if the materials are returned damaged beyond repair, as assessed by Resource Center/library staff. Non-repairable materials shall be removed from the Resource Center/library's inventory.
    - 1.1.1.2 Receive disciplinary action, in accordance with Department Order #803, Inmate Disciplinary Procedure, if Resource Center/library staff determines the damage is intentional.
- 1.2 Resource Center/library materials shall be considered lost when:
- 1.2.1 Inmates responsible for the materials fail to return them within 30 calendar days of the due date, at which time inmates are susceptible to replacement fees, in accordance with section 919.05 of this Department Order.
  - 1.2.2 Inmates are released from custody and the materials have not been returned.

- 1.3 Resource Center/library materials found in an inmate's possession after the 30 calendar days shall be considered and treated as contraband and subject the responsible inmate to disciplinary action, in accordance with Department Order #803, Inmate Disciplinary Procedure.
- 1.4 Found Resource Center/library materials shall be returned to the Resource Center by the Contraband Control Officer in accordance with Department Order #909, Inmate Property.
- 1.5 Lost Resource Center/library materials later returned to Resource Centers/libraries in good condition shall be re-added to the inventory.

#### **919.05 FEES AND NOTICES**

- 1.1 Resource Center/library staff shall send out up to three Overdue Notices generated by the circulation software, if available. If the circulation software is unavailable, an Inmate Resource Center/Library Overdue Notice, Form 919-4, shall be completed.
- 1.2 Up to three Overdue Notices, generated a week apart, shall include the following information:
  - 1.2.1 The inmate's name and ADC number.
  - 1.2.2 Title.
  - 1.2.3 Due date.
- 1.3 The third and final Overdue Notice shall include a material Replacement Fee, which is the cost to replace the material from a Department-approved vendor.
- 1.4 To allow for delays in receiving materials, transferred inmates shall be allowed a two-week grace period before overdue fees are assessed. Resource Center/library staff shall send Overdue Notices directly to the inmate and a copy to the applicable Resource Center/library staff at the inmate's new location.
- 1.5 Inmates shall be subject to charges for damaged and lost Resource Center/library materials after 30 calendar days past the due date, as outlined in section 919.04 of this Department Order.
- 1.6 No refunds shall be given.
- 1.7 If sufficient funds are not available in the inmate's account, the account shall be put on hold, in accordance with Department Order #905, Inmate Trust Account/ Money System.

#### **919.06 DONATIONS**

- 1.1 Resource Center/library staff shall comply with Department Order #301, Fiscal Management in accepting or not accepting donations of books and other learning materials.
- 1.2 Books and learning materials shall be reviewed in accordance with Department Order #914, Inmate Mail.

- 1.3 The Division Director of Support Services shall approve restricted donations prior to acceptance.
- 1.4 If the donation is not accepted, the Accepting Authority shall ensure the donation is returned to the donor.
- 1.5 Inmates may choose to donate property to the Resource Center/library. Once it is donated and accepted, it is the property of the Department and shall be used and/or disposed of properly. Materials donated by inmates do not need to be returned to the donor.

## **919.07 PHOTOCOPY ACCESS**

- 1.1 All photocopy services shall comply with:
  - 1.1.1 State and federal copyright laws.
  - 1.1.2 Department Order #909, Inmate Property.
  - 1.1.3 Department Order #902, Inmate Legal Access to the Courts.
  - 1.1.4 Department Order #914, Inmate Mail.
  - 1.1.5 Other written instructions.
- 1.2 Photocopies of educational, substance abuse, life skills and other program-related materials may be made after any pending qualified legal claims photocopying.
- 1.3 Items which cannot be photocopied shall include, but are not limited to:
  - 1.3.1 Unauthorized/contraband material, as outlined in Department Order #914, Inmate Mail.
  - 1.3.2 Music material.
  - 1.3.3 Graphs.
  - 1.3.4 Drawings.
  - 1.3.5 Photographs (personal and professional/commercial).
  - 1.3.6 Newsletters or bulletins.
  - 1.3.7 Personal correspondence.
- 1.4 Wardens/Deputy Wardens may limit or exclude the photocopying of other items not specifically prohibited in 1.3.1 through 1.3.7 of this section based on security considerations of the particular unit/housing location.
- 1.5 Inmate requests to copy contraband documents or materials shall be denied and may result in disciplinary action, in accordance with Department Order #803, Inmate Disciplinary Procedure.

**919.08 FEDERAL TAX FORMS AND PUBLICATIONS** - This section refers to obtaining Federal Tax Forms and Publications only. For State Tax Forms and/or Publications inmates may need to complete, inmates may send a written request to the Arizona Department of Revenue or the Department of Revenue of another state, if applicable.

1.1 Inmate Request

1.1.1 To request specific Federal (Internal Revenue Service) Tax Forms and/or Publications, inmates shall submit a completed Federal Tax Form and Publications – Inmate Request, Form 919-5, to the unit/housing location Resource Center/library staff or a staff member designated by the Warden to receive the completed forms when Resource Center/library staff is not available.

1.1.1.1 Federal Tax Form and Publications – Inmate Request forms shall only be handled by Resource Center/library staff and/or Warden-designated staff member(s).

1.1.1.2 Staff, including Resource Center/library staff and Warden-designated staff, shall not under any circumstances provide advice to inmates on what Federal Tax Forms and/or Publications to request, how to fill out the forms, or any other subject regarding inmate tax issues.

1.2 Processing Inmate Request

1.2.1 Upon receiving Federal Tax Form and Publications – Inmate Request forms, Resource Center/library staff and Warden-designated staff shall:

1.2.1.1 Print the requested Federal Tax Forms and/or Publications from the Internal Revenue website [www.irs.gov](http://www.irs.gov) and write the inmate's name and ADC number on Federal Tax Forms and on the first page of the Publications.

1.2.1.2 Log Federal Tax Forms and Publications on the Federal Tax Forms and Publications Log, Form 919-6.

1.2.1.3 Obtain inmate signatures to indicate receipt of Federal Tax Forms and/or Publications.

1.2.1.4 Provide the Federal Tax Forms and/or Publications to the inmate.

1.2.1.4.1 Inmates may retain incomplete Tax Forms labeled with their name on them.

1.2.1.5 Complete an Inmate Request for Withdrawal, Form 905-1, to cover the costs of printing the Federal Tax Forms and/or Publications.

1.3 Copies of completed Federal Tax Forms and/or Publications shall be processed in the same manner as non-qualified legal photocopies, in accordance with Department Order #902, Inmate Legal Access to the Courts.

1.4 Inmates with blank Federal Tax Forms and/or Publications in their possession not processed as outlined in this section shall be considered to be in possession of contraband materials.

- 1.5 Inmates may receive completed or substantially completed Federal Tax Forms sent to them for their review and/or signature by outside family or other sources, in accordance with Department Order #914, Inmate Mail.
- 1.6 Inmates shall, under staff supervision, review and sign any forms necessary. Upon completion, staff shall place the forms in an envelope with postage supplied by the inmate.

## **919.09 ADMINISTRATION**

- 1.1 For Department Inmate Resource Centers/libraries:
  - 1.1.1 Each institution/unit Corrections Education Program Supervisor (CEPS) shall prepare a plan and goals for the continuous improvement of Resource Center/library services, which align with a proposal of annual budgetary needs in accordance with the applicable written instructions in their area. A final copy of the budget request and goals shall be submitted to the Education Administrator for final approval. The budget shall include, at a minimum, funds for the following areas:
    - 1.1.1.1 Books, software and other Resource Center/library materials.
    - 1.1.1.2 Supplies and furnishings.
    - 1.1.1.3 Equipment.
    - 1.1.1.4 Staff training, including attendance at appropriate meetings, workshops, etc.
    - 1.1.1.5 Notary certifications.
  - 1.1.2 The institution/unit CEPS shall make purchases with the approval of the Education Administrator, in accordance with Department Order #302, Contracts/Procurement System, and maintain records showing the disbursement and expenditure of the Education and budget funds.
  - 1.1.3 Resource Center/library staff shall be selected, retained, supervised and evaluated in accordance with:
    - 1.1.3.1 Department Order #504, Recruitment and Hiring.
    - 1.1.3.2 Department Order #514, Performance Appraisal for Correctional Employees (PACE).
      - 1.1.3.2.1 The institution/unit CEPS shall maintain a file for Resource Center/library staff they supervise and only place documents in these files in accordance with Department Order #507, Employee Records.
  - 1.1.4 Resource Center/library staff shall:
    - 1.1.4.1 Attend New Employee Orientation training, in accordance with Department Order #509, Employee Training and Education.

- 1.1.4.2 Receive training on the contents of this Department Order, Department Order #902, Inmate Legal Access to the Courts, state and federal requirements, and appropriate Post Orders.
- 1.1.4.3 Attend continuing education training as required by Department Order #509, Employee Training and Education.
- 1.2 For Department and private prison Inmate Resource Centers/libraries:
  - 1.2.1 The Education Administrator or designee shall meet:
    - 1.2.1.1 With all Resource Center/library staff as a group, at least two times per calendar year. Minutes of the meetings shall be kept and be made available for review by interested parties.
    - 1.2.1.2 Individually with Resource Center/library staff as needed.
  - 1.2.2 Each institution/unit CEPS shall meet with all assigned Resource Center/library staff as a group at least monthly. Minutes of the meetings shall be kept, forwarded to the Education Administrator, and made available for review by interested parties.
    - 1.2.2.1 Resource Center/library staff may also participate in staff meetings along with teachers, but shall meet with the institution/unit CEPS without teachers.
  - 1.2.3 Each Resource Center/library shall electronically submit the information for the Monthly Statistical Report to the Education Unit. At a minimum, Resource Center/library staff shall provide the monthly data on circulation of materials, inmates served, and Inmate Legal Access to the Courts.

## DEFINITIONS

**CIRCULATED MATERIAL** – Books, periodicals, and various resource materials Resource Centers/libraries make available to inmates for check out; for either use within or outside the Resource Center/library.

**CIRCULATION TRANSACTIONS** – The act of checking out materials or renewing materials previously checked out, generally for use outside of the Resource Center/library, but can include items checked out for use within the Resource Center/library. The checking out as well as the return of an item is each counted as a single transaction. Renewal begins a new transaction. This may include books, magazines, newspapers, references, vertical files, videos and encyclopedias.

**RESOURCE CENTER/LIBRARY STAFF** – Staff trained to oversee operation of a unit Resource Center/library.

{Original Signature on File}

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Charles L. Ryan  
Director

## FORMS LIST

919-1, Inmate Resource Center/Library Material Suggestion  
919-2, Inmate Resource Center/Library Materials Request  
919-3, Inmate Resource Center/Library Material Receipt  
919-4, Inmate Resource Center/Library Overdue Notice  
919-5, Federal Tax Form and Publications – Inmate Request  
919-6, Federal Tax Forms and Publications Log

## CROSS-REFERENCE INDEX

Department Order #102, Information Technology  
Department Order #103, Correspondence/Records Control  
Department Order #108, Americans with Disabilities Act Compliance  
Department Order #201, Legal Services - Information Release  
Department Order #301, Fiscal Management  
Department Order #302, Contracts and Procurement  
Department Order #303, Bank Accounts  
Department Order #504, Recruitment and Hiring  
Department Order #507, Employee Records  
Department Order #509, Employee Training and Education  
Department Order #514, Performance Appraisal for Correctional Employees (PACE)  
Department Order #803, Inmate Disciplinary Procedure  
Department Order #804, Inmate Behavior Control  
Department Order #902, Inmate Legal Access to the Courts  
Department Order #903, Inmate Work Activities  
Department Order #904, Inmate Religious Activities/Marriage Requests  
Department Order #905, Inmate Trust Account/Money System  
Department Order #909, Inmate Property  
Department Order #910, Inmate Education  
Department Order #914, Inmate Mail

