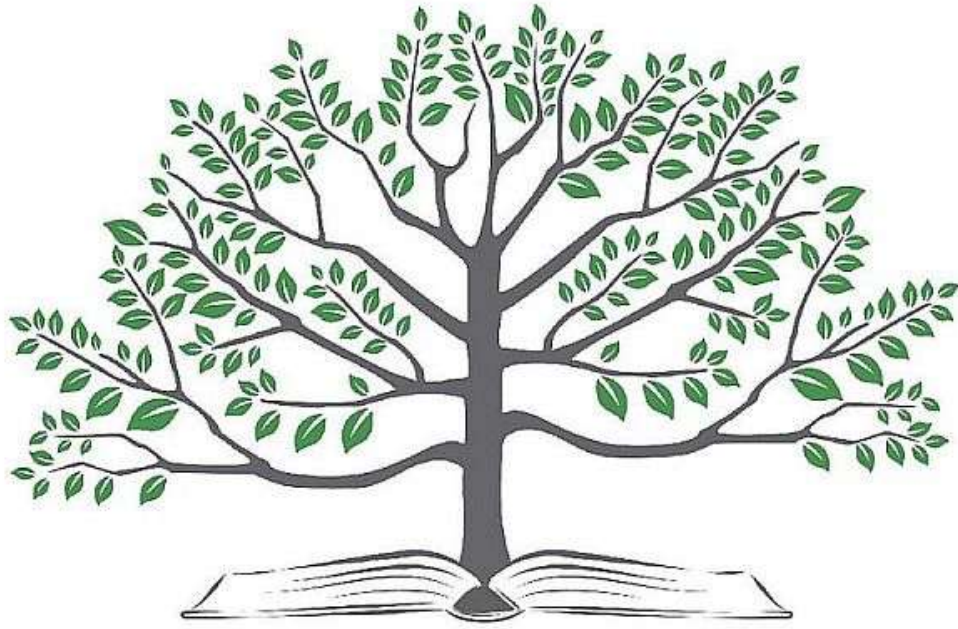




Minburn
Public Library

POLICY MANUAL

INTRODUCTION

This policy manual explains the Minburn Public Library's philosophy of service and details methods of doing business so that all staff attempt to provide equal and fair service and perform tasks in the same manner.

The purpose of this policy manual is to document and detail various decisions of the Minburn Public Library Board of Trustees; to document Library policies into a narrower scope needed for daily activities and; to translate those policies into tasks and procedures, how they are to be accomplished and by whom.

These policies provide a solid framework for the Minburn Public Library.

TABLE OF CONTENTS

Materials

SECTION 1: GOVERNANCE AND ORGANIZATIONAL STRUCTURE

- Location & Hours
- Mission Statement
- Library Board By-laws
- Library Volunteer Program Policy
- Support Organizations
 - Friends of the Minburn Public Library

SECTION 2: PERSONNEL POLICY

- Job Descriptions
 - Library Director
 - Library Clerk
- Hiring Procedures
 - Library Director
 - Library Clerk
- Compensation
- Benefits
- Workdays
- General Personnel Guidelines
- Absentee Policy

SECTION 3: CIRCULATION POLICY

- Confidentiality
- Patron Cards
- Circulation Periods
- Holds & Reserves
- Interlibrary Loans & Open Access
- Overdue, Lost, or Damaged Library

SECTION 4: COLLECTION DEVELOPMENT POLICY

- Selection Philosophy
- Selection of Library Materials
- Gifts to the Library
- Access
- Challenged Material

SECTION 5: PATRON SERVICES

- Privacy & Confidentiality
- Standards of Conduct
- Unattended Children

SECTION 6: INFORMATION TECH POLICY

- Public Access Computers
- Internet Use

SECTION 7: PROGRAMMING POLICY

SECTION 8: PUBLIC RELATIONS POLICY

GOVERNANCE & ORGANIZATIONAL STRUCTURE

LIBRARY INFORMATION

ADDRESS

315 Baker Street, Minburn, Iowa, 50167
Library website: <http://www.minburn.lib.ia.us>

LIBRARY HOURS OF OPERATION

Monday – Tuesday – Thursday	12 to 5:30p.m.
Friday	11a.m. to 7p.m.
Saturday	9a.m to 1p.m.
Sunday	CLOSED

TELEPHONE NUMBERS

Library	677-2712
City Hall	677-2245
Fax	677-2245

MISSION OF THE MINBURN PUBLIC LIBRARY

The Minburn Public Library provides a variety of materials and services for the personal enrichment, enjoyment, and education of persons of all ages in Minburn and the surrounding area. The Library has a special mission to young children and their parents to encourage a love of reading and learning. The Library promotes a vibrant community by cooperating with other organizations and the local government to provide information about the community and its services.

LIBRARY BOARD OF TRUSTEES BY-LAWS

Approved by the Minburn Public Library Board of Trustees
6/5/2014

I. Name and Purpose

- A.** The Minburn Public Library Board of Trustees hereafter referred to as the Board.
- B.** The Board will comply with the *Code of Iowa* in all questions of library law and governance and will further comply with the regulations set forth in the city's library ordinance. The Board's specific powers and duties are set forth in the library ordinance

II. Board Meetings

- A.** The Board shall meet on the first Thursday of every month at 6 p.m. in the Minburn City Hall.
- B.** A quorum shall consist of 4 members (from its total membership of 7 trustees).
- C.** The Board shall comply with Iowa's Open Meetings law by printing and publicly posting a copy of its agenda 24 hours prior to the meeting.
- D.** The Board shall record its proceedings as minutes and shall keep copies of the minutes available for public inspection.
- E.** The Director of the Minburn Public Library shall be present and participating at each meeting of the Board.
- F.** The Board will conduct its meetings according to parliamentary procedure as detailed in the latest edition of Robert's Rules of Order.

III. Officers and Committees

- A.** Officers shall be the Board president, vice president, secretary and treasurer and shall be elected at the annual meeting in June.
- B.** The president shall preside at all meetings, appoint all committees, and generally perform all duties associated with the office. In the absence of the president, the vice president shall assume the president's duties. The secretary shall record all proceedings of the Board.
- C.** Committees appointed shall act in an advisory capacity and shall report its recommendations to the full Board.

IV. Major Functions of the Board

- A.** Hire and evaluate the library director.
- B.** Set salaries and benefits for the library's personnel.

- C.** Participate in the budget process and secure adequate financial support for the library's operations and services.
- D.** Set policies for the library's operations and services.
- E.** Engage in planning for the library's future.
- F.** Ensure library director and staff participation in training and continuing education.
- G.** Participate in Board training and educational opportunities.
- H.** Ensure the library's involvement in State Library and Library Service Area initiatives.

V. Amendments

These bylaws may be amended at any meeting of the Board with a quorum present, by a unanimous vote of the members present.

LIBRARY VOLUNTEER PROGRAM POLICY

Approved by the Minburn Public Library Board of Trustees
6/5/2014

The Minburn Public Library's volunteers are essential to providing complete service to our community. They help augment the work of paid library staff and to expand the possibilities of what we achieve on both day-to-day and special event bases.

REGULATIONS

1. A Minburn Library volunteer is defined as someone who contributes time, energy, and talents to the Minburn Public Library by his or her own free will and who is not paid by Library funds.
2. Volunteers must be at least 13 years of age, and must complete an application indicating their interest and availability.
3. All volunteers must complete the application process and be formally placed on the Library's volunteer roster by the Library Director before volunteer work can be assigned.
4. Volunteers will receive an orientation by the Library Director.
5. Volunteers will strictly adhere to the volunteer rules and procedures developed by the Library. The Library Director will explain existing rules and procedures during the orientation session and will explain new rules and procedures to all volunteers when they are developed.
6. Volunteer tasks and duties will be assigned by the Library Director or by a person specifically designated by the Director.
7. Volunteers will only work in the Library during normal business hours or at official Library events outside of normal business hours.
8. Volunteers are to maintain the confidentiality of all library information as outlined in the Library's Privacy and Confidentiality Policy.
9. Volunteers shall be extended the right to be given assignments adding true value to the Library.
10. Volunteers will be categorized into three (3) categories: general volunteers, project volunteers, and student volunteers. Each category is defined as follows:
 - a. General volunteers – Those who perform general tasks in the library, including but not limited to circulation, shelving, light housekeeping, opening/closing, and assisting with special events.

- b. Project volunteers – Those assigned specific tasks on a specific project for a set period of time, as agreed upon between the Volunteer and the Library Director.
 - c. Student volunteers – Those under the age of 18 will perform some of the same tasks as general volunteers, but will not work the circulation desk or access the Library's catalog system.
11. In the event that a volunteer is not meeting Library regulation they will be asked to no longer volunteer.
12. The Library reserves the right to terminate the services of a volunteer.

PROCEDURE FOR BECOMING A VOLUNTEER

1. All persons interested in volunteer at the Minburn Public Library should first complete an Application to Volunteer form and submit it to the Library Director.
2. If the applicant is acceptable, the Director will add their name to the Roster of Volunteers.
3. The Director will then arrange a time for orientation.
4. After orientation, the volunteer and Director will work together to develop specific tasks and duties based on library needs and volunteer desire. The Director will then assign these tasks to the volunteer as needed.

GUIDELINES

1. All volunteers are to apply by completing an application form. Application does not automatically result in being placed on the Library's volunteer roster.
2. A General Volunteer may also be a Project Volunteer and vice versa; but, Student Volunteers may only be Student Volunteers.
3. Volunteers should expect to fulfill commitments agreed upon with the Library Director.
4. Volunteers should be punctual.
5. Volunteers should wear a volunteer badge (provided) identifying them to the public as a volunteer.
6. Volunteers will not be expected to do any tasks that paid staff would not do.
7. Tasks that may be performed by a general volunteer (as defined above):

- a. Manning the library when Director is not scheduled or unable to work as scheduled
 - b. Manning the circulation desk
 - c. Shelving materials
 - d. Shelf-reading
 - e. Light housekeeping (dusting shelves, vacuuming, cleaning the bathroom, tidying the children's area, etc.)
 - f. Answering the telephone
 - g. Assisting with special programs
8. Tasks that may be performed by a project volunteer (as defined above):
- a. Specific tasks on a specific project as agreed upon between the volunteer and the Library Director
 - b. Project volunteers are not to work on other tasks outlined under General Volunteers.
9. Tasks that may be performed by a student volunteer:
- a. Shelving materials
 - b. Shelf-reading
 - c. Light housekeeping (dusting shelves, vacuuming, cleaning the bathroom, tidying the children's area, etc.)
 - d. Assisting with special programs
 - e. Student Volunteers will not work the circulation desk or access the Library's catalog system.
10. General volunteers should not be assigned the task of manning the library alone unless they have completed orientation with the Director and both the volunteer and the Director feel comfortable with the assignment.
11. At the completion of a project, a project volunteer can become a general volunteer, if they desire.
12. Information that a volunteer would find important, such as step-by-step procedures, changes in policy or procedure, and general library information will be located in the red Volunteer Notebook. All volunteers will be told of the location of the volunteer notebook during orientation.

SUPPORT ORGANIZATIONS

Approved by the Minburn Public Library Board of Trustees
6/5/2014

FRIENDS OF THE MINBURN PUBLIC LIBRARY

This non-profit, tax-exempt organization supports the City's most essential resource for literacy, research, and lifelong learning.

Among its interests and charges, the Friends:

- Sponsor the Children's Summer Reading Program.
- Sponsor programs of cultural and civic interest.
- Raise funds for the Library's collections and programs.
- Recruit and train volunteers for Friends activities.

PERSONNEL POLICY

Approved by the Minburn Public Library Board of Trustees
6/5/2014

The Minburn Public Library is an equal opportunity employer. This means that we do not illegally discriminate. Rather, we consider an individual's qualifications, including their ability to perform and their actual performance in a given job. The Library does not unlawfully consider personal factors such as race, creed, color, national origin, ancestry, citizenship, veteran status, sect, sexual orientation, age, marital status, physical or mental disability, or any other protected classification in making hiring, promotion or other employment decisions.

JOB DESCRIPTIONS

LIBRARY DIRECTOR

Under the supervision of the Minburn Public Library Board of Trustees, the director will be responsible for the operation of the library. The director must attend all board meetings and keep abreast of all policies and procedures set forth by the board. The director will supervise and direct all library personnel and volunteers.

Job Description:

Patron Services:

- Reader Advisory
- Reference
- Research
- Information
- Interlibrary Loan
- Circulation
 - Check out material, including renewals
 - Maintain patron records
 - Process overdue materials, and attempt to retrieve books long overdue.
 - Maintain statistics

Selection, Preparation and Maintenance of Materials

- Materials selection in accordance with the Minburn Public Library selections policy.
- Materials acquisition, including ordering and disposal of gifts.
- Material preparation, including classifying, processing, entering in automation, etc.
- Maintain and update automation system.

- Mending of books and materials.
- Weeding collections.

Public Relations:

- Prepare news stories with board approval and working with all types of media.
- Plan, develop and present programs including story times, special exhibits, summer reading program, holiday events, continuing education, etc.
- Be available to clubs, groups, and book reviews, etc.
- Make bulletin boards, posters, displays.
- Reserve an area in the Library for local groups and organizations to store public records and post public information.

Financial and Operational Duties

- Keep financial records, check invoices, submit bills and personal expenses.
- Make reports to board as required- financial statistical, and operational.
 - Submit bills for approval.
 - Circulation statistics.
 - Patron registration for the month
 - Status on gifts and monies.
 - Number of materials by category of accessions and withdrawals.
 - Post agenda 24 hours prior to Board Meetings
 - Keep all historical records of the library, including minutes, policies, etc.
 - Help prepare budget.
 - County and State of Iowa meeting reports.
- Prepare and submit county and State Library of Iowa reports in a timely manner.
- Open Library as required by tier status and by Board.

Premises

- Maintain a clean neat library
- Suggest repairs when necessary for board approval
- Request any needed equipment

Professional Duties- with board approval and funds available.

- Attend County, District, and State Library Meeting
- The director will participate in continuing education activities and professional organizations encourage continuing education for library staff, participate in orientation and developing qualifications of new trustees.
- Maintain and develop cordial relations for working with other librarians
- Work with the Central Iowa Library Service Area to help develop services that are needed.

- The director will be an advocate for library through contacts with the general public, civic organizations, and public officials, assist board with reports to the city and work to secure adequate funds to carry out the library's services, including grant research and writing.
- The director is familiar with library ordinance and keeps board informed on laws affecting library.

Qualifications

- Applicants must become certified within 2 years of hire date under the Iowa Certification Program for Public Libraries provided by the State Library of Iowa, with the expectation that the Certified Library Director will remain in the position for at least one year after obtaining certification.
- Director will maintain certification per requirements of the State Library of Iowa.
- The Director will maintain level of required certification according to the population of the city, per guidelines of the State Library of Iowa.

Compensation

- Each library employee must be paid not less than the minimum wage. Library employees must be paid for hours worked and may not volunteer time without pay.
- Employees must be paid overtime at a rate of not less than one and one-half times their regular rate of pay after 40 hours of work in a workweek.
- The director will use the time clock to keep a record of hours worked. The Director must comply with FLSA standards.

Employment Standards

- The director will work the hours the library is open unless alternative arrangements have been made.
- The director will conduct themselves in a professional demeanor.
- Failure to comply with the above standards may necessitate a 90 day probationary period to be enacted by the board.
- The Director will be evaluated within the 90 day probation time period. Failure to comply with above standards will result in termination.

Evaluation

- The director is responsible to the board as a whole, but not responsible to each board member individually.
- New Directors will be evaluated after receiving state certification certificate.
- The board will conduct an annual evaluation to determine how well the director is meeting the job description and accomplishing library goals.

Dismissal

- Voluntary dismissal requires a written notice two weeks of date of termination.
- Directors are usually dismissed only after serious infractions of board policy, violation of the law, or very poor performance coupled with unwillingness or inability to improve.

LIBRARY CLERK

Under the supervision of the Library Director, the Library Clerk interacts directly with library users at the circulation desk, performing a variety of clerical tasks dealing primarily with the circulation of materials to library users. He or she may occasionally plan and implement a Story time. The Library Clerk reports to the Library Director.

Duties and Responsibilities

- Compiles records, sorts and shelves books, and issues and receives library materials.
- Inspects returned books for damage, verifies due-date.
- Reviews records to compile list of overdue books and issues overdue notices to borrowers.
- Sorts books, publications, and other items according to classification code and returns them to shelves, files, or other designated storage area.
- Locates books and publications for patrons.
- Issues library card according to established procedures.
- Answers inquiries of nonprofessional nature on telephone and in person and refers persons requiring professional assistance to Library Director.
- Maintains good relations with public and staff.
- Greets library users, answers telephone and performs a wide range of clerical public contact duties.
- Uses library automated circulation system to circulate materials to library users including checking materials in and out, processing holds, registering borrowers, collecting fines and fees.
- Assists in department operations: Opening and closing the library and circulation desk, emptying book drop.
- Performs activities involved in retrieval of overdue materials and acts as contact person for library users inquiring about overdue notices. Tells users if overdues appear on the computer screen.
- Attends to public use of equipment: Adds paper, assists library users with machine problems, contacts Library Director to contact vendor regarding service needs.

- Provides users with general information about library services.
- Checks in periodicals, maintains subscription records, claims missing issues.
- Prepares periodicals and other materials for circulation: Applies stamps, labels, etc.
- Sometimes prepare materials for the Interlibrary Loan.
- Performs general clerical duties for Director as assigned.
- Occasionally plan and implement Story time.
- Attends in-service workshops, meetings and conferences as appropriate.
- Other duties as assigned by the Director.
- Sees to proper building maintenance - alerts Library Director to problems.
- Notifies Library Director when supplies need to be ordered.

HIRING PROCEDURES

LIBRARY DIRECTOR

The Board of Trustees will post the opening in the library and may advertise the position in local newspapers and state and regional library publications until the position is filled. All persons wishing to be considered must provide a resume with cover letter and at least three personal and professional references. The Board of Trustees may select potential candidates, conduct interviews, and contact references to determine the qualifications of each candidate.

Candidates will be considered based on criteria of relevant experience, ability, education, and availability. A high school diploma or GED is a minimum requirement for the position of Library Director. The Board of Trustees makes the final determination in the decision to hire the Library Director.

STAFF

When part-time vacancies occur, the position opening will be posted in the library and may be advertised in local newspapers and state and regional library publications until the position is filled. All persons wishing to be considered must provide a resume and cover letter and at least three personal and professional references. The Library Director will conduct interviews of selected applicants and may contact a candidate's personal and professional references. Candidates will be considered based on criteria of availability, relevant experience, ability, and education. In concordance with State of Iowa Library standards the Library Director has the final authority to screen and determine the most qualified employee.

If for any reason, the new employee or the Library Board and/or Director wish, individually or mutually, to terminate the employment during the probationary period, this may be done without advance notice or right of appeal. Upon

satisfactory completion of the probationary period, the employee will be entitled to the level of benefits granted to their position.

COMPENSATION

The library board shall determine salaries.

Director will be paid for attending CE workshops and mileage.

Each library employee must be paid not less than the minimum wage. Library employees must be paid for hours worked and may not volunteer time without pay.

Employees must be paid overtime at a rate of not less than one and one-half times their regular rate of pay after 40 hours of work in a workweek.

The director will use a timesheet to keep a record of hours worked. The Director must comply with FLSA standards.

BENEFITS

Benefits will be determined by the city guidelines of hours worked, including vacations, absences, leave without pay, sick leave, family leave, and disability leave.

WORK DAYS

The library will be open the days approved by the Library Board and the City Council except when those days coincide with holidays. These will include; Christmas, New Years, Memorial Day, Independence Day, Labor Day, and Thanksgiving. The day before a holiday early closings will be made at the discretion of the director and will be posted one week ahead of time.

Library will be closed when weather does not permit safe travel for staff. The staff person scheduled to work is responsible to make the decision to close the library.

GENERAL PERSONNEL GUIDELINES

The primary duty of the library is to serve the public. All patrons regardless of sex, race, creed, or age should be given the same standard of service. All contacts with the public are to be handled in a friendly and courteous manner.

The community image of the library is, at least in part, projected by the appearance of staff members. It is, therefore, very important that all employees be well groomed and properly dressed.

The employee should perform his or her duties with the realization that the final jurisdiction over the administration of the library rests with the Board of Trustees. Each employee is responsible for carrying out the policies of the Board of Trustees.

ABSENTEE/TARDY POLICY

Director In the event that the Library Director is unable to report to work, Director will first attempt to contact the library clerk to provide coverage and also inform the President of the Board of Trustees. [If President is unavailable, contact another Board member].

Clerk In the event the library clerk cannot work scheduled hours, the clerk will contact the Director, who will notify the President of the Board of Trustees or other Board member.

If the Library Director is going to be tardy, it is mandatory to notify the President of the Board of another Board member.

If the Library Clerk is going to be tardy, it is mandatory to notify the Director, who will notify the President of the Board or another Board member.

Employees who report for work in a condition deemed not fit for work, whether for illness or any other reason, will not be allowed to work. Excessive absences or tardiness will result in disciplinary action.

The Director is responsible to have all time cards signed by a Board member before submitting payment to the City Clerk. All hours worked by Employees will be reported to the Board in a monthly report.

CIRCULATION POLICY

Approved by the Minburn Public Library Board of Trustees

- -

CONFIDENTIALITY

The Board of Trustees of the Minburn Public Library respects the privacy of users and recognizes its responsibility to protect their privacy.

This policy is meant to protect the privacy of library users while complying with the Constitution of the United States of America, the First and Fourth Amendments, the United States Code, the Code of Iowa, and the Code of Ethics of the American Library Association.

PATRON CARDS

Persons eligible for library cards must be a resident of Minburn or unincorporated Dallas County. Also, persons living within the service area of an Iowa library, approved for reciprocal borrowing through the Open Access Program, as per the State of Iowa.

A form of identification with the applicant's address (e.g. a driver's license) and one piece of current mail is required in order to receive a card.

Children who fit the residence requirements and are at least 5 years old are eligible for a library card according to the discretion of their parents or legal guardian. Parental signature is required for persons under age 14. Responsibility for a child's selection and return of materials, and any fines or charges accrued on the child's card, is held by the parent or guardian of the child.

CIRCULATION PERIODS

All Materials except for reference books and those, which are in special demand and cannot be duplicated, including rare and fragile items, will be lent for home use under library regulations and procedures.

All materials, including video games and excepting DVD's, may be checked out for two weeks and renewed, unless on reserve.

Videos and DVD's may be checked out for one week and renewed once for the same time period, unless on reserve. New DVD's may be checked out for two days with no renewals.

Some reference materials may not leave the library.

Renewals may be made in person, by phone or e-mail.

HOLDS & RESERVES

Materials may be reserved in person, phone or e-mail.

Reservations will be kept in the order of date and time received by the librarian.

Materials must be checked out within 48 hours after notification of availability.

INTERLIBRARY LOAN & OPEN ACCESS PROGRAMS

The Minburn Public Library participates in the Interlibrary Loan and Open Access programs sponsored by the State Library of Iowa.

A 50 cent charge is issued for each Interlibrary Loan request to help pay postage.

Items borrowed through ILL will be held for four (4) working days for patron pick up.

OVERDUE, LOST OR DAMAGED MATERIALS

When library materials have been lost the patron will pay the replacement cost.

The Director will determine the amount of damage to be assessed in the case of damaged materials.

Payments are considered final. No refunds will be given if the item is later found.

COLLECTION DEVELOPMENT POLICY

Adopted by the Minburn Public Library Board of Trustees

2/2/2012

The Minburn Public Library strives to provide books and other library materials of value and interest for information and enlightenment, for all the people of our community. The library will attempt to maintain a collection of carefully selected books and non-book materials that are of both current interest and permanent value. The Library serves not only the citizens of the community of Minburn but also its rural surroundings. We will strive to meet the demands of our community from both areas. We make every effort to serve the children, young-adults, adults, and elderly. The Collection Development policy is adopted by the Board of Trustees. It is the guideline for building the library's collection. The selection of the materials is the responsibility of the Director using the Board's policy. All matters involving questioning and executing the policy is brought to the attention of the Director.

SELECTION PHILOSOPHY

The library subscribes to the Library Bill of Rights of the American Library Association which affirms its belief in the following basic policies:

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries, which make exhibit spaces and meeting rooms available to the public they serve, should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

SELECTION OF LIBRARY MATERIALS

The library will provide materials, which help to meet its objectives. Purchases shall represent a reasonable, but not necessarily equal balance of all types of books and materials including children's, juvenile, reference, adult fiction, and non-fiction, taking into consideration the needs, preferences and requests of the community.

Materials acquired will meet the community standards of quality in content, expression and format.

The library will not attempt to furnish materials needed for formal courses of study offered by the elementary and secondary schools and by institutions of higher learning. The public library has materials for self-study, but is not primarily designed to furnish reading required for academic study.

The library will select and organize books and materials, which meet the needs of the community.

The library staff will provide guidance and assistance for people to obtain the information they seek.

The library will provide information, services and materials in accordance with its budget.

The library will cooperate with other community agencies and organizations to determine and meet the needs of the community.

GIFTS

Books and other materials will be accepted on the condition that the Director has the authority to retain or dispose of them at his/her discretion without obligation to the donor.

The books must be in good physical condition, clean inside and out, no loose pages, good quality of print and paper, and no discoloring stains on cover or pages.

Monetary gifts will be used at the discretion of the Library, without obligation to the donor unless otherwise ear-marked for a specific event, program, or equipment.

WITHDRAWING MATERIALS

The Library maintains an active policy of withdrawal based on the elimination of outdated material, books no longer of interest or in demand, unneeded duplicates, and worn or mutilated copies. Frequency of circulation, community interest and availability of newer or more valid materials are prime considerations. Local history is an exception, memorials, certain classics and award-winning children's books, and books in series.

The Minburn Public Library subscribes to the CREW (Continuous Review, Evaluation and Weeding) method for withdrawal of library materials.

ACCESS

Parents or guardians, not the library or its staff, are responsible for the materials accessed by their children. Parents or guardians may restrict their children--and only their children--from access to Internet or other resources available at or through the Library.

CHALLENGED MATERIAL

Whenever any patron objects to the presence or absence of any library material, the complaint will be given a fair hearing.

All complaints to the librarian will be referred to the Board of Trustees who will discuss the matter with the complainant.

The patron is encouraged to fill out a "Request for Withdrawal or Addition of a Book" form, appended hereto.

The Board of Trustees will sincerely consider the request and make the final decision.

PATRON SERVICES POLICY

Approved by the Minburn Public Library Board of Trustees
8-4-2011

PRIVACY & CONFIDENTIALITY

Confidentiality of library records is covered in Iowa Code, Section 22.7 and states that the records of a library shall be kept confidential when by themselves or examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information.

Information concerning an individual's account will be released to that individual only.

The Library interprets possession of a card (or card number in a phone or email request) as consent to use it unless it has been reported lost or stolen, or there is reason to believe that consent has not been given.

The library will release information to the parent or guardian of a minor child for the purpose of recovering overdue materials and settling accounts for lost, late or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable. However, information will not be provided to the parent or guardian who is merely attempting to determine what library materials a minor child is using.

Confidentiality extends to information sought or received, materials consulted, borrowed, or acquired, and includes Internet and electronic resource search records; reference interviews and transactions, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, equipment, or services.

The Minburn Public Library will ensure the confidentiality of a patron's library record, account, and Library presence by securing and limiting access to these same records and back-up records to only approved staff members.

The Library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed, from third party digital services to which we provide service.

The Library Director or the Director's designee, as the lawful custodian of library records, is authorized to release records that are otherwise confidential " . . . upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling" (Iowa Code 22.7).

STANDARDS OF CONDUCT

All library users and employees should be free of any threat of harm, invasion of property, or gross indignity. In an effort to protect these rights for all persons, the Library Board has approved the following rules.

No person shall engage in any conduct that disturbs or interferes with the legitimate use of the Library, including, but not restricted to the following:

- Willfully annoy, harass, or threaten another person.
- Behave in a disorderly, loud, or boisterous manner.
- Interfere with another person's passage within the Library or on library grounds.
- Consume or possess alcoholic beverages, or use or possess controlled substances on library grounds or be under the influence of alcohol or controlled substances in a manner that causes public disturbance.
- Possess any firearm, knife, any device which could be used as a weapon or other weapon prohibited by City Ordinance or State Statutes.
- Deface or destroy library property.
- Smoke in the Library.
- Remain in the Library without authorization after regular closing hours.
- Solicit funds or panhandle.
- Interfere with others' use of the Library through poor bodily hygiene that is so offensive as to constitute a nuisance.
- Bring unauthorized animals into the Library except as required by persons with disabilities or special needs.
- Use skates or a skateboard in the Library or entrance.
- Play audio equipment at volume that is disturbing to other users.
- Campaign, petition, interview or survey patrons or staff in a manner that is disruptive to Library activities.
- Willfully expose patrons and staff to offensive images or language.
- Engage in loud or lengthy conversations (including conversations on cell phones) in areas intended for quiet study.
- Interfere with the Library's right to maintain a clean, pleasant and safe facility.
- Use of the Library's or public telephone for extended periods so that other patrons are prevented from using it as needed.
- Attachment or use of private equipment to download or obtain website images or to obtain information about other patrons from public access computers, such as spyware.

Enforcement of these rules for persons may take the form of any of the following actions, depending on the severity of the misconduct that will be determined by the staff on duty at the time. These disciplinary procedures are merely guidelines. They are not listed in any particular order and there is no requirement that any particular disciplinary action precede any other action. The Library may choose to implement

any of the procedures listed, including immediate banishment from the premises, at any time, depending on the seriousness of the violation.

- In the case of a minor disruption, the patron receives two warnings. At the third offense, the patron must leave the Library for the rest of the day.
- In the case of any misconduct that, in the judgment of a staff member, is extreme, the offender may receive only one warning, be ordered to leave the building immediately, or the police may be called as appropriate.
- Patrons causing disruptions on repeated visits will be warned by the Director or designee that they will not be allowed to enter the building if the behavior continues. Patrons, who engage in repeated disruptive behaviors that interfere with others' use of the Library, or who engage in behaviors that violate City Code or State Statutes, may be permanently banned from the Library premises by the Director. An appeal of the Library Director's decision may be made to the Library Board. An appeal to the Library Board must be in writing.
- Exceptions to the above may be authorized by the Library Director and/or her/his designee.

UNATTENDED CHILDREN

The Minburn Public Library is not responsible for unattended children. The library is a public building and all patrons, including minors, are welcome. However, at no time will the Library assume the responsibility of surrogate care provider for children in the Library. Children ten and under must be directly supervised by a parent or responsible caregiver at all times while in the library. Children or groups of children visiting the library from any preschool, child care or babysitting facility must be directly supervised at all times by caregivers to ensure safety and to monitor behavior. Caregivers must maintain direct visual supervision.

A child (or children) left habitually unattended is (are) deemed to be at risk. If a parent or guardian of an unattended child age ten and under cannot be contacted or located within one hour of the discovery that child is unattended, local law enforcement will be notified to take custody of the child.

INFORMATION TECHNOLOGY POLICY

Approved by the Minburn Public Library Board of Trustees
2-2-2012

PUBLIC ACCESS COMPUTERS

In striving to meet the personal enrichment, enjoyment, and educational needs of all segments of the community, the Minburn Public Library offers various resource formats and services, including public access to computers, information databases, and the Internet.

-Computer patrons are expected to observe the same standards of acceptable library behavior as any other patrons.

-Patrons must have a valid Minburn Public Library card to use the computer.

-Parents or guardians of users under the age of 14 must have a signed Computer Consent Form on record with the library before using the computer or Internet.

-Food and beverages are not permitted near the computers.

-Computer stations are designed for use by one (1) person at a time.

-To support access for all users, use of the computers may be limited to 1/2 hour when other patrons are waiting to use the computers.

-Users should respect the privacy of others using library computers by not interfering with their use.

-To protect the integrity of our computer network, users may not install software on or download files or programs to the computer's local hard drive. Instead, users may download to portable storage media (computers disks, thumb drives, etc.).

-Also to protect the integrity of our computer network, no one may change any setup or configuration of the library's software or hardware.

-Printing is allowed, however, patrons will be charged 10¢ per black & white printed page, 50¢ per colored text and/or small pictures printed page, and \$1.00 full picture per page printed.

-Computer usage may be restricted at the discretion of the Library Director if the user fails to follow these policies or if he or she has overdue items.

INTERNET USE

The Minburn Public Library provides local Internet access for Library customers as a way to enhance public access to ideas and information that are not available in print sources, consistent with its mission to provide access to personal enrichment, enjoyment, and educational materials for all segments of the community.

Use of electronic information resources, including the Internet, must be responsible and ethical, consistent with the purpose for which these resources are provided. Responsible, ethical use includes the following:

- Using resources for educational, informational, and recreational purposes only; not for unauthorized, illegal or unethical purposes.

- Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others; by not seeking unauthorized access to any computer system, or damaging or altering software components of any network or database.

- Further respecting the privacy of others using library computers by not interfering with their use.

- Not sending, receiving, or displaying text or graphics which may reasonably be construed as obscene, or which disturb or disrupt the library use of other patrons. Viewing or sending child pornography is a federal offense and police will be called.

- Parents or guardians of users under the age of 14 must have a signed Computer Consent Form on record with the library before using the Internet.

- The Library affirms the right and responsibility of parents and guardians to determine and monitor what is appropriate Internet use for their children. The responsibility for what minors read or view on the Internet rests with parents or guardians. The public library, unlike schools, does not serve *in loco parentis*. Library staff cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet.

The Minburn Public Library provides free Wi-Fi service to patrons using their personal electronic devices in the library. Wi-Fi users are expected to follow the same policies outlined above.

LIBRARY PROGRAMMING POLICY

Approved by the Minburn Public Library Board of Trustees

- -

The Minburn Public Library will provide programming to further our mission of promoting an educated citizenry and enriching personal lives. These programs are provided to help meet the educational, informational, cultural, and recreational needs of the residents of the Community of Minburn.

Programming is provided to appeal to citizens of all ages but individual programs may be designed for a specific audience based on age. Programs targeting a specific age group will be promoted as such. All library programs are open to the general public.

While some programming will be generated internally by library staff using library resources or with support of the Friends of the Minburn Public Library, the library will also incorporate cooperative programming with other agencies, organizations, and educational institutions capitalizing on existing knowledge and expertise. When grant –sponsored programs are held, dictates and rules of the grant will be followed. Library program presenters who are affiliates of commercial enterprises may provide general knowledge without direct promotion of a business enterprise resulting in potential profit. In addition, library programming shall not exclude topics or speakers because they may be controversial. Acceptance of a program does not constitute endorsement by the library of the individual presenter's policies or beliefs. Library-initiated programs will provide for the "interest, information, and enlightenment of all people of the community the library serves" as outlined in the American Library Association's Library Bill of Rights.

The Minburn Public Library promotes its programming opportunities through local postings, through posters and bookmarks, Facebook postings, and the library web page. Presenters may not publicize their programs without approval of the Library Director.

No fees will be charged to people attending library programs except with the approval of the library director. The only items that may be sold to the public are books, recordings, or works of art created by presenters. The performer or his/her associate must handle the sale of these items.

The Minburn Public Library welcomes individual and corporate support and community partnerships in the form of monetary donations, as well as donations of serving supplies and refreshments.

PUBLIC RELATIONS POLICY

Approved by the Minburn Public Library Board of Trustees

- -

The two major goals of the library with regard to public relations are:

1. To reach the general public, the civic leaders, and the city's governing officials so that they might understand the objectives and services of the library.
2. To encourage increased use of the services offered by the library by making the community aware of and interested in the library's services.

The Board recognizes that public relations involve every person who has any connection with the library. The Board urges its members and staff to realize that he or she represents the library in every public contact. Good service supports good public relations.

Citizens' comments and complaints are referred to the Board of Trustees for action and information. If the Board received inquiries, they should inform the Director.