



Musser Public  
**Library**

# Policy Manual

Comprehensive Review and Approval- **01/17/2024**

Musser Public Library & HNI Community Center

408 East 2nd Street

Muscatine, IA 52761

563-263-3065

[www.musserpubliclibrary.org](http://www.musserpubliclibrary.org)

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## CHAPTER 1: ADMINISTRATIVE POLICIES

### 1.1 BY-LAWS, BOARD OF TRUSTEES, MUSSER PUBLIC LIBRARY

<b>07-07-77</b>	<b>Reviewed and Amended</b>
<b>11-07-79</b>	<b>Reviewed and Amended</b>
<b>10-14-81</b>	<b>Reviewed and Amended</b>
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<b>01-19-22</b>	<b>Reviewed and Approved</b>
<b>10-19-22</b>	<b>Reviewed and Amended</b>
<b>01-17-24</b>	<b>Reviewed and Amended</b>

#### I. LIBRARY BOARD

- A. The Library Board is established by the Iowa Code Section 392.5 and governed by the laws of the State of Iowa and the ordinances of the City of Muscatine.
- B. According to the requirements of Ordinance #2-2, City of Muscatine, Iowa, the Library Board of the Musser Public Library shall consist of nine members to be appointed by the Mayor with the approval of the City Council. The general powers and duties of the Musser Public Library Board are outlined in Chapter 378 of the Code of Iowa, and in Ordinance #2-2 of Code of Muscatine, Iowa.
- C. Members Emeritus – Former Board members that have served the Library Board a minimum of three terms may be granted the honor of Member Emeritus by unanimous vote of the Board.
  - 1. Such position shall be without voting privileges.
  - 2. Attendance at closed sessions is not allowed.

#### II. OFFICERS

- A. The officers of the Board shall consist of President, Vice-President, and Secretary. Their terms of office shall be for one year. Officers shall be elected at the Annual Meeting and hold office until their successors are elected and installed.
- B. Duties: The duties of all officers shall be such as by custom and law and the rules of this Board usually devolve upon such officers in accordance with their titles.
- C. President will appoint a Parliamentarian.

#### III. COMMITTEES

- A. Standing: Standing committees appointed by the President will be Budget and Finance, Library Operations, Building, and Long-Range Planning.
- B. Special: Special committees for the study and investigation of special problems may be appointed by the President; such committees to serve until the completion of the work for which they were appointed.

#### IV. MEETINGS

- A. Regular meetings shall be held monthly; date, hour, and place to be determined by the Board.
- B. The annual meeting shall be held at the time of the regular monthly meeting during the month of July at the usual place.
- C. Special meetings may be held at any time at the call of the President or Secretary or at the call of any three members of the Board, provided that notice thereof be given to all Trustees at least 24 hours in advance of the special meeting.
- D. A quorum for the transaction of business at any meeting of the Board shall consist of a majority of the confirmed Board members.
- E. In the event that a quorum is not available at the time of a regularly scheduled meeting, the President may approve the monthly bills for payment after receiving confirmation from the Secretary or Library Director that they are appropriate.
- F. The Library Director shall attend all Board meetings except those at which his/her appointment or salary is to be discussed or decided. He/she shall be fully informed by the President of decisions made during his/her absence from those meetings.
- G. All meetings of the Board are governed by the Open Meetings Law, in Chapter 21 of the Code of Iowa.
- H. Standard parliamentary practice will be followed by Trustees at Board meetings.
- I. Order of Business: The order of business at the regular meetings shall be as follows:
  - 1. CALL TO ORDER
  - 2. APPROVAL OF AGENDA
  - 3. APPROVAL OF MINUTES (Either read or previously received.)
  - 4. RATIFY BILLS FOR PAYMENT
  - 5. RECEIVE COMMUNICATION
  - 6. CITIZENS SPEAK
  - 7. STAFF LIAISON
  - 8. FRIENDS' REPORT
  - 9. DIRECTOR'S REPORT
  - 10. BOARD TRAINING
  - 11. OLD BUSINESS
  - 12. NEW BUSINESS
  - 13. ADJOURNMENT

V. LIBRARY DIRECTOR

The Library Director shall be considered the executive officer of the Board and shall have sole charge of the administration of the library under the direction and review of the Board. The Library Director shall be held responsible for the selection of library materials, for the care of the buildings and equipment, for the employment and direction of the staff, and for the efficiency of the library under the financial conditions set forth in the annual budget.

VI. AMENDMENTS TO BY-LAWS

These By-Laws may be amended at any regular meeting of the Board with a quorum present, by a majority vote of the members present, provided the amendment was stated in the call for the meeting.

VII. STANDARDS OF CONDUCT

The standards of conduct establish an obligation for every Trustee to act in good faith and in a manner believed to be in the best interest of the library. This mandate is described as follows:

This mandate governs all aspects of a Trustee's duties: the duty of care, the duty to become informed, the duty of inquiry, the duty of informed judgment, the duty of attention, the duty of loyalty, the duty of fair dealing and, finally, the broad concept of fiduciary duty. The duties of care, inquiry, becoming informed, attention and informed judgment all relate to the board of Trustee's decision-making function, whereas the duties of attention, becoming informed and inquiry relate to the board of Trustee's oversight function.

The standards of conduct distinguish between standards that apply to acting individually and standards that apply to acting as members of the Board of Trustees or one of its committees. The standards of conduct also distinguish between the duties relating to the board's decision-making functions and a Trustee's duty with respect to the board's oversight function.

Key elements of the mandate are the responsibilities of duty and care. A Trustee has the duty to become informed in connection with the Trustee's decision-making functions and the duty to devote attention in connection with the Trustee's oversight function. The Trustee has the responsibility to act with a standard of care as that which "a person in a like position would reasonably believe appropriate".

Trustees may delegate to officers or employees of the library as well as committees of the Board of Trustees. Trustees can also rely not only on professionals and experts that traditionally advise Trustees but also on others having skills that merit confidence such as private investigators or management consultants.

## VIII. STANDARDS OF LIABILITY

This section provides an outline of actions that may lead to judicial challenges of the Trustee's conduct:

- A. Lack of Good Faith - A lack of good faith is presented where a Board of Trustee's lack of actual intention to advance the library's welfare and bad faith is presented where a transaction is authorized for some purpose other than a genuine attempt to advance the library welfare or is known to constitute a violation of applicable positive law.
- B. Deficient Belief - A Trustee must make decisions s/he honestly believes are in the best interests of the library. However, if the Trustee's belief about what is in the library's best interest is so demonstrably beyond the realm of reason that it cannot be sustained (e.g., a case of library waste), the Trustee can be held accountable
- C. Lack of Information – A Trustee has the responsibility to be informed to the extent the Trustee believes is reasonably appropriate for the decision to be made.
- D. Lack of Objectivity – A Trustee must excuse himself/herself from being involved in a matter as to which the Trustee lacks objectivity because of a familial, financial, or business relationship with another person having a material interest in the decision.
- E. Lack of Independence – Trustees must make decisions without being dominated or controlled by another person having a material interest in the decision.
- F. Sustained Inattention – Trustees must devote adequate attention to the oversight of the Library.
- G. Improper Financial Benefit – A Trustee may not be the receipt of financial benefit from decisions made on behalf of the Board of Trustees.
- H. Other Breaches of Fiduciary Duty - A Trustee has the responsibility to deal fairly with the library. Although this standard is primarily for Trustee liability to the library for money damages or other money payments, it is generally intended to be exclusive.

## IX. RIGHTS OF PARTICIPATING AUDIENCE

- A. The public is invited to comment under the "Citizens Speak" portion of the meeting on any matter of public interest or concern that is not included under any item on the Library Board agenda. Citizens are allowed up to three minutes to speak.
- B. Citizens are welcome to comment on an item on the agenda and are allowed up to three minutes to speak when the item is brought forward at the meeting.
- C. When any member of the audience has a matter to bring before the Library Board, he or she shall address himself or herself to the Board President, giving his or her name and address and present the matter either verbally or in writing. If the matter is presented in writing, the petition or communication shall be filed with the Secretary for the records of the Library Board.
- D. No member of the audience shall speak more than once on any question unless every other member of the audience or Library Board has had the opportunity to speak on such subject, and in no case shall a member of the audience speak more than twice on the same question without the consent of the Library Board. The total time for speaking by any member of the audience shall be three minutes, unless the Board President extends or reduces the time as needed to ensure a timely and orderly meeting. If the time is extended or reduced for any member of the audience, the same shall apply to all other audience members who wish to speak.

- E. When two or more members of the audience rise at the same time, the Board President shall name the one to speak first. The other shall be given the opportunity to speak next.
- F. Each speaker shall promptly cease their comments and yield the floor immediately upon expiration of the time allotted by the Board President.
- G. No speaker may yield part or all of their time to another speaker, and no speaker will be credited with time requested but not used by another.
- H. The Board President may, at his or her discretion, require speakers to sign in prior to the start of a meeting in order to ensure efficient audience participation.
- I. The use of Library projection equipment to display presentation materials to the Library Board will be allowed in limited circumstances that permit Library staff to manage the use of equipment, prepare materials for display, and avoid delay or disruption of the meeting.
- J. If any member of the audience speaks or conducts himself or herself in an unbecoming manner, the Board President shall have the right to call him or her to order and he or she shall immediately thereupon be seated and shall not speak further unless he or she conducts himself or herself in an orderly manner.
- K. Members of the audience shall address all remarks to the Board President and shall not hold conversations or discussions with other members of the audience.

X. MEETING CONDUCT

A. DISORDERLY CONDUCT

- 1. No person shall disrupt the orderly conduct of a Library Board meeting. Prohibited disruptive behavior includes, but is not limited to shouting, applause, making disruptive noises, creating or participating in a physical disturbance, speaking out of turn or in violation of applicable rules, preventing or attempting to prevent others who have the floor from speaking, preventing others from observing the meeting, entering into or remaining in an area of the meeting room that is not open to the public, or approaching the Library Board table without consent.
- 2. Any message to or contact with any Board member while the Library Board is in session must be made through the Board Secretary.
- 3. The Board President, Board Members, Library Director, and Library staff shall at all times conduct themselves civilly. No person shall be permitted to shout, curse or use personally offensive language directed at other individuals. Any person called to order by the presiding officer shall immediately desist in the objectionable behavior.
- 4. While any person is addressing the meeting, who has been duly recognized by the presiding officer, no person shall hold any disruptive or distracting private conversation.

B. SERGEANT-AT-ARMS

- 1. The presiding officer is the Sergeant-at-Arms of the Board meetings unless otherwise delegated upon the request of the presiding officer or any Board member.
- 2. The Sergeant-at-Arms maintains order and decorum at the Board meetings. Physical removal, when necessary, will be undertaken by law enforcement personnel.
- 3. Law enforcement personnel, by order of the presiding officer, may remove any person from the Board chambers or meeting hall for the duration of the meeting for behavior including but not limited to:



- i. Unreasonably loud or disruptive language, noise or conduct which obstructs the work of conducting the business of the Board.
- ii. Willful injury of furnishings or the interior of the Board chambers or meeting hall.
- iii. Refusal to obey the rules of conduct, including the limitations on occupancy and seating capacity.
- iv. Refusal to obey an order of the presiding officer or an order approved by a majority of the Board present.
- v. Law enforcement personnel may, at their discretion, remove a person who is deemed a danger to others.
- vi. If a meeting is disrupted by more than one member of the audience and where a general breakdown of order has occurred or will occur, the presiding officer or a majority of the Board present may order that the Board chambers or other meeting hall be cleared.
- vii. As provided in City Code Section 6-3-11 and 6-3-13, if any person interferes, obstructs, or disturbs the assembly of the Library Board or harasses members of the Board in an attempt to prevent them from performing their duties, that person shall be guilty of a misdemeanor and is subject to penalties as set out in Section 1-2-14 of the City Code.
- viii. It shall be the duty of the Sergeant-at-Arms to enforce any written order of the Library Board or the presiding officer.
- ix. Only cell phones, pagers or other communications devices set to a non-audible alert are allowed by attendees in Board Chambers to avoid disrupting the meeting.
- x. Attendees leaving the meeting before it has been adjourned must leave in a quiet and orderly manner until outside of the building, to avoid disrupting the meeting.

## 1.2 GENERAL USAGE POLICIES FOR LIBRARY MATERIALS

**Adopted by Board Action 01/17/2024**

The Library will:

- 1. Provide library materials and equitable services for all ages, generally free of charge.
- 2. Place holds for selected materials, as requested.
- 3. Provide personal productivity technology, when possible, for those who meet age and other requirements.
- 4. Plan and present programs for entertainment, information, and instruction.
- 5. Publicize materials and programs through brochures, newsletters, and appropriate media coverage.
- 6. Provide access to materials not in our library collections, through cooperative arrangements with other libraries, networks, and systems.

## 1.3 BORROWING POLICIES

**Adopted by Board Action 01/17/2024**

- 1. Any resident of Muscatine, contracting communities, rural Muscatine County, or any community participating in Iowa's Open Access program may obtain a library card free of charge with satisfactory proof of current residence and an additional form of identification. A valid library card is required for borrowing privileges.
- 2. Library Cards are issued for three (3) years. Renewals are for (3) years and are free.
- 3. To check out library materials, patrons must present their library card, know their library barcode number, present a valid photo ID, or confirm registration information.
- 4. Each patron is held responsible for everything checked out on their card.
- 5. A library account is defined as being in "good standing" when the account has fines and fees of \$4.99 or less.
- 6. For children under the age of 14, library cards must be authorized by a parent or legal guardian with acceptable identification. Parents and legal guardians are responsible for determining when a library card should be provided to their children.
- 7. Minor children ages 14 and older may obtain a library card if they have acceptable identification.

8. Library cards are issued with the expectation that the recipient will be financially responsible for all charges they incur. In the case of minor children, the parent or legal guardian shall be held financially responsible. Borrowing privileges will be suspended in any situation where a patron is unwilling or unable to accept this responsibility.
9. The Musser Public Library will endeavor to safeguard the confidentiality of the library records of all users in keeping with the library's Patron Confidentiality Policy.

#### 1.4 TABLET COMPUTERS

##### **Adopted by Board Action 01/17/2024**

1. Musser Public Library cardholders 18 years of age and older in good standing may borrow a tablet computer for in-library use only.
2. Only one (1) tablet per cardholder may be checked out at any given time.
3. Tablets must be physically returned in person to the Service Desk by their due date/time-they cannot be put in the book drop. The cardholder must remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card.
4. Overdue fees will be charged for tablets not returned by their due date in the amount of \$10.00/day. The maximum fine is \$100.00. This maximum fine does not include any and all equipment replacement costs, which are billed separately.
5. Tablets may not be placed in any book return at any time for any reason. A fee of \$25.00, in addition to any other accumulated fees or fines, will be charged for this type of return.
6. If a tablet is not returned, the device will be deactivated, and the library will seek to recover it.
  - a. If a tablet is not returned within three (3) days, the library will begin efforts to recover the device. After 30 days, an unrecovered tablet will be referred to the Muscatine Police Department as a theft under Iowa Code 714.5.
7. The Tablet Borrowing Agreement must be completed with each checkout for acknowledging financial responsibility for lost, stolen or damaged equipment.
8. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$1360.00 for the tablet and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement tablets or accessories purchased by the cardholder. The minimum replacement cost of a tablet is \$1099.00.

#### 1.5 INTERNET HOTSPOTS

##### **Adopted by Board Action 01/17/2024**

1. Only residents of Muscatine, Muscatine County, or contract communities who are library cardholders in good standing and active at least 30 days may borrow a hotspot.
2. Only one (1) hotspot per cardholder may be checked out at any given time.
3. The cardholder must be 18 years of age or older to check out a hotspot.
4. The cardholder must present a valid photo ID and a valid Musser Public Library card number to check out a hotspot. The ID can be a Driver's License, State ID, Military ID, Student ID and/or Passport which contain the cardholder's name and an identifiable photo.
5. The cardholder must have a current, working email address and/or current phone number on file in their library record in order to check out a hotspot.
6. Hotspots are available at the Service Desk.
7. Hotspots loan periods are for up to 7 calendar days and can be renewed once if there are no current holds. Only one (1) renewal is allowed before the equipment must be returned for inspection by staff. Service Desk staff must approve renewals - via phone, email, or in-person.
8. Hotspots should be physically returned in person to the Service Desk by their due date. The cardholder should remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card.
9. Hotspots may not be placed in any book return at any time for any reason. A fee of \$10.00, in addition to any other accumulated fees or fines, will be charged for this type of return.

10. Overdue fees will be charged for hotspots not returned by their due date in the amount of \$10.00 per day. The maximum fine is \$40.00. This maximum fine does not include any and all equipment replacement costs, which are billed separately.
11. If a hotspot is not returned by the due date, the device will be deactivated, and the library will seek to recover it.
  - a. If a hotspot is not returned within three (3) days, the library will begin efforts to recover the device. After 30 days, an unrecovered hotspot will be referred to the Muscatine Police Department as a theft under Iowa Code 714.5.
12. The Hotspot Borrowing Agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen or damaged equipment.
13. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$220.00 for the hotspot and/or accessories if lost, stolen, or damaged while checked out. The library will not accept replacement hotspots or accessories purchased by the customer. The minimum replacement cost of a hotspot is \$150.00.

## 1.6 EQUIPMENT RENTAL

### **Adopted by Board Action 2/21/2024**

Library equipment may be reserved by calling (563) 263-3065 or stopping by the Service Desk. Pick up reserved items at the Service Desk on the main floor of the library. In addition to the regular checkout process, you will also need to consent to our equipment rental agreement, acknowledging your responsibilities regarding damage, theft, late return, as well as the terms and conditions for checkout.

#### 1. Equipment

Allow up to 10 minutes depending on equipment type, for library staff to check the equipment at both pick up and return in order to confirm receipt of all items included with the equipment and that the pieces are in working condition.

- a. Equipment available to the general public (72 hr max checkout-no charge):
    - i. LCD Projector #1 (not HDMI compatible) (Replacement Value: \$449.00)
    - ii. LCD Projector #2 (HDMI compatible) (Replacement Value: \$449.00)
    - iii. Meeting Owl Pro (in-house use only; 3-hour max)
    - iv. Screens (small & large)
  - b. Equipment Available to Non-Profit, Community, & For-Profit Groups. (These items may require a staff member to assist with delivery, setup, operation of equipment, tear-down, & return of items at a rate of \$25/hr for non-profit\community groups and \$50/hr for for-profit groups at the discretion of the Library Director or designee).
    - i. Large LCD Projector (Replacement Value: \$8,814.00)
    - ii. Large Movie Projector Screen (120"x192") (Replacement Value: \$2,267.00)
    - iii. Fender Sound System (Replacement Value: \$990.00)
    - iv. Performance Stage (Replacement Value: \$9,220.00)
- #### 2. Equipment Borrowing, Returns, & Payment
- a. For Non-profit, Community, & For Profit Groups:
    - i. Reservations for equipment must be made at least 1 week in advance
    - ii. Payment will be invoiced and must be paid no later than 8 weeks from the invoice date. Late payment or failure to pay will result in suspension of borrowing privileges until payment/resolution can be arranged.
    - iii. Allow up to 30 minutes depending on equipment type, for library staff to check the equipment at both pick up and return in order to confirm receipt of all items included with the equipment and that the pieces are in working condition.

### 3. Damages

Damage to, loss or theft of loaned equipment during the borrowing period is the sole responsibility of the borrower. Users should not borrow equipment for use by any other individual. Borrowers will be assessed fees for damage on an individual basis based on multiple factors that include the extent of the damage and whether the equipment is under warranty. Damage costs assessed to a user must be paid before new equipment can be borrowed again. Users found to have damaged equipment will be blocked from borrowing more equipment until the damage fees have been assessed and paid in full.

### 4. Additional Information

Equipment must be returned to the Service Desk (except for larger items which may be returned at the alley entrance after checking in with Service Desk staff). Library equipment cannot be dropped in the library bookdrop. This will ensure the equipment will be checked in properly and the borrower will not incur any penalties for not returning it.

The following violations may result in suspension of the borrower's equipment loan privileges:

- a. Returning library technology equipment through the library book drop
- b. Equipment left unattended or abandoned in or outside of the library
- c. Problems with, damage to, or the loss/theft of equipment was not reported immediately to library staff
- d. Library equipment returned 4 or more days past due
- e. Violating the equipment rental policy

## 1.7 LOAN PERIODS

### **Adopted by Board Action 01/17/2024**

For distinct reasons, including recent acquisitions, high demand or special arrangement, the library may adjust loan periods to be longer or shorter upon review and approval by a library supervisor.

1. All materials are checked out for three (3) weeks and may be renewed once for an additional three-week period. All items except tablets and hotspots renew once automatically on the last day of the original lending period. If a hold exists on the item, automatic renewal will not occur. Additional exceptions include:
  - a. DVDs, Blue-Ray discs, vinyl record albums, and video games have a seven (7) day loan period and may be renewed once for an additional one-week period.
  - b. Tablets are available for in-library use only for three (3) hours each day.
  - c. Hotspots have a seven (7) day loan period and may be renewed once for an additional one-week period.

## 1.8 HOLDS

### **Adopted by Board Action 01/17/2024**

1. Items on hold are held for seven (7) days. If hold items are not picked up during that period, they are released for use by the next person on the list. Renewals are not permitted for items with pending holds.

## 1.9 OVERDUE MATERIALS, LOST AND DAMAGED MATERIALS AND FINES

### **Adopted by Board Action 01/17/2024**

1. On January 1st, 2023, the library moved to a fine-free model on all materials. Items will still accrue fines if they are not returned by the due date. Once those items are returned in good, usable condition, the fines will be automatically removed from the account. The following exceptions apply:
  - a. Electronic equipment
    - i. Tablets
    - ii. Hotspots
    - iii. Inter-Library Loan items (on a case-by-case basis)
2. The library expects items borrowed to be returned in good condition on, or before, their due date. To ensure the prompt return of public property, the library applies overdue fines according to the Fines and Fees Schedule; however, as noted above, those fines are automatically removed upon return of the item(s) in good, usable condition.
3. If library materials are lost or damaged, the borrower must pay the replacement fee, which is in the item record.
4. Library borrowing privileges will be suspended if fines, damages, fees, or assessments for lost materials more than \$5.00 are not paid and will remain suspended until they are paid.
5. Patrons are required to bring to the library staff's attention any issues regarding inaccurate charges within three months of an item's due date to receive consideration for an adjustment.
6. The library may offer programs that allow for alternative options to payment of fines (such as a payment plan or a fine/fee alternative plan).

#### 1.10 UNPAID FEES, AND DELINQUENT MATERIALS

##### **Adopted by Board Action 01/17/2024**

The library will take action against patrons who have excessive fees, and/or who have not returned items borrowed on their cards or on their minor-aged children's cards. The library asserts its right to pursue recovery through legal measures including Section 714.5 of the Code of Iowa. This may include:

1. Referring delinquent materials to the Muscatine Police Department as stolen property;
2. Referring delinquent materials and recovery fees to a collection agency;
3. Referring fees owed for delinquent materials to the Iowa Department of Revenue.

#### 1.11 LATE AND DELINQUENT INTERLIBRARY LOAN MATERIALS

##### **Adopted by Board Action 01/17/2024**

Materials borrowed through interlibrary loan come from libraries with varying fine schedules, and borrowers returning items past their due dates are subject to fines up to \$20.00 per item.

When interlibrary loan materials are lost, the replacement charge may be billed up to \$120.00 per item (a standard ILL fee) or the actual value of the material, which may exceed \$120.00.

#### 1.12 FEE SCHEDULE (SUBJECT TO CHANGE WITHOUT NOTICE)

##### **Adopted by Board Action 01/17/2024**

1. Fines accrue at a rate of ten cents/day per item except for Equipment and reach a maximum of \$5.00 per item at the end of 50 days. (As part of the Fine-Free policy, these fines will be automatically removed from the account when the item(s) are returned except for tablets, hotspots, and Inter-Library Loans)
2. Equipment fines accrue at varying rates; please visit the Service Desk for more information.
3. Fines are charged for each calendar day, starting the first day after the day the item is due. Materials returned to the library building after closing are considered returned that day.

#### 1.13 LIBRARY PROGRAMS, PROGRAMMING, AND OUTREACH

##### **Adopted by Board Action 01/17/2024**

The Musser Public Library supports its mission to provide convenient access to information and ideas and to offer engaging activities and opportunities for personal and professional growth by presenting programs for all ages that:

- Promote the joy of reading
- Promote the love of learning
- Promote the sharing of ideas
- Provide access to information and knowledge

Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

At the discretion of the Director, speakers or authors at library sponsored programs may be allowed to sell books or other items related to their program for purchase by public attendees of the program.

The library offers programs for adults, teens/young adults, and children. Although these programs are public, the identity of individuals attending library programs is private.

Library sponsorship of a program does not necessarily constitute endorsement of the content of the program or the views expressed by participants.

The library welcomes all ideas/people in its programming; program topics, speakers, and resources are not excluded from programs because of possible controversy or popularity/unpopularity of viewpoint, though inappropriate behavior is prohibited, and audience age restrictions may apply (SEE ALSO: Age Considerations). The library provides a forum for the open exchange of ideas and viewpoints. The library can offer no guarantees about the offensiveness or inoffensiveness of program content, and those choosing to attend do so at their own individual emotional and perceptual risk.

The library utilizes library staff expertise and abilities, personal collections, and other City/County services and facilities in developing and delivering programming. The library also actively partners with other community resources, individuals, and third-party organizations for on or off-site programming.

As in the case of collection development and materials selection, the final decision on the suitability of program content and presenters/presenting organizations will be made by the library director, subject to review by the Library Board.

#### Outreach and Off-Site Programming

The Musser Public Library will provide outreach programming to groups in the library service area. This includes the City of Muscatine and Muscatine County along with contracting communities.

Outreach programming will be provided for both profit and non-profit community agencies and groups provided they have a demonstrable educational focus. Included are schools, churches, service clubs, scout troops, daycares, senior living facilities, etc. NOT included are individual private playgroups, etc.

Outreach programming will be conducted only in publicly accessible community facilities and areas such as churches, schools, parks, community centers, etc. Outreach programming will not be provided in private homes, even if numerous attendees are present and the home is in the library's service area, except in the case of services to people with disabilities or homebound.

#### Attendance and Admission Fees Prohibited

All public programs or meetings which take place at the library must be open to public participation and free; no admission or participation fees can be charged, although a fee to cover materials may be asked for library-sponsored programs. Freewill donations may be accepted by presenters and presenting organizations, but amounts cannot be suggested, nor can donating be compulsory or a requirement for attendance or participation.

#### Age Considerations

Library programs may be age restricted. Adults, teens, or children may not register for nor attend programs which are intended for a target audience above or below their chronological age without discussing the matter with library staff first. Special needs individuals attending programs must be accompanied by caregivers if one-on-one attention is required.

Adults may not attend programming designed for young audiences unless accompanied by a member of that age group, including those in the Community Room, without the express, advance permission of the library director.

Some library programs may involve the discussion or viewing of mature subject matter and the library reserves the right to designate, or allow presenters to designate, a minimum attendance age for unaccompanied minors.

#### Attendee Behavior

The library will eject or deny program attendance to anyone becoming or threatening to become disruptive to audience members or the program facilitator, and to anyone in violation of the Library Conduct Policy. Police involvement and criminal charges may be the result of egregiously disruptive actions during programs or presentations. (SEE ALSO: Library Conduct Policy)

The library will not tolerate bullying in any library space, gathering, or program and staff will do all they reasonably can to create a safe space for all library users, regardless of an individual's actual or perceived age, color, creed/denomination, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical attributes/appearance, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status.

#### Photography

Program participants should expect that photographs/video will be taken at events and used on the library's social internet sites and/or website and in library-produced publications and programming that may appear on the library's Channel 5 broadcast station. Third party presenters and programmers are expected to adhere to the strictures of the library's photography policy. (SEE ALSO: Library Photography Policy).

### **1.14 SERVICE POLICY**

#### **Adopted by Board Action 01/17/2024**

The Musser Public Library participates in the Open Access program administered by the State of Iowa. Through this program, residents of any community in the State of Iowa can get a library card at the Musser Public Library and check out materials free of charge.

However, the Musser Public Library's staff-rendered services—programming, readers' advisory, reference, etc. — are primarily intended for the residents and taxpayers of the City of Muscatine, rural Muscatine County, and contract communities. In extraordinary circumstances and as time allows, Musser Public Library staff may render services to the residents of other communities but will prioritize meeting the needs of City of Muscatine residents, rural Muscatine residents, and contract communities. Musser Public Library staff may refer out-of-town residents to appropriate agencies in their own communities or other third parties that may more effectively help them.

### **1.15 PUBLIC USE OF MEETING ROOMS**

#### **Adopted by Board Action 01/17/2024**

The Musser Public Library and HNI Community Center welcomes the use of its meeting rooms with the guidelines stated below:

1. By reserving a meeting room, groups and individuals using Library meeting rooms agree to the Meeting Policy.

2. Library meeting rooms are available free of charge for the following groups/individuals and purposes:
  - a. Educational, cultural, civic, social, political, religious, non-profit, or professional organizations.
  - b. Meetings featuring political candidates are allowed as long as they are open to the general public. Meetings held by a campaign or political party/group to plan a campaign or political activity are permissible. Also permissible are meetings held by elected officials to gather input or communicate with his/her constituents.
3. Library meeting rooms are not available to groups for:
  - a. Fundraising purposes, except for those that benefit the Musser Public Library and HNI Community Center.
  - b. Conducting regularly scheduled classes for an educational institution.
  - c. Personal or family purposes, e.g. birthday parties, family reunions, wedding receptions, etc.
  - d. Medical exams or procedures
4. Attendance is limited by the meeting room capacity.
5. No admission or attendance charge or required donation may be assessed by a non-library group using a meeting room.
6. Use of the meeting rooms does not imply the Library's endorsement of the viewpoints presented.
7. Requests must be submitted for approval and confirmation by individuals who are at least 18 years old or at the discretion of the Library Staff.
8. The person requesting use of the meeting room will be held responsible for the orderly conduct of the group and any loss or damage to the Library property or equipment.
9. Requests should be made using the Meeting Room Reservation Software on the Library's website.
10. Meeting rooms may be requested up to six months in advance of the meeting date.
11. Meeting rooms are available during public service hours from opening until 15 minutes before closing, or at the discretion of the Library Director. Groups refusing to vacate the room 15 minutes before closing will not be allowed to reserve again for six months.
12. The Library reserves the right to cancel or change any meeting if circumstances at the Library so demand. If the Library must close due to an emergency situation or inclement weather, all meetings scheduled during the closure will be canceled.
13. The room reservation will be canceled and made available to others if the person/group does not check in within 15 minutes of the reservation start time.
14. Except as a designation of location, the name and contact information of the Library may not be used in any publicity for a meeting.
15. Groups will not be permitted to post signs or distribute materials on Library property without the approval of the Person in Charge (PIC). Unauthorized materials will be removed.
16. The Library/Channel 5 will not film any events in the Library, on Library property, or at any other locations, other than for Library sponsored/co-sponsored events and City & County events without the prior approval of the Library Board.
17. Covered drinks and pre-packaged/wrapped snacks for individual consumption are allowed in the Quiet Study and Meeting Rooms. Hot food/catering or fast-food takeout meals are only allowed in Rooms #017 and #301. The group serving them will be responsible for any cleanup following the meeting.
18. Some rooms have technology available (see amenities in the MeetingRoom Reservation Software). The Library does not provide anyone to operate the technology and attendees are expected to plan for a time before the event to become familiar with the necessary equipment.
19. Table and chair setup is generally available depending on current staffing levels for the large program room (#301). Seating arrangement requests must be made with Library staff no later than one week prior to the scheduled meeting.
20. Alcoholic beverages of any type are not allowed on the Library's premises at any time except at Library specific fundraising events and with the express approval of the Library Board.
21. Accidents must be reported immediately to the staff member in charge.
22. Study rooms are also available for small group work or quiet individual study.



23. The Library reserves the right to withdraw permission for meeting room use when conditions warrant and to stop meetings which interfere with the normal operation of the Library.

## 1.16 EXHIBITS AND DISPLAYS

Adopted by Board Action **01/17/2024**

It is the policy of the Musser Public Library that display spaces in library locations, including but not limited to enclosed display cabinets, bulletin boards, and pamphlet racks are solely under the care and control of library staff. Where appropriate, such displays or exhibits may reflect various viewpoints on a given subject. Groups, organizations, and individuals may be solicited to display materials.

As in the case of collection development and materials selection, the final decision on the suitability of displayed material and exhibits will be made by the library director, subject to review by the Library Board.

Exhibits and displays for library events will always and necessarily take precedence over exhibits and displays by outside groups and/or for non-library events.

As the display spaces are in public areas of the library building and accessible and viewable by patrons of all ages, materials or exhibits must be such that they would be considered suitable for viewing by a general audience congruent with the standards of the community served by the library. Commercial advertisements for products, businesses, or services will not be displayed unless in the capacity of a sponsor of a library event or exhibit.

Selection criteria for items to be displayed:

1. Items should be neat, legible, and pertinent to cultural or educational matters.
2. Items should be informational in nature and should not seek to persuade individuals to a particular belief, opinion, or candidate.
3. Items should include all relevant information and should be of a reasonable size and format as determined by the library staff.
4. Items from local organizations with limited opportunities for promotion should be given priority over items from larger organizations with greater promotional resources.
5. Items regarding the sale, advertising, solicitation, or promotion of products, services and/or personal items are not displayed. (Exceptions may be made for Library and City and County of Muscatine activities, and for informational publications inserted into the pamphlet racks that contain advertising.)

### DISPLAY CABINET

Groups, organizations, and individuals may request to use the display cabinet located at the top of the landing at the East 3rd floor staircase subject to review by the Library Director. Those leaving materials for display understand and agree that the library will be held harmless in case of theft or loss or damage to materials left in any display space.

### BULLETIN BOARD AND PAMPHLET RACKS

The library utilizes bulletin boards and pamphlet racks to publicize Library and City and County of Muscatine events, activities, and programs. The library selects additional information for display when space permits.

1. Library staff review all materials submitted for display and shall have final determination as to questions of posting. Items selected are posted by library staff and displayed as time and space allows.
2. Materials submitted to the library for display become the property of the library. Disposition of the materials is determined by library staff.
3. Materials posted on the bulletin board and/or inserted into the pamphlet display racks without approval may be discarded.
4. Posting of a notice on a bulletin board or placement of materials in a pamphlet rack does not imply endorsement by the Library staff, by the Library Board, or by the City of Muscatine.

Groups, organizations, and individuals may request to have items displayed in the lobby pamphlet racks or bulletin board subject to review by staff and administration.

### 1.17 LIBRARY HOLIDAY CLOSINGS

**Adopted by Board Action 01/17/2024**

The holiday schedule for the following year is presented annually for consideration and approval of the Library Board, no later than the November board meeting. For a detailed listing of the current year's holiday closings, please refer to the library's website.

NOTE: If a holiday listed below falls on a Saturday or Sunday, the library will close in observance either the day before in the case of a Saturday or the day after in the case of a Sunday. If New Year's Eve falls on a weekday, the Library will close at 3PM.

NEW YEARS DAY:	CLOSED
EASTER:	CLOSED EASTER SUNDAY
MEMORIAL DAY:	CLOSED MONDAY AND THE PRECEDING SUNDAY
JULY 4TH:	CLOSED
LABOR DAY:	CLOSED MONDAY AND THE PRECEDING SUNDAY
THANKSGIVING:	CLOSED
FRIDAY AFTER THANKSGIVING:	CLOSED
CHRISTMAS EVE:	CLOSED
CHRISTMAS DAY:	CLOSED
NEW YEAR'S EVE:	CLOSED

### 1.18 HOURS OF SERVICE

**Adopted by Board Action 01/17/2024**

1. Monday-Thursday:	10AM-9PM
Friday:	10AM-6PM
Saturday:	10AM-2PM
Sunday:	12PM-4PM

### 1.19 NO SMOKING OR OTHER TOBACCO USE ALLOWED

**Adopted by Board Action 01/17/2024**

Smoking, vaping, and the use of smokeless tobacco and e-cigarettes are not permitted inside the library or on library grounds in accordance with Iowa Code Chapter 142D.

### 1.20 LOST AND FOUND

**Adopted by Board Action 01/17/2024**

The Musser Public Library is not responsible for personal items left in the building or on the grounds. Staff will make reasonable attempts to contact the owners of lost items left in the library or on the ground so that owners may prove ownership and reclaim the items.

Items are retained for no more than 30 days and will be disposed of at the discretion of staff; this may include disposal, donation, or sale of the item through the City Surplus Auction website.

Any item with significant value, including personal identification or phones, will be given to the Auditor's Office, which serves as the county lost and found, at the end of the 30 day holding period.

### 1.21 PATRON CONFIDENTIALITY

**Adopted by Board Action 01/17/2024**

The knowledge of what a patron has legally borrowed from or used at the library is confidential. Privacy of patrons who use the library and its materials responsibly will not be compromised without due process of law.

1. Parents of minor children should understand that by allowing their children either to have library cards and/or to use the library without parental supervision they are restricting their own ability to supervise their children's access to library resources.
2. Patrons who fail to return borrowed materials on time or who have incurred charges should understand that the library is obligated to pursue the recovery of those materials, charges, and the process of recovery can include releasing information to an individual who is legally responsible for the patron, to a materials collections agency, and to appropriate legal and/or law enforcement authorities who are assisting in the recovery.
3. Patron histories of items overdue, lost, damaged, and charges paid are retained to identify patterns of irresponsible library use and to reimburse patrons for items that were lost and subsequently found. Histories are not kept on items borrowed and returned on time and in good condition, unless and only if the patron chooses to enable their reading list history via their library account through the online public access catalog.
4. The Library Director is the lawful custodian of the library's circulation records. The lawful custodian will only release confidential information upon receipt of a court order indicating a cogent and compelling connection between the information requested and the case under investigation. If the Library Director is not available and the need for the information is imminent, the request for confidential information should be directed to the Assistant Director or the Head of Circulation who may release the information requested by the court order with the permission of an officer of the Library Board (Chair or Vice-Chair).
5. The library shall follow the State of Iowa Code Chapter 22 on Examination of Public Records informs the library's policy on confidentiality.

#### STAFF GUIDELINES ON PATRON PRIVACY

1. Iowa Code Section 22 1(3) states that information stored in a medium belonging to the City is a public record. However, Iowa Code Section 22.7(13) makes confidential, "The records of a library which, by themselves, or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library" which cannot be released except by a court order.
2. Library staff members are expected to utilize personal judgment and good customer service skills to assist patrons as fully as possible without compromising patron privacy. Every effort will be made to protect patron confidentiality in electronic, phone and in person communications.
3. If the person who borrowed the materials is requesting the information, library staff can tell them what they have checked out, what is overdue, and what is on hold. Staff may make renewals, place holds, answer questions concerning fines and charges, and carry out other circulation functions as needed.
4. If the person is renewing materials borrowed by someone else, library staff can renew the materials if the person can supply his or her name, can provide the name or barcode of the borrower, and can describe the nature of the materials borrowed (e.g. the title, author, subject, and/or barcode number). If the user is unable to supply this information, staff should request that the borrower contact the library.
5. If the person is requesting information concerning overdue items, missing/lost items, or charges that are on another patron's card, staff should determine if the person is legally responsible for this patron. For example, parents and guardians are legally responsible for their minor children. Adults with special needs may also have people who are legally responsible for them. Teachers, baby-sitters, nannies, day-care providers, and other non-legal guardians are not legally responsible for the materials checked out to (i.e. the child's card) the children in their care.
  - a. If the person is not legally responsible for the patron, the patron will be notified that the information requested is protected by state law.
  - b. If the person is legally responsible for the patron and is able to describe the nature (e.g., the title, author, subject, and/or barcode number) of the items borrowed, library staff can confirm overdue status of those specific items.

- c. If the person is legally responsible for a patron with materials overdue or charges unpaid for over 30 days, library staff is authorized to provide information relevant to the recovery of those specific materials and charges.
  - d. If the status of the individual seeking this information cannot be determined, library staff should offer to mail or email a report directly to the patron who borrowed the items.
6. The library encourages patrons to place items currently unavailable on hold. When these items become available, an automated system will contact the patron (via phone, email, or text) and inform him or her that the item is being held for his or her use. The library will allow materials to be borrowed by a member of the immediate family as a convenience through the use of Associated Patron accounts (please see the Service Desk for more information on this feature).
7. The library provides a book delivery service to individuals who are homebound with limited access to the facility. This service is handled by staff and by volunteers. The library expects the staff and volunteers involved to refrain from releasing any information about materials delivered to these individuals for their use.
8. The library provides reference and readers' advisory services to the public. Library Staff are expected to keep private all requests for information and for materials.
9. The library offers programs for adults and children. Although these programs are public, the identity of individuals attending library programs is private.
10. If library staff suspects or becomes aware that specific individuals have utilized library resources for criminal purposes, the staff member should inform law enforcement officials and the lawful custodian of library records of the situation. Library staff should explain the circumstances to law enforcement officials but should not reveal the patron's identity until a court order requesting that information has been received.
11. Any request not addressed by these guidelines should be referred to the Library Director or the Assistant Director.

## 1.22 LIBRARY PHOTOGRAPHY

### **Adopted by Board Action 01/17/2024**

Those attending events and the parents/guardians of those attending events at the Musser Public Library do so with the understanding that event proceedings may be captured via photograph, film, or video and that any and all attendees may be photographed, filmed, or video recorded and their likenesses used by the library in editorial or promotional materials in perpetuity without approval from or payment to photographed parties.

Event attendees or parents/guardians of attendees wishing to avoid being photographed or recorded can make their wishes known verbally or in writing before the start of the event to staff present and staff will make every effort to respect the attendees' wishes up to and including:

- Positioning of cameras and photographers and/or
- Positioning of attendees

So as best to avoid capturing likenesses of those requesting accommodation.

## 1.23 SURVEILLANCE CAMERA & COLLECTED VIDEO FOOTAGE

### **Adopted by Board Action 01/17/2024**

1. Areas of the Musser Public Library building, and property are under constant video camera surveillance. Images may be collected that allow an individual to be identified. The use of video surveillance is for the purposes of controlling theft, ensuring the safety of library users and staff, and facilitating the identification of individuals who behave in a disruptive, unsafe, or violent manner, cause damage to library property or otherwise act in conflict with the library's Conduct Policy.
2. Information obtained through video monitoring will chiefly be used for security and law enforcement purposes and shall be confidential information under Iowa Code Section 22.7(50) unless such confidentiality is waived by the Director. The Director may authorize the review or release of video monitoring recordings for other legitimate purposes, however, including the protection of the library and the City of Muscatine from lawsuits.

3. Only the director and his/her designee will have access to archived video material in pursuit of incidents of criminal activity or violation of the library's Conduct Policy.
4. The Musser Public Library will not release video footage to an outside party for any reason other than to enhance criminal justice efforts unless under dictum of a binding court document, which the library will submit to the City Attorney for review prior to releasing video data.
5. In keeping with the library's Patron Confidentiality Policy, the library will make every effort to protect the confidentiality of library patrons in the event that footage must be shared, up to and including releasing only still frames of footage if possible and obscuring the facial and bodily features of individuals not under suspicion or investigation.
6. The Musser Public Library may use surveillance camera footage for non-security purposes, including space usage and foot traffic studies of library buildings and facilities, but will make every effort necessary to guarantee the privacy of recorded patrons is respected, up to and including obscuring recognizable patron facial and bodily features.

## 1.24 PATRON COMPLAINTS

### **Adopted by Board Action 01/17/2024**

The Library Board and Staff of the Musser Public Library are committed to providing quality service to our patrons. In the event a patron believes our service has fallen short of expected standards or established policies, the patron should first respectfully discuss the complaint and seek resolution with the staff member on duty at the department desk or service area in which the complaint arose. If the matter cannot be resolved through informal discussion, the following procedures will apply:

#### Step 1

The patron should submit in writing their complaint and request a meeting with the appropriate department head to discuss the matter. If, after discussion at that level, there is a mutually satisfactory resolution, the resolution will be implemented and recorded on the Incident/Complaint Form. If no resolution is found, the patron's complaint and the department head's response will be forwarded in writing to the Library Director for review. The Library Director will then schedule a meeting with the patron.

#### Step 2

At the scheduled review meeting, the Library Director and patron will work towards a resolution of the original complaint. If both parties have come to a resolution, the resolution will be implemented and recorded on the Incident/Complaint Form. If, after meeting with the Library Director, no resolution is found, the written complaint and the Library Director's response will be forwarded to the Library Board for consideration on the agenda of their next meeting to which the patron will be invited.

#### Step 3

At the next agreed upon board meeting, time will be set aside to hear the complaint either during the Communications-Citizens period at the beginning of the meeting or, if the complaint involves Library personnel, during a Closed Session in accordance with the Iowa Open Meetings Law. The Board will seek to make a decision at that meeting but may table further discussion to the next regular meeting at which time a decision will be reached. In either case, the Library Board Response will be submitted to the patron in writing on Musser Public Library letterhead. The Library Board decision will be final.

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## CHAPTER 2: PERSONNEL POLICIES

**Adopted by Board Action 01/17/2024**

### 2.1 USE OF CITY OF MUSCATINE EMPLOYEE HANDBOOK

The Library Board adopts the provisions of the City of Muscatine Employee Handbook, with those exceptions or differences noted in this policy. The City's policies will be utilized where no library policy exists or if greater detail is necessary.

The following text supersedes the City of Muscatine Employee Handbook for library employees, in those sections noted below:

### 2.2 PROGRESSIVE DISCIPLINE

All employees of the Musser Public Library are at-will employees. Discipline will be administered for infractions by the employee of City policies, regulations, management goals, and other guidelines as set forth by the City, and it is the policy of the City that discipline shall be administered in a firm and fair manner.

An employee is subject to the following disciplinary steps for violation of policies, regulations, and management goals:

1. Verbal warning
2. 1st written warning
3. 2nd written warning with the possibility of immediate dismissal

Any disciplinary action resulting in suspension, paid or unpaid, is at the sole discretion of the Library Director. The Board reserves the right to terminate any employee for any reason it deems appropriate.

### 2.3 APPROPRIATE ATTIRE

As representatives of the Musser Public Library and the City of Muscatine, library staff are expected to always err on the side of neat and professional appearance. However, due to the public-facing and often physically active nature of library work, library employees can take a somewhat more relaxed approach to dress code than some employees of the City. Library staff should adhere to the City's Dress Code/Uniform Policy in the City's Employee Handbook. (NOTE: The asterisk denotes clothing options supervisors and administrators should always avoid unless taking part in a special project or activity.)

Some Variations Allowed for Library Staff Include:

1. Shorts\*
  - a. Shorts must be of sufficient length that, when the wearer is standing and the waistband is at the navel, the hem is no higher than one hand's width above the upper edge of the knee cap.
  - b. Shorts should have a clean and pressed appearance.
  - c. Shorts should be hemmed and cut-offs should not be worn; blue jean or denim shorts should not be worn.
2. T-Shirts
  - a. Staff may wear T-shirts reflecting their team loyalties (if any) with neat, unfaded, untorn jeans on all Fridays of the year. Employees who are students may wear t-shirts reflecting the school/university they attend.
  - b. Except for "relaxed casual" Fridays, T-shirts worn to work at the library should be solid colored or tastefully patterned, without slogans, sayings or advertisements unless those slogans, sayings, or advertisements are positively related to libraries, reading, literacy, or a program happening at the library (including the summer reading program). Example: wearing a tie-dyed t-shirt to work to advertise for a teen tie-dying program is acceptable. Likewise wearing a "Dr. Who" shirt for a Dr. Who party, "Harry Potter" shirt for Harry Potter Day, etc.
  - c. If a t-shirt of the sort described above is worn to work on a non-Friday, it should not be worn with shorts.

- d. Tank tops are not acceptable attire for work unless covered by a shirt, blazer, or other cover up.
- 3. Open-Toed Shoes and Sandals
  - a. Staff should consider the hazards of the library environment when choosing footwear.
- 4. Skirts
  - a. A skirt's hem should hang no higher than one hand width length above the knee when standing at rest.
- 5. Denim Pants and Jeans
  - a. Tidy, unfaded blue jeans and denim pants of any color can be considered business casual-acceptable for library staff. Torn or ripped jeans are not acceptable workplace attire for the library.
- 6. Miscellaneous
  - a. In any question of length, appearance, etc., the other specific points of this policy should be observed.

#### 2.4 COMPENSATORY TIME FOR ADDITIONAL TIME WORKED

All staff who work over 40 hours per week on any given week receive compensatory time off equal to 1.5 hours for every hour worked over 40 hours. Compensatory time must be approved by the department head (subject to the Director's approval) prior to the shift on which they will accrue the compensatory time.

Salaried employees are "exempt" from the FLSA overtime regulations and, therefore, not entitled to overtime pay. Salaried employees are expected to be at work at least 40 hours per week.

#### 2.5 WORK BREAKS

Non-exempt employees scheduled to work four, but less than 6 hours will be entitled to one paid 15-minute break. Non-exempt employees scheduled to work six, but less than 8 hours will be entitled to two paid 15-minute breaks. Non-exempt employees scheduled to work 8 hours will be entitled to two paid 15-minute breaks and one 30-minute unpaid break. Supervisors have the responsibility and discretion for determining when and where their employees take breaks. Non-exempt employees who take breaks on City Property are on call during break and are therefore paid.

#### 2.6 INCLEMENT WEATHER

The Library Director (or designee) may close the library due to weather conditions, power failure, failure of heating/cooling equipment or other circumstances which makes travel to or working safely in the library building impossible. Staff scheduled to work during the affected hours of such closing will be paid for those hours as long as the library opens to the public that day. If the library closes early, those staff currently working will be paid for their allotted shift that day. In the event that the library closes before any staff arrive, staff will need to take vacation or work their hours from the closure on another day of the same week or during the week immediately following the closure, in order to reach their weekly allotment.

In the event of such a closing, announcements will be made on the television, on social media, on digital signage on the library website, and signs will be posted at the library near the entrances, if possible.

When the Library is closed due to inclement weather, no library staff or patrons shall remain in the building or on the Library premises for the duration of the closure unless they have received prior approval from the Library Director or designee.

#### 2.7 WORK SCHEDULE

All Library Staff are expected to work on-site for their daily schedule, unless they are attending an event that is not on the Library campus.

Any requests to work from home will be considered on a case by case basis by the Library Director and will only be temporary (never permanent) depending on the circumstances.

## CHAPTER 3: COLLECTION DEVELOPMENT POLICY

**Adopted by Board Action 01/17/2024**

### 3.1 EXTENT OF COLLECTION POLICY

This Policy applies to all library materials collected by the Musser Public Library, including items received as donations and items purchased with private funds.

### 3.2 GENERAL PRINCIPLES FOR SELECTION

The Library Director is responsible for the selection of materials which conform to the Collection Development Policy. Library staff members are involved in the selection process under the Director's supervision. The Library contracts with Library Systems & Services, LLC (LS&S), for assistance with selection of materials. Other interested persons are encouraged to make suggestions and recommendations.

In general, items selected should be useful to the community, and should be representative of the best materials available. The following general criteria should be considered during the selection process:

- Effective presentation of ideas and/or information
- Respected Authorship
- Accessible format
- Quality of construction
- Permanent value
- Public appeal or community interest
- Relationship to materials already in the collection and balance of viewpoint
- Availability of the same or similar materials in the local area
- Intended audience
- Price

The Library collection taken as a whole will be an unbiased and diverse source of information, representing as many viewpoints as possible. Subjects will be covered in sufficient depth and breadth to meet anticipated and expressed individual and community needs.

Each item should be evaluated according to its merit. Items will not be excluded because of the race, religion, or political views of the author. Items will not be excluded due to a judgment based on individual passages or images taken out of context. When possible, favorable reviews will be sought in review journals and in the literature of the library and publishing world prior to acquisition.

The library makes no attempt to assume the rightful role of parents in monitoring, controlling, or curtailing the reading, listening, or viewing behavior of their children. Parents should be interested and involved in their children's utilization of library materials. The library does not assume responsibility for the possible misuse of information found in the collections by young readers. Children have access to the entire collection.

The Musser Public Library supports both "The Freedom to Read" statement by the American Library Association and the Association of American Publishers (Appendix A), and the American Library Association's "Library Bill of Rights" (Appendix B).

The library does not acquire resources intended for curricular use, such as textbooks, professional journals and esoteric databases, unless those resources will also be beneficial to the community. Such resources may be added if the information is unavailable in other forms.

### 3.3 JUVENILE BOOKS

To encourage life-long reading habits, the children's collection provides materials in a variety of formats to satisfy and stimulate the informational, educational, cultural, and recreational needs of the children of the Musser Public Library, from infancy through grade six. The materials are selected regarding the stages of emotional and intellectual maturity of children. The collection also provides adults with materials that



relate to the well-being of children, enrich preschool and school curriculums, and aid in the study of children's literature. Juvenile materials are presented in a variety of different formats:

- Board books are developed in a sturdy format to meet the needs of infants and toddlers
- Picture books are intended for all ages, particularly for those aged 3 to 8, to foster an enjoyment and appreciation of reading
- Easy Readers serve the needs and interests of beginning readers and are categorized based on word count and vocabulary
- Juvenile Books - Fiction and Nonfiction - are intended to serve children from third grade through sixth grade and are selected based on reading and comprehension level, illustrations, accuracy, type, and format

### 3.4 YOUNG ADULT BOOKS

These materials are intended to serve patrons between the ages of 12 and 18 (junior high and high school age). Young Adult books should interest and encourage young readers, increasing their sense of enjoyment in reading. Special attention is given to materials of particular interest to this group, including teenage stories of adolescence and growing to maturity.

### 3.5 FICTION - GENERAL

The fiction collections are intended to meet the needs and interests of readers with widely differing tastes, interests, and reading levels. If a book meets other criteria listed in this policy, it may be included in the collections even though the author has felt it necessary to use strong language or frank detail in accomplishing their purpose.

### 3.6 NONFICTION - GENERAL

The library aims to acquire materials which provide a core of basic knowledge. In addition, the library selects, makes accessible, and promotes the use of materials which:

- Address contemporary issues
- Provide self-help information
- Facilitate continuing education
- Enhance job-related knowledge and skills
- Increase knowledge of affairs of the community, the country, and the world
- Support business, cultural, recreational, and civic interests in the community
- Present different viewpoints on issues
- Nourish intellectual, aesthetic, creative, and spiritual growth

### 3.7 FOREIGN LANGUAGE MATERIALS

Foreign language collections will be considered when community needs are evident. Selection of foreign language materials will be overseen by library staff who have a working knowledge of the languages being collected, and/or in conjunction and cooperation with community partners and/or vendors (LS&S) who are fluent in the language. The library will endeavor to develop foreign language collections in relation to apparent public interest, community population size/need and materials availability. The library provides bilingual dictionaries and instructional materials on major languages.

### 3.8 PERIODICALS

The library's newspaper and magazine collection, both print and electronic, provides current information aimed at meeting the research and recreational reading needs of the community. The collection also contains periodicals that serve the professional reading and materials review needs of the library staff. Periodicals supplement the book collection by providing up-to-date information, covering current topics not yet available in books, and presenting a less in-depth treatment of a subject than is usually found in books.

### 3.9 NON-PRINT - EDUCATIONAL KITS

Educational kits can include books, DVDs, music CDs, educational games and toys, and STEM (Science, Technology, Engineering, and Mathematics) activities designed to educate children on various subjects. Educational kits are secured in durable containers that allow for easy transportation to educational settings. Guidelines for selection include storage capability, lasting value of contents, and popular interest.

### 3.10 NON-PRINT - MEDIA

The library purchases a diversified collection of visual and sound media. This collection consists mainly of informational, how-to, and popular entertainment titles for all ages. Most movie titles purchased are box office hits and most music titles purchased are for the general collection. Most of the titles purchased do not include public performance rights. Videos produced specifically for instructional use in the classroom are not purchased. Visual and sound media review and selection decisions are based primarily on the same criteria used for print purchases. The library normally does not purchase edited versions of recordings and movies. Additionally, the library purchases visual and sound media in the predominant format.

### 3.11 NON-PRINT - SOUND RECORDINGS/SPOKEN WORD

The library selects, acquires and maintains a diversified collection of sound recordings. Review and selection decisions are based on the same criteria used for print purchases. The library tries, when possible, to buy unabridged versions of sound recordings for Adult, Youth, and Juvenile collections.

### 3.12 NON-PRINT - INTERNET INFORMATION RESOURCES

The Internet is an unregulated global computer network. The Musser Public Library provides public access to the Internet in order to augment the community's educational resources. The Musser Public Library cannot guarantee the accuracy and/or authenticity of information discovered through this resource. Patrons who find information or subject matter that is erroneous, out of date, illegal, offensive, and/or controversial should contact the original producer or distributor of that work directly. Library users of the Internet should be aware of the following:

- The Musser Public Library holds the position that only parents and legal guardians have the right - and the responsibility - to monitor and control their own minor children's access to the Internet and to information obtained from the Internet.
- The Musser Public Library cannot guarantee confidentiality over the Internet. Patrons entering personal information (credit card numbers, social security numbers, etc.) do so at their own risk.
- The Musser Public Library complies with the United States Copyright Law, and all other federal state and local laws relating to the use of the Internet and other electronic media.
- The Musser Public Library is not responsible for work or information lost due to computer or system malfunction.

### 3.13 NON-PRINT - ONLINE RESOURCES

The Library acquires access to some materials in digitized formats. These formats include databases and downloadable or streaming text, audio or print resources. These resources will be acquired to complement or enhance the library materials that have historically been provided in physical formats. Acquisition may be by licensing, rather than outright purchase.

Factors to be considered in evaluating and selecting digitized resources include:

- Patron demand, including preferred formats
- Available format(s), with a preference for fully online (no local storage) resources
- Value
- Accessibility, including digital rights management
- Ease of use
- Availability of equivalent resources
- Accuracy, authority, and uniqueness of content
- Frequency of updates
- Training requirements for any new formats for staff and patrons

### 3.14 NEW FORMS OF MEDIA

Occasionally new forms of media are introduced into the marketplace. New media formats are studied carefully to assess their suitability for public use, and sufficient time is often needed to properly determine whether they will receive lasting and wide-spread public acceptance before collections of such new forms of media are added to the library. Among the criteria used to evaluate the appropriateness of any new media are:

- Market penetration of the media format compared to existing and competing media formats
- Expense of any required playback equipment
- Complexity of use
- Cost per use
- Copyright and digital rights management licenses

### 3.15 SELF-PUBLISHED WORKS

The library enthusiastically embraces the reading and written literacy and creative endeavors of its patrons; to have a self-published work considered for selection, please submit a request in writing to the Library Director.

### 3.16 LABELING AND RESTRICTIVE SHELVES

Library materials are not marked or identified to indicate approval or disapproval of their content or suitability for any specialized audience demographic. Parents and legal guardians are responsible for supervising the reading of their children. Selection of materials for the adult collections will not be restricted by the possibility that children may obtain materials that are considered inappropriate by their parents or guardians. No items are placed on restricted shelves with the intent of limiting access to the contents. Controlled or restricted access to certain items may occur when it is apparent to the Director or Board that such a step is necessary to preserve items from physical damage or theft.

### 3.17 OBJECTIONS TO SELECTED MATERIALS

Once an item has been selected, it will not be removed from the collection at the request of persons or groups who object to it unless it is in violation of the principles set forth in this policy statement. Patrons who wish to object to materials in the library's collections should discuss their concern with the Library Director. Patrons who wish to have an item reconsidered may do so by completing a Request for Reconsideration of Library Materials form. The library welcomes such interest in its collections and assures patrons that all formal requests for reconsideration will be given serious attention. When completed, Request for Reconsideration of Library Materials forms are referred to the Director, who will review - with the subject area selector (where applicable) - the request and the item in question, and who will respond to the complainant. After receiving the Director's response, the complainant may present the matter to the Library Board for further consideration. Challenged materials will not be removed from the public shelves while awaiting resolution of a request for reconsideration.

The Library Director and/or Library Board will only consider objections to library materials which come from residents of the City of Muscatine, rural Muscatine County, and contract communities. An individual item in the collection will be reviewed for any given reason or set of grounds only once per calendar year. Library Director/Board decisions regarding objections or challenges will be kept on file for public review for that duration. In the case of a patron challenging or objecting to multiple items at once, the challenges will be reviewed based upon the availability of the Library Director, Library Board members, and staff or stakeholders comprising any review committees deemed necessary.

### 3.18 THEFT AND MUTILATION

The library will make a reasonable attempt to replace stolen or mutilated items which are necessary for maintaining a well-rounded collection. (Please see the section of this policy titled, "Borrowing Policies" for more on how the library will attempt to recover delinquent materials.)

### 3.19 WEEDING

A continuous weeding program represents a conscientious effort to keep collections well balanced, up-to-date, and suited to the current needs and interests of the community. Weeding should be thorough and consistent. Materials are weeded when they are no longer in usable physical condition; or when they are no longer used, as indicated by patron demand; or when they are out of date.

### 3.20 BOOK SALE

Proceeds from the sale of discarded library materials may be remitted directly to the Musser Public Library and may be used by the Musser Public Library for the purchase of books and other library materials or equipment, or for the provision of library services.

### 3.21 ITEMS DONATED TO THE LIBRARY

Donated materials must be in excellent condition and meet specific criteria to be accepted by the library. Potential donations must be delivered to the Service Desk on Level 1 in a limited quantity as noted below. Musser Public Library reserves the right to check all donations prior to acceptance for compatibility with the existent collection development policy. If accepted, materials may be added to the library's collection, placed on the Book Sale Shelves or offered to other agencies. The library will not attempt to appraise or assign a valuation to any donated item.

Item unacceptable for donation (subject to staff discretion)

- Encyclopedias and textbooks
- Items containing outdated information
- Items in poor or non-working physical condition, for example: broken spine, moldy, scratched, water damaged, mildewed, missing or yellowed pages, etc.

Donations must fit in two (2) standard paper grocery bags (12"x7"x17") or two boxes of the sort in which reams of paper are purchased (11"x18"x7.5").

The library reserves the right to reject any donation outright and/or recycle donations for any reason.

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## CHAPTER 4: EXPENDITURES AND FINANCE POLICY

**Adopted by Board Action 01/17/2024**

### 4.1 GUIDELINES

This policy pertains to all Musser Public Library expenditures and finances.

All budget and accounting procedures, personnel policies, purchasing procedures, and public improvement procedures established by the City Council shall be adhered to by the Board per City of Muscatine Code 2-5-6-J.

Quantities purchased are determined through an examination of factors such as the number of units to be used, the period of use, storage costs, space available, acquisition price, discounts, shipping time, availability of maintenance or replacement parts, and the present and expected availability of an item.

No staff or trustee shall have a personal financial interest in any purchase made for the library.

The procedures employed for acquiring materials for the library's collections differ considerably from those used to select commodities and services. These materials include books, periodicals, audio and video recordings, digital formats, and other items purchased for addition to the library's circulating and non-circulating collections. These purchases are made according to the selection criteria provided in the Library's Collection Development Policy

### 4.2 AUTHORITY

The Library Board shall authorize the expenditures of all monies allocated for Library purposes by the Council; and of the expenditure of all monies available by gift or otherwise for the erection of Library buildings per City of Muscatine Code 2-5-6-H.

The Library Board delegates to the Library Director the responsibility to manage the General Fund operating budget to meet the goals and priorities of the library. The Library Board also delegates to the Library Director signatory authority for renewing routine annual service contracts with the State Library of Iowa. The Board President shall sign for the renewal of contract communities.

Purchases and expenditures over \$5,000.00 from budget lines and other sources (e.g., Trust & Computer Rollover funds) other than *Library Books & Materials*, are approved by the Library Board on a project-by-project basis.

The Library Director will supervise the selection of vendors including the negotiation and monitoring of all purchase agreements. All requests for payment must have the approval of the Library Director. Disbursements are reviewed and given formal approval by the Board monthly.

The Library Director assigns staff routine purchasing duties for supplies, equipment, and services. The Library Director delegates responsibility for selection of library materials to assigned personnel and contracting selectors, with each individual having authority to select materials in assigned formats and/or subject areas. Materials account allocations are determined annually by the Library Director for each assigned format and area.

### 4.3 PROCEDURES

Acquisition procedures will differ according to the size and complexity of the anticipated expenditure. The City of Muscatine's policies should be used as a resource to ensure that all relevant concerns are addressed. Staff will, in every case, seek to be efficient when ordering or purchasing. In all cases, payments must be made after the receipt of an original invoice.

#### A. CHOICE OF VENDORS AND/OR CONTRACTORS

Vendors and/or Contractors will be chosen on the basis of reliability, reputation, past performance with the Library or the City, relevant bidding contracts, price quoted, and additional services

offered. The City of Muscatine's bidding process will be used to award the company selected in accordance with the criteria established prior to the bidding date, whose proposal for goods or services and qualifications are judged by the library to comply most fully with all its requirements. The Musser Public Library reserves the right to reject, for any reason it deems sufficient, any and all proposals.

**B. CREDIT CARDS**

Staff authorized to use the Library credit card may do so, on a case-by-case basis with prior verbal approval from the Library Director. In order to be authorized, staff must fill out a City credit card use request form and receive signed consent from the Library Director. The Library credit card is to be used in accordance with the established City of Muscatine policies and procedures. All purchases made with this card must be fully documented and reconciled with the City monthly.

**C. PROCESSING AND PAYMENT**

Each month's bills will be signed by the Library Director and submitted to the City's Finance Department for routine processing. Prior to the monthly Board Meeting the Board President and Vice-President will sign off on the most recent sets of bills that have been submitted for payment to the City's Finance Department.

**4.4 LIBRARY TRUST ACCOUNTS**

The Musser Public Library's trust account was established by the Library Board and the City of Muscatine for the purpose of accepting donations and grants to be used on the library's behalf. The Library Board supervises the trust account and authorizes funds for appropriate library projects. The City of Muscatine provides for the receipt and disbursement of trust account funds.

**A. UTILIZATION OF FUNDS**

Trust account fund should supplement the library's established services and commitments. Trust account projects should have all financial obligations secured in advance. In general, trust account funds should be expended for capital projects and program expenses that are short term and contained within the amounts provided.

**B. SOURCES OF REVENUE**

Donations, memorials, Bequests, etc., to the Musser Public Library, may be deposited into the trust account. By agreement with the City of Muscatine, funds received from the State Library of Iowa are deposited into the trust account. Additional sources of revenue can be deposited into the trust account with the consent of the Library Board and, if necessary, the City of Muscatine. The Library Board retains the right to decline any donations made to the trust account.

**C. DETERMINATION OF PROJECTS**

Staff recommendations for the use of trust account funds shall be presented to the Library Board for consideration before the project is initiated. If an unexpected need or opportunity arises that requires a more timely allocation of trust account funds, the Library Director may contact the Library Board President to seek approval. The Library Director will report to the Board on the project at the subsequent Library Board meeting.

**D. DONATIONS WITH SPECIFIC REQUESTS**

Contributions made to trust accounts for the acquisition of library materials conforming to the Collection Development Policy may be acted upon by library staff. Appropriate recognition may be added according to the donor's specifications.

**4.5 SOLICITATIONS OF DONATIONS AND ORGANIZED FUNDRAISING**

The Library Board will be informed of all solicitations for donations made by representatives of the library which will result in contributions to the trust account. The Library Board must approve any organized fundraising activity which has a goal to provide donations to the Musser Public Library.

## CHAPTER 5: LIBRARY CONDUCT POLICY

Adopted by Board Action **01/17/2024**

### 5.1 GUIDELINES

Library patrons are expected to be engaged in the productive use of the library's resources. This includes reading, studying, researching, attending programs, and utilizing library material. Patrons have the right to use the library undisturbed and library staff have the right to work without undue interference. Please note: Adult patrons in children's area who are not retrieving children's materials nor are caregivers for a child may be asked to relocate to other areas of the library.

The library will not tolerate bullying in any library space, gathering, or program, and staff will do all they reasonably can to create a safe space for all library users, regardless of an individual's actual or perceived age, color, creed/denomination, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical attributes/appearance, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status. Bullying is defined as the unwanted, aggressive use of physical, social or mental/intellectual power to control, harm, or humiliate another person in a repetitive or pervasive manner. All library users and staff 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 the conduct which disturbs or interferes with the legitimate use of the library, including - but not restricted to - the following:

1. Interfere with the library's right to maintain a clean, pleasant, and safe facility.
2. Refuse to follow reasonable directives or instructions from a library staff member.
3. Willfully annoy, harass, or threaten another person.
4. Behave in a disorderly, loud, or boisterous manner, including loud conversations.
5. Use any audio, personal communication or computer device in a manner that is disturbing to other patrons. Cell phone ringers should be set to silent or vibrate and device speakers must be muted or headphones used.
6. Interfere with another person's passage within the library or on library grounds.
7. Solicit funds, "panhandle", or engage in commercial activity unless authorized by library administration.
8. Consume or possess alcoholic beverages unless the Library Board has approved of an event or function at the library where alcoholic beverages will be provided. The consumption or possession of alcoholic beverages shall be limited to those in attendance at the approved library event or function, and shall be confined to a designated area within the library during the event or function.
9. Deface or destroy library property.
10. Relocate or rearrange furniture beyond repositioning existing seating around tables.
11. Eat or drink (unless eating or drinking is specifically allowed in an area or at a particular activity).
12. Use tobacco or smoke in the library, including the use of electronic cigarettes or vaping devices.
13. Sleep in the library or exhibit the appearance of sleep.
14. Remain in the library after regular closing hours.
15. Interfere with patron's use of the library through poor bodily hygiene which is so offensive as to constitute a nuisance or through excessive use of perfume or cologne.
16. Be in any state of inappropriate undress.
17. Bring animals into the Library with the exception of service animals or service-animals-in-training as defined by Title II and Title III of The Americans with Disabilities Act and/or Iowa Code 216C.1A.
18. Use of sports equipment, skates, or a skateboard in the library.
19. Campaign, leaflet, petition, interview or survey patrons or staff in a manner that is disruptive to library activities.
20. Willfully expose patrons and staff to offensive images or language.
21. Engage in sexual activity of any kind, including inappropriate displays of romantic affection.
22. Bring luggage, bedrolls or large bags into the library.

23. Leave packages, backpacks, or personal belongings unattended. Personal property must be within sight of the owner. The library assumes no responsibility for belongings left unattended.
24. Use bathrooms for unreasonable or unintended purposes such as bathing or laundering.

## 5.2 CONSEQUENCES

Patrons violating any of the above policies will have the matter called to their attention once. Should the behavior continue, they will be asked to leave the library facility and grounds. Should they refuse to leave, staff will contact the Director and the Muscatine Police Department and the patron(s) will be escorted from the premises. A refusal to leave after being asked to leave by staff will be grounds for suspension of library privileges. For minors, a suspension of privileges will be accompanied by an attempt-by phone, email, or mail-to notify a parent or guardian.

## 5.3 MINOR VIOLATIONS

Minor violations are typically handled by library staff.

1st offense = Warning/Leave building - suspension of library privileges for the current day

2nd offense = 7-day suspension of library privileges

3rd offense = 30-day suspension of library privileges

Examples of Minor Violations:

- Creating unreasonable noise or engaging in disorderly, loud, or boisterous behavior, using personal electronic equipment at a volume that disturbs others, or otherwise engaging in behavior that interferes with the rights of individuals to use library materials and services.
- Swearing or using foul or offensive language.
- Being in any state of inappropriate undress (examples: no shoes, no shirt, wearing a swimsuit without any additional covering).
- Bringing animals into the library with the exception of service animals or service-animals-in-training as defined by Title II and Title III of The Americans with Disabilities Act and/or Iowa Code 216C.1A.
- Refusing to follow reasonable directives or instructions from Library staff.
- Disruptive behavior including but not limited to: running, pushing, throwing things, play fighting, using furniture in ways other than intended.
- Inappropriate displays of affections.
- Intentionally entering non-public or locked areas unless accompanied by a staff member or with prior authorization.
- Entering or remaining on library premises after having been notified by library staff not to do so or when library privileges have been suspended. (Suspension periods shown will be added to a current suspension where applicable.)
- Accumulation of violations will be measured on a 30-day rolling basis

## 5.4 MAJOR VIOLATIONS

Major violations are typically handled by the Director and, if warranted, local law enforcement. Accumulation of violations will be measured on a 12-month rolling basis.

Examples of Major Violations:

- Possessing, selling, distributing, or consuming any alcoholic beverage, controlled substance, or tobacco product on library grounds (including electronic cigarettes or vaping devices).
- Fighting with or physically assaulting staff or other patrons.
- Improper use or destruction of property including but not limited to:
  - Vandalism or destruction of library materials or facilities or the personal property of library patrons or staff
  - Maliciously altering, deleting, damaging, or destroying any computer, peripheral, network, computer program, or data.



## 5.5 APPEAL PROCEDURE

Any patron whose library privileges are suspended for more than one day can appeal the suspension by:

1. Contacting the Library Director or other Library Administrator, in writing (via email or letter). The Library Director or designee will consult with staff, review the Incident Report and related documentation, and any written information provided by the patron. The patron may also schedule an appointment with the Library Director or designee to discuss the decision to suspend library privileges. After reviewing information and/or meeting with the patron, the suspension period may be terminated or shortened, or the suspension may remain in place. Library Administration may also require the patron to sign a Behavior Agreement before library privileges are reinstated. The patron will be informed of the Library Administration decision in the most expedient fashion—via telephone call, email, or mailed letter.
2. The patron may appeal the determination of the Library Administration to the Library Board via a written notice of appeal within 10 days after receipt of the Library Administration determination. The notice of appeal shall be filed with both the Library Director and the Library Board President. The Library Board will hold a hearing to discuss the suspension at their next regularly scheduled meeting. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
3. The Library Board will hear the appeal and will vote to uphold or dismiss the suspension. Library Administration will notify the patron by letter of the decision of the Library Board. The suspension will remain in effect until the Board's decision. The Library Board's decision will be final.

## 5.6 UNATTENDED CHILDREN AND VULNERABLE ADULTS

Adopted by Board Action **01/17/2024**

The Library Board, Library Administration and staff are concerned for the safety and welfare of children and vulnerable adults who use the library unattended by a parent, guardian, or caregiver. Staff cannot provide babysitting, supervision, or childcare services for library patrons. Staff cannot assume responsibility for unattended young people who are on library grounds after hours, nor can staff extend open hours or remain in the building after hours with library patrons of any age. Staff members have no authorization to assume a guardian's role in these cases or to transport or assume custody of young library patrons.

It is the responsibility of parents, guardians, and caregivers to:

- Stay at the library and provide direct, continuous supervision (in the same area of the library and within eyesight) of children younger than 10 years of age or ensure that any caregivers with whom they leave their children are sufficiently responsible to provide care and are at least 16 years of age. Children between the ages of 7 and 10 may attend library programs without a caregiver but the caregiver is expected to remain in the building and join the child immediately following the program. Caregivers are also expected to remain immediately reachable should an issue arise during any library programs.
- Ensure that vulnerable adults receive the care and supervision they require to be safe and healthy while visiting the library.
- Encourage positive behavior of any patron in their care while in the library.
- Cooperate with staff if any patron(s) in their care are disruptive or if they interfere with or endanger others.
- Provide a means of transportation away from the library by the time the library closes.

The Library Board respects the rights and privacy of all library patrons. Staff will only intervene if children or vulnerable adults are left unattended and problems of safety, disruptive behavior, or well-being occurs.

If a child or vulnerable adult is left unattended, is disruptive, or needs supervision, staff will locate the person responsible for them and review expectations for supervision and conduct. If staff cannot locate the caregiver in the building, police will be called to assume responsibility for the child or vulnerable adult. If a child or vulnerable adult is left unattended when the library is closing, staff will contact police to assume responsibility for them. If a child or vulnerable adult is repeatedly left unattended by their caregiver, the caregiver may be issued a Notice of Suspension of Library Privileges, as outlined in the

Library Conduct Policy. If a child or vulnerable adult is repeatedly in the library without a caregiver, staff may forgo calling a parent or guardian and immediately contact the police.

## 5.7 COMPUTER AND INTERNET POLICY

Adopted by Board Action **01/17/2024**

The Internet is an unregulated global computer network. The Musser Public Library provides public access to the Internet to augment the community's educational resources. The Musser Public Library cannot guarantee the accuracy and/or authenticity of information discovered through this resource. Patrons who find information or subject matter that is erroneous, out-of-date, illegal, offensive, and/or controversial should contact the original producer or distributor of that work directly. Library users of the Internet should be aware of the following:

- The Musser Public Library holds the position that only parents and legal guardians have the right - and the responsibility - to monitor and control their own minor children's access to the Internet and to information obtained from the Internet.
- The Musser Public Library cannot guarantee confidentiality over the Internet. Patrons entering personal information (credit card numbers, social security numbers, etc.) do so at their own risk.
- The Musser Public Library complies with the United States Copyright Law, and all other federal, state, and local laws relating to the use of the Internet and other electronic media.
- The Musser Public Library is not responsible for work or information lost due to computer or system malfunction.
- Anyone using our Internet service - including via wireless - is subject to the Library's Computer and Internet Use Policy and the Library's Conduct Policy.

### Rules and Guidelines for Public Computer Station and Library Tablet Use

- Stations are available on a walk-in basis. Reservations may be made on-site. The time limit on these stations/tablets is three (3) hours.
- Patrons wanting to use the computer stations must sign-in using our Envisionware sign-in system. To sign on to Envisionware, patrons will use their library card number and PIN. Staff members will help patrons who do not recall their PINs. If a patron has forgotten or is not eligible for a library card, the patron may obtain a guest pass or a computer use card. Patrons may not misuse the sign-in process to gain additional periods of usage.
- No more than 2 people may use a computer station at once, except for adults with small children. More than 2 patrons may use a tablet if it is for an online meeting or presentation.
- Children 10 years of age or younger must be accompanied by an adult.
- Patrons are expected to be knowledgeable in basic computer operation. Staff cannot always offer individualized instruction.
- Patrons may download information to their own external drives(USB drives may be available for sale at the Service Desk for \$3.00), while assuming all liability for computer virus or malware exposure that might occur.
- Printing is allowed, currently for 10 cents per page for b/w or 50 cents per page for color printing. Library card holders and computer use card holders receive 4 free b/w pages per day. Payments for printing will be handled through the Envisionware LPT:One system, either with staff or via self-service stations. To reduce cost, patrons are encouraged to print out only what they need.
- Regulation of the Public Computer Stations is at the discretion of the staff.

### Wireless Internet Use

The Musser Public Library is pleased to provide wireless ("WiFi") access for our patrons to our Internet service. This service is available in the building during normal operating hours and is also provided 24/7 on much of the library property including the parking lots. The connection quality is dependent on several factors and cannot be guaranteed. If you bring your own laptop computer or other WiFi capable device into the library to use, you will need the following:

- Wireless capability
- Ability to configure laptop/device to use the library's public WiFi connection
- Charged battery (many electrical outlets are available, but not in every seating area)

- Audio/Video users should bring headphones/earbuds/earpods/etc. Earbuds may be available for sale at the Service Desk for \$3.00.
  - Staff members generally do not assist customers with their devices or their configuration. Staff cannot accept liability for handling non-library equipment.
  - Wireless Printing is available through our Envisionware MobilePrint platform. The service is web-based and can be accessed through the library's website.
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## CHAPTER 6: GIFT POLICY

Adopted by Board Action **01/17/2024**

### 6.1 GUIDELINES

Additional financial support is necessary to provide the extra amenities and services that create an outstanding educational center. This support will come from well-intentioned, visionary individuals, organizations and entities. Many have already set examples in this regard and to those persons, and to similar leaders in the future, the library and the many citizens who depend on it express their heartfelt appreciation.

Gifts include:

- Outright gifts and transfers
- Gifts by will or trust
- Gifts of life insurance and retirement plan bequests, including gifts from 401K and IRA accounts
- Other forms as may be suggested, upon approval of the Library Board.

Gifts can be:

- Cash
- Publicly traded securities
- Real estate
- Tangible personal property, as well as other recognized gifts

Gifts received to honor or memorialize - which are expected to be promptly utilized - shall be retained and expended by the Library Board in accordance with the donor's or honoree's directions.

All gifts are accepted with the understanding that the Library retains unconditional ownership, including the right to sell or otherwise liquidate any gift. This also includes, but is not limited to, the right to make final decisions on the use and disposition of any gift and to determine its condition of display, housing and access, and the right to change any restriction that is inappropriate or no longer applicable.

The Library Board will not attempt to appraise or assign a value to any gift, but will provide whatever information is required of a charitable organization under applicable provisions of the Internal Revenue Service Code.

Items (such as books, magazines, and videos) donated to the library are addressed in the library's Collection Development Policy.

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## CHAPTER 7: SPONSORSHIP AND PARTNERSHIP POLICY

**Adopted by Board Action 01/17/2024**

### 7.1 GUIDELINES

The Musser Public Library welcomes the support of institutions, businesses, nonprofit organizations and community groups to enhance or improve library activities, services, events, and programs through the establishment of sponsorships or collaborative partnerships. These relationships serve as a means to pool resources and to advance the library's vision, mission, and strategic plan.

The Library will only enter into sponsorships and collaborative partnerships determined to be in the best interest of the Library. Sponsorships and collaborative partnerships will be subject to the approval of the Director or his or her designee and, if of sufficient import, the Library Board will be consulted.

Agreements between the library and its sponsors and partners must be beneficial to all parties. In particular, these relationships should further the Library's goals in one or more of the following ways:

- Increase library visibility in the community;
- Support regular or special library activities, services, events, and programs;
- Enhance or create ways to respond to identified community needs.

### 7.2 DEFINITIONS

#### Sponsor

A sponsor is an institution, business, nonprofit organization, community group, or individual who contributes funds or products or services of a defined value to the library in support of an activity, service, event, or program.

#### Sponsorship

A sponsorship is a mutually beneficial exchange between the library and a sponsor, whereby the sponsor contributes funds, products, or services of a defined value to the library and in turn, receives recognition, acknowledgement or other promotional considerations, including mention(s) in library publications and social media, including the Library's Channel 5. Sponsorships will be provided with a level of recognition commensurate with their contribution. A sponsorship of substantial value requires a Letter of Agreement between the library and the sponsor, with possible review by the Library Board. Sponsorships do not imply library endorsement of the sponsor or its products or services. The sponsor is responsible for its own determination of deductibility and gift valuation for tax purposes. A sponsorship differs from a philanthropic gift or donation in that a philanthropic gift or donation is a contribution of cash and/or products or services without expectation or requirement of reciprocal benefit.

#### Collaborative Partner

A collaborative partner is an institution, business, nonprofit organization or community group that collaborates with the Library to provide and/or promote information, activities, services, events and programs to the public in ways that are mutually beneficial and without the contribution of funds, products or services of a defined value to the library. Collaborative partners will be provided with a level of recognition commensurate with their level of collaboration.

#### Collaborative Partnership

A collaborative partnership is a relationship between the library and an institution, business, nonprofit organization, or community group that involves working together in an effort to provide and/or promote activities, services, events, and programs to the public in ways that are mutually beneficial and without the partner's contribution of money or products or services of a defined value.

### 7.3 MUSSER PUBLIC LIBRARY FRIENDS GROUP

The Friends Group works in cooperation with the Library to provide valuable support and assistance throughout the library. Members of the Friends are volunteers who work to raise funds for and increase awareness of the library by advocating and supporting the library's activities, services, events, and

programs. Because the Friends Group was established solely to support the library and enjoy a special relationship with the library, it is not required to endorse a Letter of Agreement with the Library.

#### 7.4 REQUESTS MADE OF THE LIBRARY

Requests from institutions, businesses, nonprofit organizations, or community groups seeking a sponsor or partner relationship with the library for a non-library activity, service, event, or program are subject to the approval of the Director, the Director's designee and/or the Library Board, depending on the level of commitment or cost.

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## APPENDIX A: THE FREEDOM TO READ

Reviewed by the Library Board **01/17/2024**

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies



are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

American Library Association  
Association of American Publishers

*Subsequently endorsed by:*

American Booksellers for Free Expression  
The Association of American University Presses  
The Children's Book Council  
Freedom to Read Foundation  
National Association of College Stores  
National Coalition Against Censorship  
National Council of Teachers of English  
The Thomas Jefferson Center for the Protection of Free Expression

## APPENDIX B: LIBRARY BILL OF RIGHTS

Reviewed by the Library Board **01/17/2024**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. 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.

II. 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.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. 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.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

*Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.*

## **APPENDIX C: SCHEDULE OF REVIEW**

### **Reviewed by the Library Board 01/17/2024**

The Musser Public Library will review Library policies at the monthly Board meeting on a bi-annual basis on odd-numbered years, or as needed, per the following schedule:

#### **February Board Meeting**

- Administrative Policies

#### **April Board Meeting**

- Personnel Policies

#### **June Board Meeting**

- Collection Development Policies

#### **August Board Meeting**

- Expenditure and Finance Policies

#### **October Board Meeting**

- Library Conduct Policies

#### **December Board Meeting**

- Library Gift Policies