

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

Reviewed and Amended 08/20/2025

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 which informs the library's policy on confidentiality.
6. Personal information and mobile numbers collected through opt-in will not be shared, sold or rented with third parties for marketing purposes. Patrons may contact the Library at 563-263-3065 or via email at circulation@muscatineiowa.gov regarding privacy concerns.

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)