

**Schroeder Public Library**  
**OBJECTIVE AND PURPOSE**  
**(MISSION STATEMENT)**

Schroeder Public Library provides free and equitable access to materials and services which meet the changing needs of the community. The Library encourages the joy and wonder of reading, the wisdom of diverse ideas, and the power of lifelong learning, in a welcoming and supportive environment.

**CIRCULATION**

**A. Books**

Books and audio books are loaned for a period of two weeks and renewed for an additional two weeks. Reserved books may not be renewed. There is a limit of 8 books per person-more at the discretion of the librarian.

**B. DVDs & Blu-Ray**

DVDs and Blu-Ray are loaned for a period of seven days. One-day loan movies cannot be reserved or renewed. All other movies may not be renewed except at the discretion of the librarian. There is a limit of 3 videos per patron or 5 videos per family.

**C. Reference Materials**

Reference Materials and Encyclopedias may be checked out for one week. Historical materials may not be checked out; these items are to be used in-library only.

**D. Magazines & CD's**

Magazines and CD's are loaned for a period of one week and renewed for an additional week

## **FINES and FEES**

### **A. Fines**

1. Fines are \$.05 per library day for each overdue book or magazine.
2. Fines are \$.25 per library day for each overdue video or DVD.
3. Maximum overdue fines for any item are its replacement cost. This includes lost or damaged items.

### **B. Computer**

There is a \$.25 charge per page for printing word processing or graphics.  
There may be an additional charge for large or detailed graphics

### **C. Photocopies**

Standard Photocopies: \$.15 per Page  
Full color copies        \$.25 Per Page

### **D. Facsimile (FAX) Machine**

1. Sending: \$1.00 first page, \$ .25 each additional page + long distance charges
2. Receiving: \$ .25 per page for incoming Fax

### **E. Meeting Room**

When the Library is closed: \$10.00 per session  
There is no charge for non-profit community organizations

### **F. Interlibrary Loan**

\$1.00 will be charged for each Inter Library Loan request received to help defray the cost of postage

## EQUIPMENT USE POLICY

### A. Computer

1. The computers are intended for general education  
Patrons may not bring in their own programs, but may bring in data discs or Flash Drives compatible with library programs.
2. There is no age restriction for computer users; however, an adult or other qualified user must accompany users unable to read
3. Time is reserved in half hour blocks for recreational use and one-hour blocks for homework and business use. Time may be reserved at a maximum one week in advance. Anyone more than 10 minutes late forfeits his or her time.
4. There is a limit of 3 persons at each computer. Library staff reserves the right to terminate a person's use of the computer if problems occur.
5. Users are responsible for damage or loss
6. No copying of any programs is allowed
7. Exceptions to any of these rules may be made by the librarian
8. There is a \$.25 charge per page for printing word processing or graphics. Additional charges may be made for large or detailed graphics
9. Library staff will give a short orientation and lend assistance; however, our role is one of guidance, rather than instruction

## **BORROWERS**

Based on the funding of the Schroeder Public Library, free Library service is available to all adults and children residing within the city limits of Keystone and any residents of Benton County.

The Schroeder Public Library participates in the Iowa Open Access program, which means that any resident of Iowa may borrow materials from this library by presenting a library card from their local public library. They will then be issued a Schroeder Public Library card.

## **CONFIDENTIALITY**

The Schroeder Public Library Board of Trustees recognizes the circulation records of this library are confidential in nature and advises all library employees that such records shall not be made available to anyone including any agency of state, federal or local government except pursuant to federal, state or local law relating to civil, criminal or administrative investigatory power. The library director is the custodian of records. The Iowa Code section 22.7, gives the custodian of the records, the discretion and authority to decide whether or not to release library records. If records are requested by a criminal or juvenile justice agency, the library director may release the records only upon receiving a court order.

All Patrons and their inquiries should be treated equally. The needs of each library patron should always be taken seriously and treated with the utmost respect and confidentiality. Discussion of any individual, group of individuals, or their inquiries, outside the professional context, is strictly prohibited.

This includes:

- A. Patron's Library card number
- B. Titles of any library materials used by a patron
- C. Reference or information inquiries
- D. Contents of copies made on the copy machine

## **PROBLEM PATRONS**

Part of the staff's responsibility is to keep the library a pleasant environment for as many people as possible. At the discretion of the librarian, the unruly or disruptive patron may be asked to leave the premises for a specified period of time or they may lose certain library privileges. If the patron is a minor, a parent may be

notified of the disciplinary action.

Parents are responsible for their children's behavior while in the library. The Library does not provide baby-sitting service. Parents may not leave children under the age of seven unattended in the library. Disruptive children will be asked to leave after receiving one warning.

### **SEX OFFENDERS AGAINST MINORS**

1. In accordance with Chapter 692A of Subtitle 1 of Title 16 of the Code of Iowa, the Board of Trustees prohibits the presence of sex offenders convicted of sex offenses against minors upon or within 300 feet of library property without written permission of the Library Director.

2. The Library Director may only give written permission as the result of a vote at a meeting of the Board of Trustees at which a quorum is present.

3. Persons barred from library property under the law remain entitled to library service. It is the responsibility of the library user to arrange for a courier to select, check out, and return materials to the library through possession of the library user's card.

4. The issuance of a library card to individuals who have been convicted of a sex offense involving a minor does not grant those individuals permission to enter the library or to be present on library property. Individuals convicted of a sex offense against a minor must follow proper library procedures and policies to request and obtain written permission to be on library property, regardless of whether or not they possess a valid library card.

5. Background checks will be performed using the National Sex Offender Registry on all employees, potential employees, and volunteers who are or will be working on library property.

6. Violations of this policy will be immediately reported to law enforcement.



## **Sex Offenders**

A sex offender convicted of a sex offense against a minor shall:

- A. Not be present on Schroeder Public Library property without the written permission of the library director.
- B. Not loiter within 300 feet of the boundary of the library.
- C. Not be employed by or volunteer for the Schroeder Public Library

Background checks will be performed using the National Sex Offender Registry on all employees, potential employees and volunteers, including library board members or potential board members, who are or will be working on library property

The obligation to seek and receive permission to use the Schroeder Public Library or to be on library property rests with the sex offender. If an offender is on library property without permission, the police may be called.

Written permission may be granted to an offender to come onto the Schroeder Library property at the discretion of the library director. If permission is granted, the offender will have no verbal or physical contact with patrons under the age of 18. If no permission is granted, the library director will work with the offender to provide alternate access to materials, such as sending materials with a relative or friend.

Violations of this policy will be immediately reported to law enforcement

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### **Permission to be on library property**

\_\_\_\_\_ has permission to be on Schroeder Library property.

Special terms are:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

I agree not have any physical or verbal contact with any library patron under the age of 18 while I am on the library property and to abide by the agreed upon terms.

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*Signature of Patron*

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*Library Director*

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*Date*



## **GIFTS**

Within the provisions of the state laws, the Board of Trustees adopts the following gift policies:

1. Books and other materials will be accepted on the condition that the librarian has the authority to make whatever disposition he or she deems advisable
2. Gifts of money, real property, and/or stock will be accepted if the conditions attached are acceptable to the Board of Trustees
3. Personal property, art objects, portraits, antiques and other museum objects will be accepted on the approval of the board of Trustees
4. The Library will not accept materials that are not outright gifts

Processing of gifts will be as follows:

### 1. Memorials

- A. Donor may give any amount he chooses for one or more books or other items to be purchased by the library. Books are selected after consultation between the donor and librarian and may be chosen to reflect the interest of the person in whose memory the gift is given.
- B. A thank you will be sent to the bereaved family by the library board as soon as the gift is received
- C. A special bookplate may be placed inside the front cover to identify the book as a memorial gift. It is inscribed with the name of the deceased and the name of the donor

### 2. Donated Books

- A. Books are received with the understanding that the books will be inspected and those needed in the collection will be used. Those items not needed will be distributed to other libraries, put on the book sale or disposed of.
- B. As a general policy, the library does not use outdated reference books, text books or books in poor physical condition

### 3. Monetary Contributions

The contributions may be added to the library's building fund, which is allocated by the library Board for purchase of materials or programs

too expensive or specialized for the regular budget

## **PUBLIC RELATIONS**

The overall objective of the Schroeder Public Library's public relations program is to communicate with the maximum number of people in the library's service area in order to:

1. Develop and maintain the confidence of the community in the library and its services
2. Stimulate public interest in the library and public understanding of the library and its services
3. Encourage the public to indicate services the Library should consider offering

The Public Relations program is accomplished through the following means:

1. Personal and group contacts
  - a. Day-to-day staff contacts with regular library patrons
  - b. Staff and Board contacts with school groups, service clubs, civic associations and other community organizations
2. Direct mail techniques:
  - a. Newsletters
  - b. Brochures for special purposes
  - c. Surveys of borrowers
  - d. Book lists and reading lists
3. Programs
  - a. Demonstrations and classes for adults & children
  - b. Class visits to the library
  - c. Library centered activities and programs
4. Publicity
  - a. Releases to media
  - b. Paid & free advertisements
  - c. Internet Web Page, social media
  - d. Posters, signs and displays

## **MEETING ROOM**

1. The Library meeting room may be used by organizations regardless of belief or affiliation when the library is closed. The room is to be reserved in advance with the librarian. A fee of \$10.00 will be charged for use of the room. The board reserves the right to waive the fee or deny access to any group.
2. Light refreshments may be served provided the person in charge takes care of the clean-up. A 30-cup coffee maker, 2 coffee servers and a small refrigerator are available. If dishes are washed, the user must furnish their own towels.
3. Groups using the room are responsible for leaving it in order, vacuuming and garbage disposal.
4. Library activities and programs take priority in the use of the meeting room
5. A group using the meeting room, assumes liability for any damage done to building, furnishings or equipment and will be assessed for any repairs
6. No alcoholic beverages may be served in the building without library board approval and only if renter has dram shop insurance and current liquor license.
7. Smoking is prohibited
8. Reservations for regularly scheduled meetings may be made one year in advance.

## **DISPLAYS and EXHIBITS**

The use, by individuals or organizations, of the library's facilities for displays and /or exhibits, other than those which pertain to the library, is not a right but a privilege, which is subject to review by the board of Trustees.

The Library director may grant the privilege of placing exhibits and displays in the library, subject to the following conditions:

1. No poster, display, exhibit, pamphlet, brochure, leaflet, or booklet shall be exhibited, displayed, or placed in the library for distribution without permission from the library director.
2. No outside organization or individual shall be permitted to display or exhibit any materials which advocate the election or defeat of a candidate for public office, or which advocate a vote for or against any proposition, whether political or otherwise.
3. Posters announcing bazaars or programs promoting non-profit projects may be displayed provided there is room for such displays and they are of reasonable size. Such displays shall be on a "first-come, first-served" basis.
4. Whenever possible displays or exhibits utilizing the front windows shall

- incorporate books or materials from the library's collection, which have a relationship to the subject of the display.
5. The library assumes no responsibility for the preservation, protection, or possible damage or theft of any item displayed or exhibited. All items placed in the library are done so at the owner's risk.

## **REFERENCE POLICY**

The Schroeder Public Library's reference policy is to try to meet the needs of every citizen of the community. All patrons regardless of status are assisted in their search for information and treated with courtesy, respect, strict confidentiality and no censorship.

### **Statement of Procedure**

In helping patrons in their search for information, librarians and aides must determine the need of the user by conducting a reference interview

#### **I. Reference Interview**

1. Establish academic levels of a student
2. Recommend Encyclopedias
3. Recommend Internet Web site
4. Assist in finding material
  - a. Show where books are on the shelf-Do not point
  - b. Follow up to make sure patron is getting what he needs
5. Be courteous and respectful
6. Adopt an open mind
7. Conduct service on a "first-come, first-served" basis

#### **II. Homework**

Because homework assignments are usually made for the purpose of teaching students the process of finding information, the library's primary role is the instruction in the use of library tools rather than the provision of "answers".

#### **III. Contests, Quizzes, Crosswords**

These questions are not answered unless they can be answered by a quick fact. The patron is directed to sources from which he may seek his answer

#### **IV. Medical Questions**

Factual information can be provided from medical dictionaries, Internet sites and books, but questions that involve interpretation and opinion cannot be answered

#### **V. Legal Questions**

Citations from codes can be given and other legal resources suggested, but

legal advice and/or explanations cannot be offered.

VI. Genealogy

1. The library shall make its genealogy book collection available to patrons for use in the Library
2. Genealogical and historical searches shall be made for persons so requesting by mail. A charge of \$10.00 per hour shall be necessary for any research taking longer than ½ hour.

VII. Historical Materials

Historical materials and documents are not circulated except at the Librarian's discretion

## INTERNET ACCESS

All Internet resources accessible through the Library are provided equally to all library users. Parents or guardians, **not** the library or its staff, are responsible for the Internet information selected and /or accessed by their children. Parents--and only parents--may restrict their children--and only their children--from access to Internet resources accessible through the Library. Parents are advised to supervise their children's Internet sessions.

### A. Staff Assistance

1. Staff provides limited assistance for basic start up procedures
2. If patrons have never used computers or have specific questions about the Internet, circulating books and reference books are available

### B. Time Limits

1. There is a one-hour limit on the computer per day-30 minutes if someone is waiting or after school.
2. Patron must check with the staff and sign in at the circulation desk before using the Internet computer

### C. Printing

A printer is available for patron use at a cost of \$.15/.25 per page

### D. Downloading

1. Patrons may download to pre-formatted disks and flash drives
2. Patrons must provide their own disks and flash drives
3. The library is not responsible for any loss or damage to personal disks or flash drives when downloading
4. All files must be downloaded directly onto patron disk, not on the hard drive of the computer

### E. E-Mail

1. The library does not offer electronic mail accounts
2. Patrons may read and send e-mail if they have a private account

### F. Computer misuse

1. Patrons who misuse any of the computers or their programs will be denied computer privileges
2. Patrons are liable for any damage to computers or programs and will be required to pay for damages from intentional misuse
3. Users are not permitted to install software onto Library computers
4. Users may not change the configuration of the software on the computers
5. Patrons are urged to respect the sensibilities of others when accessing information that may be offensive to someone else. No sites which include inappropriate, racist, graphic violence or pornographic

materials should be viewed in a public area. Library staff will have final authority in judging the nature of a site.

6. Using library computers to copy and distribute copyright-protected works may be an infringement of the copyright law (Title 17 U.S.Code)



## **Internet Filtering**

As stated in the American Library Association's Statement on library Use of Filtering Software "...the use of filtering software to block access to constitutionally protected speech violates the Library Bill of Rights"; therefore, the Schroeder Public Library will not impose blocking or filtering software to limit access to Internet sites.

The Internet is an important and exciting information resource. The Schroeder Public Library's goal is to help people of all ages make the most of it. The best protection for children is to teach them to use technology properly and make good choices. Librarians answer questions and guide children to quality Web sites the same way they recommend books and other resources

- A. The Schroeder Public Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content.
- B. Internet resources accessible through the Library are provided equally to all library users. Parents or guardians, not the Library staff, are responsible for the Internet information selected and/or accessed by their children.
- C. The Internet workstation must be used in a responsible manner, respecting the rights of others and taking care with use of the equipment.
- D. The workstations cannot be used for any fraudulent or unlawful purpose, including any activities prohibited under any applicable federal, state or local laws

## **Copyright**

- E. The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted material.
  - 1. Under certain conditions specified in the law, libraries and archives are authorized to furnish a photocopy or other reproduction. One of these specific conditions is that the photocopy or other reproduction is not to be "used for any purpose other than private study, scholarship, or research." If a user makes a request for, or later uses, a photocopy or reproduction for purposes in excess of "fair use," that user may be liable for copyright infringement.

2. This institution reserves the right to refuse a copyright order if, in its judgment, fulfillment of the order would involve violation of copyright law.
- F. A Copy of “Copyright Laws and the Library” will be posted near the copy machine

## **MATERIALS SELECTION**

The Schroeder Public Library cannot acquire all printed and audio-visual materials. It must employ a positive policy of selectivity in acquisition. The Purpose of this statement is to guide the library staff and board as well as to inform the public about the principles upon which selections are made.

Freedom of speech and freedom of the press are rights of our heritage guaranteed to each of us by the Constitution and defended by our courts. Since the public library serves and is supported by many groups of people and individuals, it cannot, to satisfy the interests and beliefs of one group; sacrifice the interest of others.

Public opinion tends to change and cannot provide a reliable guide for materials selection, even though the librarians in a library may share the opinion, they have a responsibility to the future as well as the present. History has shown that many books, which were controversial or objectionable to some persons or groups, have later been recognized as the books that belong in public libraries. If an idea is truly dangerous or evil, the best protection against it is a public that has been exposed to it, understands it and then rejects it.

The library shall not be responsible for selections made by minors but the librarian reserves the right to advise the minor regarding the selections made.

As a foundation for its materials selection policy, the Library Board of the Schroeder Public Library reaffirms its adoption of the Library Bill of Rights.

## **SELECTION PROCESS**

Allocation of funds for the purchase of library materials is determined through city and county taxes. The responsibility for materials selection and all library activities rests with the librarian who works under the authority and policies determined by the Schroeder Public Library Board of Trustees. The librarian attempts to identify the needs of the community and areas of the collection that are inadequate. The librarian welcomes recommendations from the public, staff and library board. These suggestions are given immediate consideration and are subject to the normal selection criteria.

Each item selected for the library is judged on its own merit. Materials shall not be sequestered except to protect it from damage or theft.

## **SELECTION CRITERIA**

Used in selecting materials for general reading in subject field for both children and adults

1. Readability, popular appeal and quality of writing
2. Reputation and significance of the author
3. Importance of the subject matter to the collection
4. Scarcity of materials on the subject
5. Appearance of the title in special bibliographies
6. Authoritativeness
7. Reputation and standards of the publisher
8. Price

Obviously the relative importance of these criteria vary from subject and additional criteria may be occasionally applied to some subjects

### **Additional Criteria for Specific Subjects**

#### **Stereotyping**

Portrayal of races, sexes, nationalities and religious groups in library materials is subject to close scrutiny. Materials, which authentically portray a period or way of life, are accepted even if stereotyping is included. Materials, which portray prejudices of real or fictional characters, are also acceptable, although it is recognized that stereotyping and prejudices expressed in these older books would probably be unacceptable by today's standards. However, most of these are representative of the period in which they were published and are retained in the library's collection

#### **Political Ideologies**

The Library shall, with no thought toward swaying the reader's judgment, make available basic primary and factual material and information on any ideology or philosophy of governments, current events, politics, education or other phases of life

#### **Religion**

Standard works relating to the world's religions are provided. Materials produced primarily for use in school or Sunday School classes are not purchased or added.

In the selection of books on religious and quasi-religious subjects, preference is given to the work of the informed, well-established authors.

Works which tend to foster hatred or intolerances toward racial groups, cults, religious organizations or religious leaders are subject to careful scrutiny and are added only if the title has convincing historical, research or documentary values.

Books proselytizing for the principles and practices of a specific denomination are not purchased with tax money.

### **Law and Medicine**

In the fields of law and medicine, the library adds works that provide practical information to the general public. Advice in these areas will not be given.

Clinical texts on diagnoses and treatment will not be purchased. However, the library recognizes its responsibility to supply authoritative, up-to-date understandable materials on health, diet, hygiene, common diseases and drugs. Technical and professional materials, when needed will be referred to another source.

### **Obscenity and pornography**

The library shall apply standards consistent with prevailing judicial opinion in the selection of materials regarding obscenity and pornography. Material deemed inappropriate by professional staff applying the mandated selection policy, or materials determined to be obscene or pornographic by a court of competent jurisdiction shall not be added to the collection

### **Fiction**

The library recognizes the importance of fiction as an educational tool, a reflection of and influence on public opinion, and as a source of relaxation and enjoyment. An attempt is made to satisfy a public varying greatly in education, maturity, interest, tastes, and reading skill.

The library maintains a representative collection of standard works of literature as well as purchasing new fiction titles.

In selecting fiction, the library sets no arbitrary single standard of literary quality. Works that are well written and receive favorable reviews are preferred

### **Paperbacks**

In general, the library provides a broad selection of paperback books covering various areas of interest. Paperbacks are added on a donation and purchase basis

### **Pamphlets, Magazines, Audio and Video Material**

Selection of Pamphlets, Magazines, audio and video materials follow the general policies outlined for the selection of books

## **Discarding, Rebinding and Replacements**

Obsolescence, damage and normal wear and tear make the discarding of library materials a continuing process. The following factors are taken into account before an item is discarded, rebound or replaced:

1. Physical condition of the material
2. Number of copies remaining in the collection
3. Provision of adequate coverage in the field
4. Availability of similar material in the collection
5. Immediate need for the particular title
6. Usefulness of a particular edition

Every effort is made to preserve material relating to Keystone, Benton County and the immediate surrounding area and to a limited extent, Iowa.

## **Rebinding**

Criteria for rebinding or replacing a book with poor binding

1. Availability of a replacement
2. Cost of replacement (Compared to rebinding costs)
3. Physical condition of contents

## **Crisis Policy**

### **Fire**

Do not panic, but do not under-estimate the potential danger to customers or staff represented by a fire. At the first indication of smoke or flame, investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any doubt about whether the fire can be controlled, immediately clear the building, and then call 911 or the fire department.

The time to think about fires is before they happen. Familiarize yourself with the type, location, and application of the fire extinguisher(s) in the building. Orient all staff and volunteers to this information.

### **Health Emergencies**

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable. 911 should be called immediately in the event of any serious problem. No medication, including aspirin, should ever be dispensed to the public.

### **Bomb Threats**

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the location of the bomb or the time of possible detonation, **ASK FOR THIS INFORMATION**. Pay particular attention to peculiar background noises such as motors running, background music and any other sounds which may indicate where the location from which the call is originating. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, call the Benton County Sheriff. Clear the building. The Sheriff's department will handle the actual bomb search.

### **Winter Weather Conditions**

The Librarian will use her discretion in closing the library during inclement weather. Safety of the staff and patrons is the most important criteria used to determine if the library will remain open.

### **Severe Storms**

The Library staff will alert patrons in the case of storm and tornado warnings. Staff will escort patrons to a safe location when alert sirens sound or radio alerts of severe weather approaching the immediate area are broadcasted.

### **Prohibited Items**



Explosives or weapons of any kind, except those worn by uniformed officials, are prohibited anywhere on library property. There is no smoking allowed on the library property.

## **REQUEST FOR RECONSIDERATION**

In conjunction with the Materials Selection Policy of the Schroeder Public Library, the following procedure will be followed by individuals or groups who have serious objections to materials included in the library collection.

Step 1. Any individual or group with a complaint about an item in the library's collection should first discuss the complaint with the librarian

Step 2. If the complaint is not resolved, it shall be submitted in writing on "A request for reconsideration" form. This completed form shall be returned to the librarian

Step 3. The librarian will forward the complaint form to the Library Board of Trustees.

Step 4. The Library Board of Trustees will appoint a panel consisting of five to seven members of the community to re-evaluate the material. This panel will select a chairman, set dates and times of meeting, notify complainant of meetings and invite him to attend them.

Step 5. Upon re-evaluation, the Review Committee will express its majority and minority recommendations in writing and file them with the librarian who will distribute them to the board at the next regular meeting. The complainant will be notified in advance of the meeting.

Step 6. The Board of Trustees will review and consider the complaint recommendations of the Review Committee, recommendations of the librarian and take appropriate action. The Material remains available in accordance with the Library Bill of Rights pending final action.

## REQUEST FOR RECONSIDERATION

Date\_\_\_\_\_

Author\_\_\_\_\_

Title\_\_\_\_\_

Publisher\_\_\_\_\_

Request initiated by\_\_\_\_\_

Address\_\_\_\_\_Phone -

Complainant represents:

Himself\_\_\_\_\_Group or

Organization\_\_\_\_\_

1. Why do you object to this item?
2. To what specifically in the item do you object?
3. What do you feel might be the result of exposure to this material?
4. For what age group would you recommend this item?
5. Is there anything good about this item?
6. Did you view the entire item? \_\_\_\_\_If not, what parts?
7. What do you believe to be the theme of this item?
8. Are you aware of the judgment of this material by professional critics?
9. What review of this item have you seen?
10. What would you like your library to do about this item?

\_\_\_\_\_  
**Signature of Complainant**

## Pet Policy

The library is considered a pet-friendly place. Pets are allowed in the library if they are on a leash, well-behaved and friendly. All pets need to be under the owners' supervision and leashed at all times while visiting the library. The librarian has the discretion to discontinue the visit if the pet is disturbing patrons, a patron has a pet allergy or if the animals' behavior is unacceptable. Liability for any incident is the responsibility of the pet owner.

Unacceptable behavior includes:

- The pet is noisy and disturbs patrons
- urinating/defecating in the library
- running away or otherwise leaving the side of the owner
- biting or other threatening actions such as growling or teeth bared
- damaging property at the library

**Phase Three** - This will be the “new normal” for library operations. The library building is available to the public, with the continued possibility that the number of patrons allowed in the library at any given time can be limited according to guidelines set out by the Department of Health. Library hours may continue to be modified to allow for proper cleaning and disinfecting of the building each day that we are open. State, county and community restrictions may continue to be in place and the library will continue to observe those restrictions while allowing patrons in the building.

Facilities -Numerous safety precautions are still in place to protect staff and patrons. Patrons are continued to be encouraged to wear face masks while in the library and to observe social distancing guidelines. Hand sanitizer and masks will be made available to the public and staff. Hand washing will be encouraged.

Collections - The public will now have regular access to the library’s collection with proper social distancing observed. Delivery to patron’s homes will be available to those who are homebound or who are considered at a high risk for infection. Children are allowed in the library, but need to be mindful of social distancing guidelines. Fines and overdue notices now resume to normal operating procedures. Materials returned during this time continue to be set aside and disinfected. They can be returned to regular circulation after 3 days. Staff will place reserves on materials that are in “quarantine” for patrons.

Programs - In-person library programs will be allowed to resume so long as proper social distancing practices can be observed. Number of participants may have to be limited. Cleaning and sanitizing after each program will be mandatory. Each program can be changed/cancelled at the directors’ discretion.

Services -Most services return to normal operations with some modifications. Most toys and the computers will be made available with proper sanitation after each use.

**Phase Two** - Modified library operations. Patron time and services in the library building are limited to ½ hour unless special arrangements have been made with the Library Director. The number of patrons allowed in the library at any given time could also be limited according to guidelines set out by the Department of Health. Library hours may be changed to allow for proper cleaning and disinfecting of the building each day that we are open.

Facilities - Numerous safety precautions are put into place to protect staff and patrons. Patrons are highly encouraged to wear face masks while in the library and to observe social distancing guidelines. Computer keyboards and the mouse will be sanitized after each patron use.

Collections -The public will have access to the library’s physical collection. Children are allowed in the library but only 30 minutes per day. Library staff will continue to pull materials for patron requests via email or phone, with material pickup available one day a week. Delivery to patron’s homes will also be available with priority given to those who are homebound or who are considered at a high risk for infection. Fines continue to be waived for materials checked out during this period. Materials returned during this time continue to be set aside and disinfected. They can be returned to regular circulation 3 days later. Staff will make every effort to notify

patrons that some materials will have delayed availability due to safety precautions and sanitation.

Programs - All in-person library programs/groups continue to be cancelled. Staff can still offer online programs through the library's Facebook page and website.

Services - Public Wi-Fi around the building will still be available for those who need to use it. Social distancing guidelines should be observed while using the library's Wi-Fi. All toys and board games are removed from the children's area and continue to be stored away.

**Phase One**- strictly modified library operations. The library building will remain closed to the public. Very limited services are available to the community while state, county and community restrictions are still in place.

Facilities - The library building is still closed to the public. Staff only is allowed to come into the building a few days a week to do some necessary duties (i.e. cataloging new materials, checking the dropbox, etc.) Board members are allowed to enter the building and will try to be in present only when staff is not there and if not possible they will maintain social distance and may wear masks. Staff will adhere to social distancing guidelines and may wear masks and gloves. Cleaning of staff computer stations and phones with disinfectant will be done regularly.

Collections - The public still has no access to the library's physical collection. Library staff can pull materials for patron requests via email or phone, with material pickup available one day a week as a "Bench pick-up" program. Fines continue to be waived for materials checked out during this period. Materials returned during this time are set aside and disinfected. They can be returned to regular circulation 3 days later. Our online digital collection is still available for use. Library staff continues promoting digital collections and answering questions regarding usage of that collection.

Programs -All in-person library programs/groups continue to be cancelled. Staff can still offer online programs through the library's Facebook page and website.

Services - No public computer stations are available. Public Wi-Fi around the building will still be available for those who need to use it. Social distancing guidelines should be observed while using the library's Wi-Fi. The Library Director will continue to answer any questions received by email. Library voicemail will be checked periodically when the staff is in the building. All toys are removed from the children's area and continue to be stored away.