



WASHINGTON FREE PUBLIC LIBRARY

GENERAL LIBRARY POLICIES *FY18 UPDATE*

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I. USE OF THE COLLECTION

A. Hours (*Amended 08/14/14; Last Reviewed 11/09/17*)

1. Regular hours

Monday-Thursday	8:00 a.m. – 8:00 p.m.
Friday	8:00 a.m. – 5:00 p.m.
Saturday	8:00 a.m. – 1:00 p.m.

2. Holiday hours

Closed the following holidays:

New Year's Day
 President's Day
 Memorial Day
 Independence Day
 Labor Day
 Veteran's Day
 Thanksgiving Day
 Thanksgiving Friday
 Christmas Eve Day
 Christmas Day

When a holiday falls on a Sunday, the holiday will be taken on the following Monday.
 When a holiday falls on a Saturday the holiday will be taken on the previous Friday. In this event, the director has the option to close the library on Saturday as an unpaid holiday for staff.

B. Patrons

1. Collection (*Amended 04/12/12; Last Reviewed 11/09/17*)

The collection of the Washington Public Library is available to anyone for use in the building. Library borrowing privileges will not be denied or abridged for any reason not prescribed by law. Use of the library *may* be suspended for inappropriate, disruptive, or violent behavior [See *Conduct Policy*, section 6].

2. Borrowers (*Amended 04/12/12; Last Reviewed 11/09/17*)

- a. Residents or property owners of the incorporated City of Washington are considered "City" patrons.
- b. Residents or property owners of the unincorporated areas of Washington County are provided library service through the contract for service between the Washington County Public Library Association and the County of Washington. These patrons are considered "County" patrons.
- c. Residents or property owners of cities with valid contracts for library service with the Washington Public Library are provided library service through contract via their city government and the Washington Public Library. These patrons are considered "Contracting City" patrons and statistics will be collected for each contracting entity separately.
- d. Residents of any other incorporated area in the State of Iowa that participates in the Open Access program administered through the State Library are considered "Open Access" patrons.

3. Library Cards (*Amended 07/27/17; Last Reviewed 11/09/17*)

- a. Adults and children requesting a library card are required to provide their name, address, phone number, and ID.
- b. A form of picture ID with CURRENT address and name is required. If an individual does not have a picture ID with current address, another document such as a rental agreement or utility bill in conjunction with a photo ID may be accepted at the discretion of the librarian.
- c. There are no age limits on applying for a library card.
 - If a child is under 10 years of age, a parent or guardian must be present at registration and assumes responsibility for all materials charged on the card. Parents or guardians do not have to have a library card themselves. However, if the parent or guardian does have a library card, it must be in good standing before a card will be issued to their child.
 - The Washington Public Library will not judge or control the circulation of materials to children. Parents must assume the responsibility of supervising their children's material usage.*
 - The Library Director, as Custodian of Records, or his/her designee is granted the authority, but not the obligation, to provide a parent or guardian access to his/her child's circulation records if the child is under the age of 10 as outlined in Section C of the Library's *Confidentiality of Records* policy.
- d. Cards not used within a three year period will no longer be considered valid and may be purged from the system.
- e. Replacement cards will be issued at a cost of \$1.50 per card.
- f. The owner of the card used to check out materials is responsible for the materials and their return to the library, and will be assessed fines or invoiced for missing books as appropriate.
- g. Fine Free Cards: Users have the option of choosing a Fine Free Card for themselves or their child(ren). Fine Free Cards have additional limits placed on them, including number of items to be checked out. Additional information on Fine Free Card limits can be found under sections C.3.c and C.6.a.

4. Unattended Children (*Amended 01/12/12; Last Reviewed 11/09/17*)

- a. The library is a public building and all patrons, including minors, are welcome. However, at no time will the Library assume the responsibility of surrogate care provider for children in the Library. All children under the age of 6 years of age must have a parent or caregiver present in the library at all times. A caregiver is defined as someone 13 years of age or older who has the mental and physical capacity to care for the child should an emergency arise. Children between the ages of 6 and 8 years should not be left unattended for more than one hour.
- b. In the event a child under 6 years of age is left unattended or a child between the ages of 6 and 8 years is left unattended for more than one hour, the staff will attempt to contact a parent, guardian or other care giver. If a parent, guardian, or care giver cannot be located within one half hour, the Washington Police Department will be called and the child will be given into their custody.
- c. If unattended children are left at the library for more than fifteen minutes after normal or weather-related library closings, the Washington Police Department will be called and the child will be given into their custody.

5. Library Access for Registered Sex Offenders Subject to Exclusionary Zones (*Amended 02/13/14; Last Reviewed 11/09/17*)

- a. The purpose of this policy is to ensure that the Library is in compliance with Iowa State law that excludes registered sex offenders convicted of sex offenses against minors from

public libraries. This policy adopts the definitions of Iowa Code Chapter 692A, as amended.

b. The Library Director acts as “library administrator” for purposes of Iowa Chapter 692A. The Library Director will not give written permission for a registered sex offender convicted of sex offenses against minors to be present on library property. Issuance of a library card to a registered sex offender convicted of sex offenses against minors does not constitute written permission from the library administrator for that offender to be present on library property. Individuals may appeal this decision, as it relates to them, to the Library Board of Trustees.

c. Registered sex offenders convicted of sex offenses against minors may be eligible for library service, depending on their residence address. They may register for a card directly via telephone or through a designee, and make arrangements for a person of their choosing to select, check out, and return materials using that card. Under any of these circumstances, the sex offender convicted of sex offenses against minors will remain responsible for all activity on their card. They may access information resources via telephone or online. They are not eligible for homebound delivery of materials.

d. Registered sex offenders convicted of sex offenses against minors may not loiter, as defined under Iowa Code Section 692A.101(17), as amended, within three hundred (300) feet of library property without the written consent of the Library Director.

e. Violations of this policy will be immediately reported to law enforcement, and violators will lose all library privileges.

f. Attendance at Open Public Meetings: Sex offenders convicted of sex offenses against minors wishing to apply for written permission to attend an open public meeting at the library must submit a written request to the Library Director.

g. Library as a polling location: State law provides for an exemption for the purpose of voting. Persons prohibited from being on library property will be allowed on library property solely for the period of time reasonably necessary to exercise the right to vote in a public election if the library is named a designated polling location.

h. Reinstatement: Privileges may be restored to any offender whose name has been removed from the Sex Offender Registry upon written proof of said removal. Proof may include presentation of a copy of the written notice of removal. Removal must be verified by a search of the Sex Offender Registry completed by authorized library personnel. Library personnel will have up to 24 hours to verify said removal from the registry. Upon verification all rights will be reinstated.

6. Library Conduct Policy (*Amended 11/09/17*)

a. Library patrons are expected to be engaged in 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 employees have the right to work without undue interference.

b. No person shall engage in any conduct which disturbs or interferes with the legitimate use of the library including, but not restricted to, the following:

-Any behavior that is illegal.

-Any behavior that endangers oneself or others.

-Any behavior that is disruptive to the Library environment.

-Any behavior that is abusive to a staff member or patron.

-Any use of the Library that interferes with the Library’s purpose.

c. Specific prohibited activities include, but are not limited to, the following:

-Willfully annoy, harass, or threaten another person.

-Behaving in a disorderly, loud, or boisterous manner.

- Defacing or destroying library property.
 - Remaining in the library after regular closing hours.
 - Playing audio equipment at a volume that is disturbing to other users.
 - Theft of library materials or the personal property of other patrons or staff members.
 - Use of abusive language.
 - Stalking, harassing, or intimidating patrons or library staff anywhere on library property.
- d. Suspension of library privileges due to patron conduct: Library privileges may be suspended for inappropriate, disruptive or violent behavior at the discretion of supervising library staff. The patron has the right to appeal the suspension of privileges to the director and/or Library Board of Trustees.

C. Circulation of materials

1. Confidentiality of Records (*Amended 08/13/15; Last Reviewed 11/09/17*)

a. The Library protects the records of patrons pursuant to Iowa Code:

“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 [shall be kept confidential]. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling. Iowa Code § 22.7(13) (11).”

b. Custodian of Records: The WFPL Board of Trustees designates the Library Director as the formal custodian of records. If the Library Director is unavailable, the Library Assistant on-duty is granted the authority, but not the obligation, to provide a parent or guardian access to his/her child’s circulation records if the child is under the age of 10 as outlined in section c.

c. Information concerning an individual’s account will be released to that individual only. Other requests for the release of confidential patron records will only be honored pursuant to a court order as described above. The library may release information to the parent or guardian of a child under the age of 10 for the purpose of recovering overdue materials and settling accounts for lost, late or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable. However, information will not be provided to the parent or guardian who is merely attempting to determine what library materials a minor child is using. The Library Director or the Director’s designee, as the lawful custodian of library records, is authorized to release records that are otherwise confidential if the purpose of such release is in accordance with the provisions of this policy and Iowa law.

2. Non-circulating materials (*Amended 11/09/17*)

- Reference books
- Rare and valuable books
- Current magazines
- Current newspapers
- Contents of genealogy room

3. Circulating materials (*Amended 05/10/18*)

- Books/Audiobooks 14 days
- Art prints (limit 2) 60 days (no renewals)
- Magazines (other than current) 14 days

-CD-Rom Software	14 days
-Music CDs (limit 5)	14 days
-Board & Card Games	14 days
-Entertainment DVDs (limit 2)	14 days
-Non-Fiction DVDs	14 days
-Meeting room equipment	varied*

*See *In-Library Equipment Use and Out-of-Library Equipment Checkout Policies*

- a. Residential facilities have special arrangements for extended loan periods: 30 days (delivered)
 - b. Teachers (including homeschooling families) may, upon request, receive the extended loan period of 30 days. After 30 days, if an item does not have a reserve on it, it may be renewed for an additional 14 day period once. Items granted an extended educational loan period must be for instruction and not for personal entertainment use. Seasonal and other high demand items may be excluded from this policy at the discretion of the librarian.
 - c. Fine Free Card Limits: Users who choose a Fine Free Card will have the following limits placed on their accounts: only 2 books and 1 audio/visual item (such as a DVD or music CD) may be checked out per card.
4. Reserving materials (*Amended 10/09/14; Last Reviewed 11/09/17*)
- a. Registered borrowers may place holds on circulating materials in person, by phone or online.
 - b. Borrowers will be notified by phone or e-mail that the requested material is available. Items will be held for one week before being returned to the shelf. If an item has more than one reserve it will only be held for three days before it is made available to the next person on reserve.
 - c. The Washington Public Library will adhere to all provisions of Section 22.7 of the Code of Iowa (Confidentiality of Records) when notifying patrons of the availability of a reserved book.
5. Renewing materials (*Amended 11/10/16; Last Reviewed 11/09/17*)
- a. Borrowers may renew items twice in person, by phone or online unless there is a hold on the item.
 - b. No renewals on art prints.
6. Overdue materials (*Amended 11/09/17*)
- a. Fines:
 - Books, audio-recordings, and magazines are covered by a seven-day grace period. No fines are levied for the first seven days after the date an item is considered due.
 - After the grace period has expired, the borrower will pay \$.10 per day from the date due which will accrue to a maximum amount of \$5.00, not to exceed the cost of replacement. Total accrual of fines is not to exceed \$10.00 per card, or \$20.00 per family. Any fines beyond that will be waived.
 - There is no grace period for art prints.
 - Art print fines are \$.50/day and accrue to a maximum amount of \$5.00, not to exceed the cost of replacement.
 - No fines will be levied for Fine Free Cards, though no additional items can be checked out until all overdue items are returned or replaced.
 - b. Notification of overdue material:
 - The Washington Public Library will adhere to all provisions of Section 22.7 of the Code of Iowa (Confidentiality of Records) when notifying patrons of overdues, and to Sections 714.5 and 808.2 of the Code of Iowa in trying to recover overdue library materials.
 - Patrons will be notified according to the following schedule:

- First notice – by e-mail if a valid address is provided
- Second notice – by telephone after 9 days overdue
- Third notice – by phone after 3 weeks overdue
- After 30 days overdue an item will be considered lost and the patron will be invoiced for the cost of replacement. Patrons are re-invoiced at six months overdue, with a final invoice sent at twelve months overdue.
- Invoices for materials in excess of \$50.00 that are not returned or paid for after a year of invoicing will be turned over to the Iowa Income Offset Program to assure the return of or payment for library property.
- As the library is not a for-profit organization and overdue fines are merely an effort to get books returned on time and are not due to library property being lost or damaged, overdue fines may be forgiven.

c. Lost and/or damaged material:

- Lost or damaged material fees will be determined on a case by case basis, based on a reasonable assessment of the cost of replacement or repair of the materials in question.
- Schedule of replacement cost for items without an available or current price for replacement:

Adult non-fiction	\$30.00
Adult fiction	\$20.00
Paperback (F)	\$7.00
Paperback (NF)	\$15.00
Children's books	\$15.00
Audiobooks	\$25.00
J Audiobooks	\$10.00
Art Prints	\$125.00
Videos	\$15.00
Reference	\$50.00
Magazines	\$3.95

- Patrons may replace materials on their own with permission of librarian.
- Patrons with lost or damaged materials will be invoiced 30 days from the original due date or when it is determined that the materials are lost or damaged, and re-invoiced at six months, with a final invoice sent at twelve months.
- Invoices for lost or damaged materials in excess of \$50 that are not returned or paid for after a year of invoicing will be turned over to the Iowa Income Offset Program to assure the return of or payment for library property.
- Payment for lost materials immediately voids any fines accrued on the same materials, so that the patron does not pay both the replacement cost and fines.

d. Suspension of library privileges due to unreturned materials:

- The borrowing privileges (checking out materials and using computers) of patrons with outstanding invoices will be suspended until materials have been returned or payment has been made in full. In special circumstances, the Library Director will set up payment plans under which library privileges will be restored as long as the payments agreed upon are being met.
- Patrons with fines on their accounts exceeding \$5.00 will lose library privileges until at least a partial fine has been paid and the amount of total fines owed is at or below \$5.00. In special circumstances, the Library Director will work with patrons to set up a payment plan, as in the case of invoices.

7. In-Library Equipment Use Policy (*Amended 07/16/15; Last Reviewed 11/09/17*)

- a. The Washington Public Library, at its discretion, lends equipment such as laptops,

iPads, and projectors for in-library use as a public service. Given the expense of the equipment, the library requires photo identification and a Washington library card for equipment that is borrowed*. The borrower's library account must be in good standing, and the borrower must be either 18 years old, or over the age of 10 with a guardian's signature of approval.

-The City of Washington, IA and the Washington Free Public Library are held harmless by the borrower for any damage, injury, or loss.

-By borrowing equipment from the Washington Public Library the patron is responsible for the item(s).

-The borrower warrants that the equipment was in good working order when borrowed and that the Library will be reimbursed if the equipment is damaged, lost, or stolen while checked out.

-The borrower must return the equipment to the front desk 15 minutes before the Library's regular closing hours**.

-The borrower understands that the equipment CANNOT be removed from the library. Until the equipment is placed in the hands of a library staff member, and is checked in, it is the borrower's responsibility**.

-If parts or pieces of the equipment are missing or damaged, the borrower's Library privileges will be revoked until the costs for repair and/or replacement have been paid by the borrower.

-After 30 days, the unpaid balance of any equipment repairs or replacement may be referred to the City Attorney. §714.5 of the Code of Iowa clearly states that failure to return library materials or equipment is evidence of attempted theft.

*If the equipment is being borrowed for a meeting/event by a person or group from outside of Washington County, the responsible party will sign the agreement and show valid state ID, but is not required to have a Washington Library card.

**Prior arrangements can be made for equipment use at meetings that extend past closing hours. Arrangements must be made with a Library Assistant or the Library Director before the meeting begins. Equipment is to be secured in the equipment room attached to the Nicola-Stoufer Room at the end of the meeting. In the case of an after-hours meeting, no IDs will be kept during the equipment's use.

b. Laptop and Tablet Users:

-Laptops and tablets are not to be left unattended in the library. If, for any reason, a borrower has to leave the library while the laptop/tablet is still checked out, the device will be left at the front desk until it can be used again (including using the restroom).

-No more than two people may use the same laptop/tablet at any one time. Both users must sign an In-Library Equipment Use Agreement.

-The laptop/tablet batteries hold a charge of three (3) hours, but the library cannot guarantee that the device loaned out will be useable for that full amount of time. It is the user's responsibility to save data in the case of battery failure.

-WARNING: The Library's free wireless Internet service is an open network provided for your convenience and its use is at your own risk. It is available to the general public, and is NOT INHERENTLY SECURE. The Library cannot and does not guarantee the privacy of your data and communication while using the service. By using this service, users acknowledge and knowingly accept the potentially serious risks of accessing the Internet over an unsecured network.

c. Equipment available for In-Library Use includes:

-E-Readers/Tablets: iPad A1395, iPod Classic, Kindle Fire, Kindle Keyboard, Kindle Wifi, Nexus 7, Nook Color, Nook Simple, Sony Reader.

-Laptops: HP ProBook 6550b, MacBook A1278, MacBook.

-Presentation Equipment: Easel (metal) Ethernet cords, Mac VGA adapter cords (iPad, miniDVI, Thunderbolt), NEC Projector VT695, NEC Projector VT465, Presentation bag (projector remote, cord, and wireless presenter), Screen (portable), Shure ULX1 Wireless Bodypack & WL93 Lavalier microphone, Shure ULX2/SM58 handheld microphone.

8. Out-of-Library Equipment Checkout Policy (*Amended 06/11/15; Last Reviewed 11/09/17*)

a. The Washington Free Public Library, at its discretion, lends equipment such as laptop computers, media projectors, and e-readers to residents of Washington County as a public service. Given the expense of the equipment, the library requires photo identification and a Washington library card for equipment that leaves the building. Some equipment will require a security deposit to checkout for out-of-library use. The borrower must be at least 18 years of age and the borrower's library account must be in good standing.

-The City of Washington, IA and the Washington Free Public Library are held harmless by the borrower for any damage, injury, or loss.

-The borrower is responsible for any equipment borrowed from the Washington Public Library.

-The borrower warrants that the equipment was in good working order when borrowed and that the borrower will reimburse the Library if the equipment is damaged, lost, or stolen while checked out.

-When the loan period has elapsed the borrower must return the equipment to the Library.

-If the equipment is not returned on time, a late fee will be assessed (\$1 per day) up to the replacement cost of the device.

-The equipment CANNOT be returned in the bookdrop. Until the equipment is placed in the hands of a library staff member and is checked in, it is the borrower's responsibility.

-If a security deposit is required for the equipment being checked out, the equipment will not leave the library until the deposit has been secured.

-Any security deposit will be returned to the borrower when the equipment is returned in the same condition as borrowed. If parts or pieces of the equipment are missing or damaged, the deposit will be held by the Library until the costs for repair and/or replacement have been paid by the borrower.

-After 30 days, the unpaid balance of any equipment repairs or replacement may be referred to the City Attorney. §714.5 of the Code of Iowa clearly states that failure to return library materials or equipment is evidence of attempted theft.

-Library use takes precedence over all other uses. No equipment is guaranteed to be available.

b. Equipment available for checkout includes:

-E-Readers/Tablets: iPad A1395 (1 week checkout, \$400 replacement, \$50 deposit), iPod Classic (2 week checkout, \$300 replacement), Kindle Fire (2 week checkout, \$200 replacement), Kindle Keyboard (2 week checkout, \$190 replacement), Kindle Wifi (2 week checkout, \$110 replacement), Nexus 7 (2 week checkout, \$165 replacement), Nook Color (2 week checkout, \$150 replacement), Nook Simple (2 week checkout, \$100 replacement), Sony Reader (2 week checkout, \$135 replacement).

-Laptops: HP ProBook 6550b (1 week checkout, \$1,000 replacement, \$100 deposit), MacBook A1278 (1 week checkout, \$1,100 replacement, \$100 deposit), MacBook A1342 (1 week checkout, \$1,000 replacement, \$100 deposit).

-Presentation Equipment: Metal easel (1 week checkout, \$50 replacement), NEC Projector VT695 (1 week checkout, \$1,000 replacement, \$100 deposit), NEC Projector VT465 (1 week checkout, \$1,000 replacement, \$100 deposit), Portable screen (1 week

checkout, \$100 replacement).

9. Interlibrary Loan (ILL) Policy (*Amended 06/11/15; Last Reviewed 11/09/17*)

a. Purpose: Due to limited budget and shelving space, the Washington Public Library does not own all materials that are requested by our patrons. Interlibrary loan (ILL) is used to obtain from other libraries those materials that are beyond the scope of our collection.

b. Borrowing from other libraries: The Washington Public Library charges \$2.00 per item for patrons to use the ILL service. This helps us offset shipping costs. The patron will be notified of the charge before the material is borrowed. The charge will be posted to the user's account if the item is ordered but not picked up by the due date.

-Checkout periods for ILL items are set by the loaning library, and are usually two weeks. On occasion, the Washington Public Library may receive permission from the loaning library to extend a due date.

-A patron may have only three active ILL requests at one time. Books published within the last year are not eligible for interlibrary loan. Those books will be considered for purchase by the library's selectors.

-Interlibrary loan privileges may be suspended if:

- a patron habitually requests titles and does not pick them up;
- materials are misused; or
- materials are returned late.

c. Interlibrary loan for Bookclubs: Washington Public Library offers a special interlibrary loan (ILL) service for local bookclubs. The Library will request multiple copies of books from other libraries in order to provide bookclubs with the number of copies they need. We ask that the bookclub or its members reimburse the Library \$2.00 per book to help cover the cost of shipping.

-Multiple copies of books are available to bookclubs if:

- the books are at least 1 year old, and
- the books are not current bestsellers.

-Occasionally, due to circumstances beyond our control, the Library is unable to fill a request. If this occurs, the Library staff will work with the bookclub to try to find an alternate title.

-Only book club members with a Washington Public Library card may check out books through this program, due to interlibrary loan rules.

-Some multiple copy bookclub sets are available from Iowa libraries and include discussion questions. Bookclubs are encouraged to choose titles that are included in the Multiple Copies List. The list is available here: <http://www.statelibraryofiaowa.org/ld/k-p/multiple-copies>.

-Bookclubs should designate a contact person for the bookclub, who will contact the Library with the titles and dates of the book discussions.

-ILL requests should be made at least 5 weeks before the bookclub meeting. With sufficient advance notice, the Library will order the books so that they will be available approximately 4 weeks prior to the bookclub meeting. Bookclub members are responsible for returning the books on time, renewing items, or paying the overdue fines.

d. Lending to other libraries: The Washington Public Library endeavors to extend Interlibrary Loan services to all public, governmental and academic libraries. Other libraries may submit requests which will be evaluated on a case-by-case basis.

-All individuals not holding a current Washington Public Library card who wish to borrow an item from our collection must initiate their request through another library as an Interlibrary Loan request.

- What can be borrowed – All library materials available for checkout to regular patrons are eligible for ILL with the following exceptions: reference materials, newspapers, genealogy materials, e-books, art prints, electronic equipment.
- The Library will not provide loans to other libraries of high demand material if local patrons have outstanding hold requests for those items.
- Requests must be submitted through the SILO Interlibrary Loan system and must be initiated by an Open Access participating library. Rush requests are accommodated only as time and staffing permit. The library will provide quick turnaround on most requests, usually responding within three (3) business days. Items commonly will be loaned for one month. This allows for transit time. Requests for extended due dates will be considered on an item-by-item basis.
- Lost, damaged or stolen Interlibrary Loan materials are subject to the Washington Public Library rules and regulations. Upon notice that an item cannot be returned, Washington Public Library staff will provide the borrowing library with the charge for that material. Charges for lost or damaged materials, as well as overdue charges for Interlibrary Loan items are the responsibility of the borrowing library.

10. Pre-school iPad Loan Policy (*Amended 07/16/15; Last Reviewed 11/09/17*)

- a. The Pre-School iPad Loan program has been made possible with a donation to the Washington Free Public Library from Iowa Public Television (IPTV). We are excited to offer these iPads to your facility to aid in educating our area students and ask that you adhere to the following agreement.
- b. Eligibility: iPads can be checked out from the Library by registered pre-school programs, and who read, agree to, and sign the iPad Loan Agreement.
- c. Loan period: iPads will be brought to the facility by the Children's Librarian during a regularly scheduled visit. The loan period is 1 month, with the possibility of renewal unless another facility is on hold for one. iPads are provided on a first-come, first-served basis. The Library cannot guarantee that an iPad will be available when requested. The Children's Librarian will pick up the iPad during the next regularly scheduled visit after the loan period is complete.
- d. Damages: The borrowing facility should report any problems experienced with the iPad during their borrowing period. The borrowing period may be cut short if problems are found that require maintenance. Borrowers are to return all components with the iPad, including power cord, case, any adapters loaned, and headphones. iPad should be returned in Big Grip Case. While the Library will not hold any facility financially accountable for damage, the Library does reserve the right to discontinue this agreement if continued abuse/damage occurs. We ask that adults make every effort to oversee the students in using the iPads in a constructive manner.
- e. Personal Data and Information: The iPads have 16GB of internal memory and are equipped with WiFi. The iPad comes with a suite of preloaded sample files and applications, but users may sync additional data and applications, with the understanding that all data will be wiped and replaced with the standard preloaded files and apps when the iPad is returned to the Library. Any additional apps or media purchased by the borrower during the loan period must be done with the borrower's own funds, and is not the responsibility of the Library. Any data or documents saved to the iPad by the patron during the loan period will be permanently erased during the restore process.

II. COLLECTION DEVELOPMENT POLICY (*Amended 01/11/18*)

A. Mission Statement

Washington Free Public Library believes in the freedom to read and learn, and the freedom to compare and express ideas. WFPL strives to provide educational, cultural and social enrichment for all residents of the city of Washington and surrounding areas.

B. Purpose

This policy is a guide for Library staff in their selection decisions and a source of information for the public about how materials are selected and how the collection is developed.

C. Responsibility

1. The Library Board of Trustees agrees to support the American Library Association's *Library Bill of Rights*, *Freedom to Read*, and *Freedom to View* statements as part of the Library's selection principles (see Resources).
2. Community and individual participation in collection development are encouraged and given serious consideration.
3. Selecting materials according to the Board's policy is the responsibility of the Director. The Director authorizes staff members qualified by training and experience to apply the policy to day-to-day decisions.
4. Questions about the policy or its execution should be referred to the Director.

D. Selection Criteria

1. Selection of Library materials, whether purchased or donated, is based upon the informational, educational, and recreational needs of the community but is limited by factors such as materials budgets, space, and content of existing collections.
2. Each potential acquisition must be considered in terms of its own excellence and the audience for whom it is intended. There is no single standard that can be applied in all acquisition decisions. Some materials may be judged primarily in terms of artistic merit, scholarship, or value as human documents; others are selected to satisfy the recreational or informational needs of the community.
3. Expanding areas of knowledge, changing social values, technological advances, and cultural differences require flexibility, open-mindedness, and responsiveness in the evaluation and re-evaluation of all Library materials.
4. In order to build collections of merit, all acquisitions, whether purchased or donated, will be considered according to the following general and specific criteria listed below. All criteria are measured by the professional judgment, knowledge and experience of the Washington Public Library staff and include use of the resources listed under Section VIII along with professional journals such as *School Library Journal*, *American Libraries*, and *Forecast*.
 - a. General Criteria for the Evaluation of Library Materials:
 - Attention of critics, reviews, and public
 - Present and potential relevance to community needs
 - Prizes, awards, or honors received
 - Relation to existing collection and other material on subject
 - Reputation and/or significance of author, producer, artist, etc.

- Suitability of format for Library use
- Suitability of subject and style for intended audience
- b. Specific Criteria for the Evaluation of Works of Non-Fiction:
 - Authority of author, producer, artist, etc.
 - Clarity, accuracy, and logic of presentation
 - Comprehensiveness and depth of treatment
 - Contribution of the work to balance the collection
 - Objectivity and integrity
 - Representation of challenging works, including extreme and/or minority points of view
- c. Specific Criteria for the Evaluation of Works of Fiction:
 - Artistic expression, presentation, and experimentation
 - Effective characterization, plot, setting, or theme
 - Representation of important movement, genre, trend, or national culture
 - Sustained interest
 - Vitality and originality

5. Gifts

The Library encourages gifts of materials or money to purchase them. Gift materials will be evaluated according to the criteria listed above to determine suitability for inclusion in the Library's collection. Donors will be informed that materials not selected for inclusion in the Library's collection will be disposed of. More information can be found under the Library's general Gifts Policy.

6. Unique Collections

Genealogy, Local, and Family History – The Washington County Genealogical Society, Washington County Historical Society, and Washington DAR all have collections within the Grayson Archives room in the lower level of the Library. These materials are added and removed according to each organization's policies, and are not subject to the Library's Collection Development policy.

E. Comments and Criticism of the Collection

1. Because of the rich diversity of human experience and opinion, it is inevitable that some materials in the Library's collection will be objectionable to some people in the community. The Library, in a very real sense, belongs to the whole community—to the minority as well as to the majority.
2. The Library staff and the Library Board welcome comments and criticisms of the collection as a whole or of individual items. Persons are welcome to meet with the Director and then attend Library Board meetings to discuss the statement of purpose, selection policy, Library collection as a whole, and individual items in the collection or available through the Library.
3. Procedure followed to express concern:
 - a. Complete a "Reconsideration of Library Materials Request" form and submit it to the Director.
 - b. The Director will research the request and material(s) and will provide a written decision to the requestor and the Library Board within 30 days.
 - c. If unsatisfied with the Director's decision, the requestor may appeal the decision before the Library Board of Trustees.
 - d. The Library Board has the final decision in material requests.

F. Access

1. The Library does not restrict access to Library materials except for the express purpose of

protecting material from mutilation and theft. Materials are shelved for the convenience of their general audience and according to shelf space. Children, young adults, and adults may use any items in the Library collection.

2. Parents or guardians, not the Library or its staff, are responsible for the materials accessed by children. At the request of parents and guardians, Library staff can put restrictive messages on youth accounts, however due to the large amount of traffic in the facility Library staff can make no guarantees that restrictions will be heeded at all times.

G. Withdrawing Materials

Weeding is an essential and accepted part of Library collection development. Obsolescence, use, damage, and normal wear and tear make the withdrawal of materials a continuous process. The withdrawn materials are sold, traded, destroyed, or disposed of in any way the Director and Library Board deem appropriate.

H. Resources

Alabaster, Carol. *Developing an Outstanding Core Collection: A Guide for Libraries*. Chicago: American Library Association, 10.

Evans, G. Edward. *Developing Library and Information Center Collections*, Third Edition. Englewood, CO: Libraries Unlimited, 1995.

"The Freedom to Read Statement", American Library Association, July 26, 06.

<http://www.ala.org/advocacy/intfreedom/freedomreadstatement>

"The Freedom to View Statement", American Library Association, January 10, 1990.

<http://www.ala.org/rt/vrt/professionalresources/vrtresources/freedomtoview>

Hughes-Hassell, Sandra, and Jacqueline C. Mancall. *Collection Management for Youth: Responding to the Needs of Learners*. Chicago: American Library Association, 05.

Johnson, Peggy. *Fundamentals of Collection Development and Management*, Third Edition. Chicago: American Library Association, 14.

"Library Bill of Rights", American Library Association, June 30, 06.

<http://www.ala.org/advocacy/intfreedom/librarybill>

III. USE OF LIBRARY FACILITIES AND EQUIPMENT

A. Public Meeting Rooms (*Amended 03/08/18*)

In the spirit of providing a public forum to the community, the Library offers access to 2 meeting rooms, a conference room, and a workroom. Library meeting rooms are made available to the public on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

1. Guidelines for Use: Meeting rooms at the Washington Public Library are intended for informational, educational, and cultural purposes.

a. Commercial Groups & Activities: Meeting rooms are not available for the sale of merchandise, for solicitation of later sales, or for order placement, except by the Library or non-profit groups. Non-profit groups engaged in such commercial activities or those charging for events, along with all commercial groups, will be charged the rental costs listed below.

b. Endorsement: Use of the Library meeting rooms does not imply endorsement by the Library, Library staff or Trustees of the viewpoints presented. Meeting room users agree not to imply any such endorsement in promotions leading up to the event or during the event.

c. Performances: Performances (musical, theatrical, etc.) must receive prior permission from the Library Director and must not be disruptive to normal Library operations.

d. Political Groups: Forums or informational meetings for potential elected officials, or for political parties, are allowed. Fundraising of any kind is expressly prohibited.

2. Facilities: Meeting room users agree to -- (1) leave the room in the same condition as found, including leaving the tables and chairs arranged according to the posted arrangement; (2) clean up all trash and litter prior to leaving; (3) be responsible for any damage done to the property, furniture or equipment; (4) ensure compliance with all rules, regulations of the Library, and all laws of the city. The signer of the Meeting Room contract is responsible for compliance of the contract by all event attendees.

a. Damage: All groups must take reasonable precautions to avoid damage of equipment, furnishings, flooring, and other Library property. The Library reserves the right to require a damage deposit from users. Any broken or damaged materials and furnishings must be replaced by the signer of the contract or his/her affiliated group, or a replacement fee will be assessed. A \$35 fee will be assessed to the signer of the contract if trash is not cleared from the room at the end of its use. The above described fees are not to be construed as a limit of liability for damages. The City of Washington and its agents may take any legal action necessary to recover damages.

b. Food: If food is to be served, users will serve as much as possible from the kitchenette. All serving dishes from caterers are to be removed immediately following the event, or Library staff must be notified of when serving items will be picked up. Food cannot be served outside the meeting rooms.

c. Noise Levels: The meeting rooms are provided as a community service, but our primary mission is as a public library. Users are asked to be considerate of patrons who may be trying to work or study and keep voices to a reasonable level. Meeting room doors should be closed once the meeting has started.

d. Parking: Parking places next to the Library are to be reserved for patrons, and parking places in front of downtown businesses are to be reserved for customers. This is especially important for all-day events. Parking is available alongside Central Park and

just off the main square. A parking map is available at the Library and on the Library's website.

e. Smoking/Alcohol: Smoking & alcohol are prohibited. NO exceptions.

3. Staff Assistance: Users are expected to set up before and tear down after any event. No Library staff time will be used to help set up for a non-Library event without prior arrangement. Users should plan to come early for set up and stay late for tear down, and this will be built into the reservation time.

a. Equipment: Staff members are available to help users with Library equipment, but make no guarantees that outside equipment will connect to Library equipment. Users should come early to test all system connections.

b. Furniture: Users must ask Library staff before moving tables or chairs from other parts of the Library.

4. Scheduling: Reservations can be made in-person during normal Library hours or by phone (#319-653-2726) or email: admin@washington.lib.ia.us. Although the room(s) will be considered reserved, access to the room(s) will only be granted after receipt of any required fee and a signed contract.

a. Available Hours: If the use of the meeting rooms is to extend beyond regular business hours, notice must be given to the Library staff prior to the beginning of the meeting and arrangements made between the staff and the users of the room to ensure the security of the building. Access to the meeting rooms at a time when staff are not scheduled will not be granted, with the exception of Library programs, music recitals, and City of Washington meetings.

b. Cancellations: Cancellations must be made at least 24 hours in advance of the meeting, or all fees paid will be forfeited. The Library reserves the right to limit reservations from groups who have 2 no-shows in the past year.

c. Priorities: Meeting rooms will be scheduled according to the following priority list: (1) Library programs and activities, (2) Local Government programs and activities, (3) Non-Profit Groups, (4) Commercial Groups. Meeting rooms are then available on a first-come first-served basis for individuals.

d. Reservation Limits: Rooms can be reserved no more than 9 hours per month without special approval of the Director. Rooms can be reserved no more than 6 months in advance, or 3 months for recurring events.

e. Room Information & Costs (for Commercial groups & Non-profit groups engaged in commercial activities):

- Washington State Bank Room: Up to four (4) hours: \$40; All day: \$75

- Nicola Stoufer Room: Up to four (4) hours: \$40; All day: \$75

- Washington State Bank Room & Nicola Stoufer Room (combined):

Up to four (4) hours: \$80; All day: \$150

- Kitchenette (attached to N-S Room): Up to four (4) hours: \$20; All day: \$25

- Lower Level/ReBook Room (available for meetings 8 a.m.-3 p.m. & 6-8 p.m.):

Up to four (4) hours: \$20; All day: \$25

- Wolf Conference Room: Up to four (4) hours: \$25; All day: \$30

f. Maximum occupancy limits:

- Washington State Bank Room: Chairs only: 45; Tables & chairs: 40

- Nicola Stoufer Room: Chairs only: 80; Tables & chairs: 55

- Washington State Bank Room & Nicola Stoufer Room (combined):

Chairs only: 125; Tables & chairs: 95

- Lower Level/ReBook Room: Chairs only: 49; Tables & chairs: 26

- Conference Room: 15

- Study Rooms: 2

B. Bulletin Board, Exhibits and Displays (*Amended 03/09/17; Last Reviewed 03/08/18*)

1. Bulletin Board

- a. Posters and announcements of public interest will be accepted and displayed.
- b. The library retains the right to accept or reject any materials, and to discard any outdated materials or materials posted without permission. No advertising or promotion of commercial groups or businesses may be posted on bulletin board.
- c. Undated materials on bulletin board will be removed after one month.

2. Exhibits and Displays

Individuals and groups are encouraged to inquire about using exhibit and display spaces at the Washington Public Library for educational, cultural, charitable, governmental, and civic purposes. Spaces are available to the public on an equitable basis.

- a. Exhibits shall be displayed for a time not to exceed 1 month. Individuals and organizations may request space up to 2 times per calendar year.
- b. All exhibits and/or displays must be scheduled through library staff.
- c. Exhibitors are responsible for the installation and removal of their displays. The library does not provide storage space or special furnishings for displays beyond the display space itself.
- d. The library will not be responsible for staffing/supervising an exhibit.
- e. Library related exhibits will be given priority, should space become limited.
- f. The library will not be responsible for any materials lost or damaged during an exhibit. Groups or individuals providing exhibit or display materials do so at their own risk.
- g. The use of library space to provide an exhibit or display for an individual or group does not constitute an endorsement of that individual or group's policies or beliefs.
- h. The library's exhibit spaces are for display only and not retail. Exhibitors will not mention sales on any pieces or in any literature or promotion of the display. However, exhibits and displays may include information about the artist/exhibitor including contact information.
- i. Exhibitors will be solely responsible for any promotion of the display. Exhibitors agree not to imply library endorsement in promotions leading up to/during the display.
- j. Exhibits cannot in any way disrupt the normal routine of the library.
- k. The Library Director and Library Trustees have the right to restrict exhibits based on content. Spaces may not be used for exhibits that are commercial in nature, proselytize for a specific religion, espouse partisan politics, demean groups or individuals, or disrupt the use of the space for children's programming.
- l. We encourage all artists to provide an Artist's Statement that can be included with the exhibit.
- m. Persons who request the removal or replacement of an exhibit or an item in an exhibit will be asked to put their requests in writing by completing and signing a Request for Reconsideration. The Director shall notify the Art Committee, which shall review the Request for Reconsideration and make a recommendation to the Board of Trustees.

C. Storage Facilities and Organizational Use (*Amended 03/09/17; Last Reviewed 03/08/18*)

1. Organizations and community groups using library facilities may not consider the library as a

storage facility for their materials. All materials housed at the library will be considered library materials and will be available for public use as stated in the Materials Selection Policy.

2. The Genealogy collection, maintained and developed by the Washington County Genealogical Society, is a widely used collection; it will be permitted to grow, and attempts to house it comfortably will be made. Maximizing shelf space in the room where this collection is housed will be a priority. The equipment in the Genealogy department belongs to the Washington County Genealogical Society, and all repairs or replacement of equipment is the responsibility of the Genealogical Society. Materials that the Genealogical Society has added to the collection belong to the Genealogical Society, while materials that the Library has housed in the Genealogy department belong to the Library.

D. Fax Machine (*Amended 08/14/14; Last Reviewed 03/08/18*)

Sending faxes and notifying people of incoming faxes will be done by library staff when time is available, as soon as reasonably possible from time of request or receipt of materials.

1. All outgoing faxes charged at \$1.00/page
2. Incoming faxes charged at \$.10/page.

E. Copier, Reader/Printer Machines (*Amended 08/99; Last Reviewed 03/08/18*)

Copy machines are provided for the convenience of the user, and the library assumes no responsibility for copy quality or personal mistakes. The library will strive to maintain equipment in good working order, but cannot be held responsible for machine malfunction or breakdowns.

1. Photocopies can be made for \$.10/page
2. Reader printer copies from microfilm can be made for \$.25/page

F. Piano Policy for Private Instructors (*Amended 03/09/17; Last Reviewed 03/08/18*)

Using the grand piano and the space on the library second floor shall be considered a privilege. Formal application for the use of the piano is made with the Library Director. An individual responsible for the event must complete and sign the application form. Reconfirmation of the event must be made with the Director at least one week prior to the meeting. Cancellations or change of event dates also must be cleared with the Director.

1. Patrons shall conduct themselves in ways that are consistent with public library activities.
2. A \$50 service fee, which will go toward the piano maintenance fund, is required when the "Piano Policy for Private Instructors Agreement" is signed.
3. The seating may be arranged to accommodate the attendees. Tables and chairs should be returned to the positions in which they were found.
4. No food or drink shall be served without approval. Any food or drink that is approved must be kept at least twenty feet away from the piano area.
5. Burning of any materials, including incense and candles, is prohibited.
6. The person/teacher responsible for the musical activity/event shall meet with the Director prior to the event date to receive specific instructions regarding entry to the premises, lock up procedure, lights, etc.
7. Only the piano area shall be open for these special events. There will be no access to other parts of the library when the event is after hours.

G. Disposition of Materials, Furniture and Equipment (*Amended 03/09/17; Last Reviewed 03/08/18*)

1. It is the policy of Washington Public Library to dispose of library materials, furniture and equipment that are no longer functional or useful in a manner that serves the best interests of the library and the best interests of the community.
2. If an item of furniture or equipment is determined to be no longer functional or useful, the Library Director will be notified so he/she can determine whether disposition is appropriate.
3. When the Library Director determines an item of furniture or equipment no longer has value to the library, including furniture and equipment originally purchased or funded by a third party but owned by the library, it will be removed from inventory and disposed of in one of the following ways:
 - a. Books and other library materials, including audio-visual materials and circulating art, no longer deemed appropriate for the collection will be added to the book sale put on by the library's Teen Advisory Board. Proceeds from the sale will be deposited into the Library Gift Account with the understanding that it will be used for young adult programming.
 - b. Computer equipment, no longer of use to the Library, may be sold to a technology recycling company or through a publicly advertised sale, with proceeds being deposited into the Library Gift Account.
 - c. Furniture, no longer of use to the Library and of minor value, may be offered to another City department or government entity or sold through a publicly advertised sale, with any proceeds being deposited into the Library Gift Account.
 - d. Items not covered by the above will be sold through auction, online auction, or publicly advertised sale with any proceeds from such sale being deposited into the Library Gift Account.
 - e. If an item is determined to have marginal or no resale value, or does not sell through auction or publicly advertised sale, it may be sold or discarded in the best interest of the Library.

H. Video Surveillance Policy (*Amended 01/10/13; Last Reviewed 03/08/18*)

1. The Washington Public Library strives to maintain a safe and secure environment for its staff and patrons. In pursuit of this objective, selected public areas of the library premises are under video surveillance and recording. Signage will be posted at the library entrance at all times, disclosing this activity.
2. Video cameras shall not be positioned in areas where there is a reasonable expectation of personal privacy.
3. Images from the Library surveillance system are stored digitally on hardware in the Library and accessed remotely, via secure connection, by the City of Washington Police Department. It is the intent of the Library to retain all recorded images for a minimum of 14 days, or until image capacity of the system is reached. Then, the oldest stored images will be automatically deleted by system software to make room for new images.
4. When an incident occurs on Library premises:
 - a. Video image recordings will be used to identify the person or persons responsible for Library policy violations, criminal activity, or actions considered disruptive to normal Library operations.
 - b. Video records may be used to assist law enforcement agencies in accordance with applicable state and federal laws.
 - c. Video recordings of incidents can be retained and reviewed as long as considered

necessary by the Library Director or Washington Chief of Police.

d. Images may be shared with other Library staff to identify person(s) suspended from Library property and to maintain a safe and secure environment.

e. While it is recognized that video surveillance will not prevent all incidents, its potential deterrent effect, and resource as a means of identifying and prosecuting offenders is considered worthwhile.

I. Proctoring Policy (*Amended 11/14/13; Last Reviewed 03/08/18*)

1. Purpose

To meet the needs of individuals and institutions of higher learning, the Washington Public Library agrees to cooperate with area residents and institutions to support their lifelong learning goals by offering proctoring services. This service is based on the availability of personnel, facilities and technology to do so.

2. Responsibilities of the Student

a. The student will ask the Library Director or a Library Assistant to proctor the exam and arrange for the exam and instructions to be sent to the library at least one week before the taking of the exam.

b. The student is responsible for ensuring that the computer resources in the Library are adequate for the test taking requirements.

c. The student will provide a valid Driver's License or a photo ID for verification of identity and will arrive prepared with the necessary or required supplies to take the exam.

d. The student is responsible for return postage and envelope for any exam which does not include a self-addressed, stamped envelope. The finished exam will be handled with other Library mail, or will be faxed or e-mailed as requested.

e. The student is responsible for ensuring fulfillment of all requirements of the examining entity. The Library will not be held responsible if a conflict occurs between the student, the examining entity, or library staff proctoring the test.

f. The student is responsible for contacting the examining entity if there is any issue with taking the test, such as a power failure, unexpected library closure, etc.

3. Responsibilities of the Library

a. The Library Director or a Library Assistant will proctor exams.

b. Proctoring at the Library will include issuing the exam, being aware the student is taking the exam, periodically observing the student, signing the proctor form, and mailing the completed exam.

c. The library can provide a quiet study room upstairs if constant observation of the exam is not required. If an institution requires the student to receive constant, uninterrupted observation, the Library staff can only proctor the exam at the table facing the front desk.

d. The Library Director or Library Assistant will not sign the name of another librarian on the proctoring form or the exam. Library staff will not sign any statement required by the educational institution inconsistent with our policy or with how the test was administered.

e. Library staff cannot make changes to our public computer settings. The Library does not allow the installation of any special software that may be needed to complete the exam on a Library computer. The Library is not responsible if the web site or email is not working.

f. The Library Director or Library Assistant may refuse to proctor any exam too burdensome or exacting in its demands.

g. The Library is not responsible for exams that have gotten lost in the postal system.

h. The Library does not keep copies of completed exams.

J. Keys and Building Access Policy (*Amended 09/11/14; Last Reviewed 03/08/18*)

1. Introduction

This contract clarifies the issuance and accountability of all keys and access codes which control access to the library and its contents. It outlines the responsibilities of library personnel, as well as the holders of library keys and codes. It is the intent of the library that the building will be locked outside of normal working hours to maximize the security of the building and its contents.

2. Authorized Keys

All keys and access codes are the property of the Washington Public Library. The Library Director is the only authorized supplier for library keys. No person shall knowingly possess an unauthorized key or access code for the Washington Public Library.

3. Lost or Stolen Keys

In the event a key is lost or stolen, the Library Director will determine if rekeying needs to occur. Costs associated with the rekeying may be paid by the holder of the key. Loss of a key may result in loss of key privileges and personal liability for any damage or loss to library property.

4. Duplication or Lending Prohibited

Duplicating and/or lending keys or access codes is prohibited. If an individual lends their key(s) to anyone, makes a duplicate so that others can gain access to library property, or shares their access code, they will be subject to loss of key/code privileges and will be held personally liable for any damage or loss to library property caused.

5. Responsibilities

a. Library Director is responsible for:

- Approving the completed Keys and Building Access Contract
- Maintaining appropriate records of key holders
- Determining if rekeying is to occur in the event that a key is lost or stolen

b. Key Holder is responsible for:

- Completing a Keys and Building Access Contract
- Picking up key(s) from Library Director
- Maintaining and securing keys issued to them
- Notifying the Library Director of any changes of staff/volunteers with key access
- Returning keys to the Library Director when necessary
- Reporting lost or stolen keys immediately (within 24 hours of discovery)

K. Emergency/Severe Weather Policy (*Approved 04/11/13*)

1. Introduction

In the event of an emergency, it is the primary responsibility of the library staff present to do whatever is necessary to ensure the safety of the library patrons and the remainder of the staff. The secondary responsibility of the library staff is to minimize the damaging effect of the emergency to property, only if it poses no threat to anyone's personal safety.

2. General Guidelines

- a. Keep calm and gather as much information as possible in a reasonably short period of time.
- b. Evacuate the area if the threat of danger is imminent and secure the area from entry.
- c. Summon the appropriate emergency agency (police, fire or ambulance) by calling 911.
- d. Other pertinent phone numbers are listed on the library directory sheet by the main

phone.

e. Contact the Director if he/she is not present.

f. Supervisor should interview staff/patrons involved in the incident and write an incident report.

3. Procedures in Specific Situations

a. **Bomb Threat:** Gather as much information from the reporting caller as possible.

Attempt to learn as much from the caller as you can, such as the planned time of explosion, the type of bomb and its location in the building. Keep the phone line open and keep the caller on as long as possible. Evacuate the building and call the police immediately. Do not activate the fire alarm. Keep on the phone with the caller as long as possible and keep other phone lines open.

b. **Closings:** The Director is responsible for closing the library due to unhealthy conditions, unsafe conditions or other emergencies. If the Director is unavailable, the Supervisor on staff will make the decision with the approval of the Board of Trustees President, if possible. Staff members making the decision to close are to notify KCII radio of the closure at 653-2113 and to post the closure on the library's Facebook page.

c. **Elevator Failure:** In the event that a person becomes stranded in the elevator, reassure them until help arrives. Do not attempt to pry open the doors. The fire department has requested that we call them immediately, rather than attempt to open the elevator ourselves.

d. **Evacuation:** If the threat of personal danger is imminent, immediately evacuate the building. Announce the evacuation and ask everyone in the building to remain calm and walk to the nearest exit. Notify emergency assistance by calling 911. Assist the handicapped and elderly to exit the building; and if possible, check the building for stragglers as you exit by checking the restrooms, lower level, and second floor. Move the crowd away from the building and across to Central Park. Stand ready to direct the emergency assistance to the exact location of the problem. If possible, prevent anyone from reentering the building until it is determined to be safe (including locking the front doors, if necessary).

e. **Fire:** Upon discovery of a fire, sound the alarm by pulling the nearest fire alarm. If the fire is in its early stages, such as a trash can or a small pile of paper, use the nearest extinguisher. The Supervisor in charge will follow evacuation procedures and, when possible, try to close the door to the burning area to confine the fire and minimize the spread of smoke. Do not return to the building for any reason until approval is given by the Fire Department. All staff should know the location of all fire extinguishers, alarms, and exits. A listing of fire extinguishers is kept behind the library directory sheet by the main phone, and is updated by the City of Washington Fire Department. Fire extinguishers should be checked monthly by staff, and the City of Washington Fire Department completes annual maintenance.

f. **Flooding and Water Leaks:** If an area is found to be flooded, clear the area and secure it from entry to prevent the possibility of electric shock. Call Carson's at 653-2287. Small leaks are also to be reported. Immediate action may be taken to protect library materials if the threat of electric shock is not present.

g. **Medical Emergencies:** Call 911 immediately in the event of any serious problem. A first aid kit and CPR kit are available below the sink in the staff work area. A blood borne pathogen kit is available both in the staff work area and in the upstairs help desk. A defibrillator is available next to the elevator on the first floor. Staff members should exercise caution when administering first aid. Do not move the injured person. Since each case is unique, staff members should use their own judgment to do what is prudent and

reasonable. If the medical emergency involves an injured staff member, the Director will call the Company Nurse at 1-888-770-0928 to report the incident (Employer: City of Washington, Search Code: IA355).

h. Poisoning: Attempt to establish the source of the poison and follow any immediate corrective action printed on the label. Additional information may be obtained by calling the Poison Control Center at 1-800-222-1222. Summon an ambulance and retain the suspected source of the poison for the emergency personnel.

i. Power Outage: If power outage lasts more than 1 hour, close the library and check that all patrons have exited. Flashlights are available below the sink in the staff work area. If emergency back-up lights fail to work, notify the Director so they can be repaired.

j. Psychiatric Emergencies: Don't argue with anyone who appears to be experiencing a drug or psychiatric crisis. Be alert to the possibility of violence. One staff member should engage the person in conversation and patiently listen while another calls the police. Attempt to continue talking with the person until help arrives.

k. Snow Storm: If it is possible to make it to the library and stores are open, the library will remain open. If a storm starts during the day, staff will stay tuned to news reports and go home before the storm makes driving dangerous. A closed sign will be placed on the front door and staff will notify KCII radio of the closure at 653-2113 and will post the closure on the library's Facebook page.

l. Suspicious Package: Do not touch or move a suspicious package (such as one left unattended). Notify the Director and if the Director is unavailable, notify the police.

m. Tornado: A tornado WATCH is declared when conditions are favorable for tornadoes but none have been sighted. A tornado WARNING is declared when a tornado has been sighted in the area. When the city's tornado siren sounds, the Supervisor in charge will notify patrons that a tornado warning is in effect. Staff and patrons are to move into the basement until the all clear signal is received. If possible, the severe weather emergency sign will be placed at the door.

n. Theft, Robbery, or Vandalism: Report all thefts and vandalism to the police and the Director as soon as discovered. Cooperate with robbers and notify the police as soon as it is safe. Staff should wait outside for police to arrive in case there is still someone in the building. Nothing is to be disturbed until police give their permission.

4. Annual Review: This policy will be reviewed and discussed annually with the staff.

IV. INTERNET USE

A. Internet Use Policy (*Amended 05/11/17; Last Reviewed 05/10/18*)

1. Purpose

The purpose of public access to the Internet is to further support the community's informational, learning, cultural, and recreational needs.

2. Selection

The library will select and organize resources available online by applying the same basic standards that are used in selection of other materials, and provide links from the library home page. Access is not limited to these sites.

3. Use

a. The Washington Public Library can assume no responsibility for accuracy of any information accessed through the Internet, nor can we control or monitor information accessed. Due to the visibility of computer monitors in public areas of the library, the library may install content filtering software on public access machines in an effort to restrict access to pornographic images. Every effort will be made to insure that access to all other information including educational material that includes images of the human body and information surrounding issues of sexuality and sexual health.

b. The Washington Public Library asserts that it is the responsibility of the parent to monitor and guide a child's information selection, and will not take any responsibility for monitoring or controlling a child's access to information. Parents may request that their minor child, who is under the age of 10, be restricted from using Internet computers. A note will be added to the child's account, though no guarantee can be made that the child will never have access to Internet-enabled devices or computers.

c. The copyright law of the United States (Title 17, U.S. Code) governs the making of reproductions of copyrighted material. The person using the library's Internet or wireless Internet connection is liable for any infringement.

4. Unacceptable Use

a. The Washington Public Library reserves the right to restrict or terminate the Internet use privileges of any individual not practicing responsible use of the Internet.

b. Unacceptable use includes, but is not limited to the following:

- Any use of Washington Public Library computers or Internet access which is disruptive to other patrons or library staff in any way, including viewing pornographic materials.
- Attempting to modify or gain access to library settings, files, passwords, or data.
- Downloading copyrighted materials from the Internet without legal consent.
- Damaging or destroying equipment, software, or data belonging to the library.
- Disrespecting the privacy of other users.

c. Violation of the Internet Use Policy may result in the following consequences:

- First offense – Termination of session and loss of computer privileges for one day.
- Second offense – Denial of computer privileges for one month.
- Third offense – Denial of computer privileges, for a period of time determined by the Board.

B. Wireless Use Policy (*Amended 05/10/18*)

1. The Library provides wireless Internet access to give access to its digital collection, even when the physical library is closed.
2. Library staff cannot be responsible for assisting users in making changes to wireless devices or connecting devices to our wireless network.
3. The copyright law of the United States (Title 17, U.S. Code) governs the making of reproductions of copyrighted material. The person using the library's wireless Internet connection is liable for any infringement.
4. The Washington Public Library can assume no responsibility for accuracy of any information accessed through the Internet. Please use the Library's wireless Internet responsibly.
5. **WARNING:** This free service is an open network provided for patron convenience and its use is at the user's own risk. It is available to the general public, and is **NOT INHERENTLY SECURE**. The Library cannot and does not guarantee the privacy of data and communication while using the service. By using this service, the user acknowledges and knowingly accepts the potentially serious risks of accessing the Internet over an unsecured network.
6. Access to the Library's wireless Internet network is provided **AS AVAILABLE**. The Library provides no guarantee that the service will be uninterrupted or error-free, and cannot be held liable for any direct or indirect damages that result in any way from the user's ability or inability to use the network.

V. GIFT POLICY (*Amended 07/27/17*)

A. General

The Washington Public Library will gladly accept gifts of money, appropriate library material, equipment or real property. In general, gifts will not be accepted unless they are given to the library without restriction and will be accepted with the understanding that the gift is to become the property of the library. All gifts will be subject to the same criteria as other library equipment and materials and may be utilized, sold, withdrawn or disposed of as best fits the library's needs.

All gifts are tax-deductible and the library will furnish the donor with a receipt upon request. Library staff will provide a description of the donated item, but cannot place monetary value on items donated.

B. Monetary Donations

1. Gifts made 'To the Library' become the property of the city government; but gifts made to Washington Free Public Library Foundation, a 501(c)(3) corporation, qualify as tax deductible and give the library staff and trustees the fullest discretion to address the library's needs.
2. Individual monetary contributions made directly to the Washington Free Public Library will be deposited into the library's Gift Fund for the purchase of library materials, equipment or programs beyond the scope of the regular library budget. Requests from donors as to the use of the money will be considered and heeded when possible, appropriate and practical.

C. In-Kind Memorials

Items may be donated or selected for purchase through the library in memory of or in honor of a loved one. Donations must meet the selection criteria of the library. Materials are also subject to all other general gift policies with regard to removal from the collection. Materials purchased through the library will cost the individual(s) giving the memorial no more than what the library paid for the material. Items will be marked with a bookplate or other tag and will be logged in the Memorials notebook, which is housed in the library.

D. Real Property

Those donating real property or personal property, including machines, fixtures, artwork, displays or other items that are not circulating library materials will be asked to sign a gift waiver form. This form can be used by the donor for tax purposes and will be kept as a record of transfer of ownership.

VI. STAFF

The WFPL Board of Trustees accepts the City of Washington Personnel Manual with exceptions listed below.

A. Working Conditions / Benefits (*Amended 01/08/15; Last Reviewed 09/14/17*)

1. Hours

- a. Library Assistants will have regular working hours set by the library director.
- b. Any time off from a regular scheduled work week must be taken as vacation or sick time, except with the approval of the director. If all of a Library Assistant's vacation time is used and h/she needs time off, time without pay, or "trading" time with another employee is an option with director approval. Except in extenuating circumstances, hours traded will be within the same pay period. Once an exchange of hours has been officially made and written on the calendar, Library Assistants will be held responsible for the shift they have taken.
- c. In accordance with the City policy, Library Assistants will not be paid for time missed due to the closing of the Library during normal hours of operation because of emergency, weather, projected lack of patron use, or other reasons deemed appropriate.

2. Paid Sick leave

- a. Upon beginning employment, Library Assistants (both full-time and part-time regular Library Assistants) are eligible for paid sick leave. Library Assistants will accrue sick leave at the same rate as other full time City Employees, prorated based upon their average weekly hours worked*. The maximum number of sick leave that can accrue over time shall conform to the City Personnel manual.

- b. Valid uses of sick leave shall conform to the City Personnel manual.

* *"average weekly hours worked" means six weeks of actual hours worked divided by six. "Average weekly hours worked" should be reviewed annually on July 1, upon any major change in the regular schedule of the employee, or at the request of the employee.*

3. Family Medical Leave

All employees designated as full time employees shall receive the benefits of the federal Family Medical Leave Act.

4. Bereavement leave

See City employee manual

Exceptions: Regular Part-time Library Assistants shall have the same benefits as Full-time employees.

5. Paid Vacation

Full-time Library Assistants are granted paid vacation in accordance with the City Employee Manual.

6. Paid holidays

- a. The Library is closed in observance of holidays following the City schedule. Regular holidays observed are:

New Year's Day

President's Day

Memorial Day

Independence Day

Labor Day
 Veteran's Day
 Thanksgiving
 Thanksgiving Friday
 Winter holiday – December 24 & December 25

- b. When a City recognized holiday falls on a Saturday or Sunday, which the City decides to observe on either the Friday before or the Monday following, the director has the discretion to designate the holiday be observed by the Library on the same day as the City AND to close the library on the Saturday upon which the holiday falls. In such a case, the employees scheduled to work on the Saturday shall not receive holiday pay.
 - c. Library Assistants who are regularly scheduled to work on the day on which a holiday falls have the day off and shall be paid as if they have worked their regular hours.
 - d. Library Assistants who are not scheduled for work on a holiday will receive a comp day to be used within the pay period.
 - e. The Paid Holiday policy applies to all full-time regular employees and regular part-time Library Assistants.
 - f. Page positions are not eligible for paid leave.
7. City Benefits
- a. Full-time Library employees are eligible for City benefits including medical insurance and life insurance in compliance with the City's Benefits plan.
 - b. Part-time employees are not eligible for City benefits other than IPERS coverage.
 - c. Pages that are under 18 are not eligible for IPERS coverage.

B. Whistleblower Protection Policy (*Amended 04/12/12; Last Reviewed 09/14/17*)

1. The Washington Public Library adheres to Iowa State Code, Section.70a.29.
2. Any Washington Public Library staff member or volunteer who reports waste, fraud, or abuse at the Library will not be fired or otherwise retaliated against for making the report.
3. The report will be investigated and, if determined not to be waste, fraud or abuse, the individual making the report will not be retaliated against for making the report. There will be no punishment—including firing, demotion, suspension, harassment, failure to consider the employee for promotion, or any other kind of discrimination—for reporting problems at the Library.
4. To report suspected waste, fraud or abuse a written report should be filed with the Library Director. If it would be inappropriate to make the report to the Library Director, a report may be filed with any Board member including President or Vice-President.
5. An appropriate investigation will be undertaken and a report summarizing findings will be provided to the person making the report. Steps will be taken to deal with the issue and, if warranted, law enforcement personnel will be contacted.

C. Conflict of Interest Policy (*Amended 05/10/12; Last Reviewed 09/14/17*)

The purpose of the following policy and procedures is to prevent the personal interest of staff members and board members from interfering with the performance of their duties to Washington Public Library, or result in personal financial, professional, or political gain on the part of such persons at the expense of Washington Public Library or its patrons, supporters, and other stakeholders.

1. Full disclosure, by notice in writing, will be made by the interested parties to the full Board of Trustees in all conflicts of interest, including but not limited to the following:

- a. A board trustee is related to another board member or staff member by blood, marriage or domestic partnership.
 - b. A staff member in a supervisory capacity is related to another staff member whom she/he supervises.
 - c. A board trustee or his/her organization accrues a direct or indirect pecuniary or material benefit from a Washington Public Library transaction or staff member of such organization receives payment from Washington Public Library for any subcontract, goods, or services other than as part of her/his regular job responsibilities or as reimbursement for reasonable expenses incurred as provided in the bylaws and board policy.
 - d. A board member or staff member's organization receives funding from Washington Public Library.
 - e. A board member or staff member is a member of the governing body of a contributor to Washington Public Library.
 - f. A volunteer working on behalf of Washington Public Library who meets any of the situations or criteria listed above.
2. No volunteer or paid staff will:
- a. Authorize the use, for the benefit or advantage of any person, the name, logo, endorsement, services, or property of the Washington Public Library
 - b. Accept or seek, on behalf of himself/herself or any other person, any financial advantage or gain of other than nominal value, which may be offered as a result of the person's affiliation with the Washington Public Library.
 - c. Publicly utilize any Washington Public Library affiliation in connection with the promotion of partisan politics, religious matters, or positions on any issue not in conformity with the official position of the Washington Public Library.
 - d. Disclose any confidential Washington Public Library information that is available solely as a result of the volunteer's or paid staff member's affiliation with the Washington Public Library to any person not authorized to receive such information.
 - e. Knowingly take any action or make any statement intended to influence the conduct of the Washington Public Library in such a way as to confer any financial benefit on any person, corporation, or entity in which the individual has a significant interest or affiliation.
 - f. Operate in any manner that is contrary to the best interest of the Washington Public Library.
3. Following full disclosure of a possible conflict of interest or any condition listed above, the Board of Trustees will determine whether a conflict of interest exists and, if so, the Board will vote to authorize or reject the transaction or take any other action deemed necessary to address the conflict and protect Washington Public Library's best interests. Both votes will be by a majority vote without counting the vote of the trustee with potential conflict of interest.
4. No Board Trustee will serve as an employee of the Washington Public Library.
5. A Board member or staff member with a conflict of interest will not participate in any discussion or debate of the Board of Trustees, or of any committee or subcommittee thereof in which the subject of discussion is a contract, transaction, or situation in which there may be a perceived or actual conflict of interest. However, they may be present to provide clarifying information in such a discussion or debate unless objected to by any present board or committee member.
6. Anyone in a position to make decisions about spending Washington Public Library's resources (i.e., transactions such as purchasing contracts) – which may result in a conflict of interest has a

duty to disclose that conflict as soon as it arises (or becomes apparent); s/he should abstain in any final decisions.

7. A copy of this policy will be given to all Board members, staff members, or other key stakeholders upon commencement of such person's relationship with Washington Public Library or at the official adoption of stated policy. Each board member and staff member will sign and date the policy at the beginning of her/his term of service or employment and each year thereafter. Failure to sign does not nullify the policy.

8. This policy and disclosure form must be filed annually by all specified parties.

D. Purchasing Policy (*Amended 08/08/13; Last Reviewed 09/14/17*)

The purpose of this policy is to acquaint library staff, administration, and Trustees with the general flow of required forms and internal procedures to be followed in the purchasing process.

1. Library Assistants have the authority to make contracts, and purchase individual supplies and materials for the library for amounts not to exceed \$500. For amounts greater than \$500, prior approval from the Library Director is required.

2. The Library Director has the authority to make new contracts, and purchase individual supplies and materials for the library for amounts not to exceed \$1,000, and recurring annual expenses not to exceed \$2,500. For new amount greater than \$1,000 and recurring amounts greater than \$2,500, prior approval from the Library Board of Trustees is required.

3. The Library Board of Trustees has the authority to make contracts, and purchase supplies and materials for any amount up to the library's annual budget allotment. For amounts greater than the library's annual budget, prior approval from the Washington City Council is required.

In an emergency situation, the Library Board President may approve a purchase in excess of \$2,500. The Board President or Library Director will notify the Library Board of such an emergency purchase at the next Library Board of Trustees meeting.

The basic flow of purchasing is as follows:

1. Library Assistants or the Library Director recognize the need for a purchase and select a vendor. When making purchases, all library staff will attempt to obtain the lowest price for their purchases. Staff members are encouraged to give preference to local businesses when the quoted price is reasonably close to a lower-priced non-local vendor. For purchases on individual items over \$500, the Library Director will solicit at least 3 quotes for pricing. For regular monthly expenses over \$500, the Library Director will solicit quotes once per fiscal year.

After this is done, the following procedures will be followed:

a. Library Assistants make the purchase if \$500 or less and if there are sufficient funds available in the appropriate budget account to cover the expense.

b. The Library Director makes the purchase if \$2,500 or less and if there are sufficient funds available in the appropriate budget account to cover the expense.

c. For purchases of greater than \$2,500, the Library Director submits the request to the Library Board of Trustees for consideration. The Library Board of Trustees may approve the request if there are sufficient funds in the budget to cover the request.

2. The vendor ships and/or provides the items/services purchased.

3. Upon receipt of the items, library staff will inspect them in regard to quantities ordered and price before signing the packing slip or freight bill.

4. Library Assistants provide the packing slip and receipt/invoice to the Library Director.

5. The Library Director approves payment of the receipt/invoice, records payment information in the monthly bills list, and makes a copy of the invoice for library records. The Library Director then provides the original receipt/invoice to the Accounting Clerk at City Hall for processing. A check is issued from City Hall to cover the purchase.

6. At the monthly Library Board of Trustees meeting, the board discusses and approves the bills list for the previous month.

For information on purchases made from the Library's Gift Account, see the library's "Gift Policy."

E. Staff, Trustee, and Volunteer Recognition (*Amended 09/08/16; Last Reviewed 09/14/17*)

1. This policy is adopted to establish guidelines for recognition of Library Employees, Trustees & Volunteers.
2. The Library Director shall be granted the authority to provide for appropriate gifts of condolence or congratulations to employees, trustees, and volunteers when needed. Examples of qualifying events include birthdays, graduation, retirement, death of a family member, illness, and birth of a child. Gifts may include but are not limited to flowers and cards.
3. Upon achievement of an appropriate length of service or exceptional achievement by a library employee, trustee, or volunteer the Library Director or Board President may authorize the presentation of plaques or other appropriate tokens of appreciation for the service rendered.
4. The public purpose of this policy is to enhance employee, trustee, and volunteer morale by giving thanks and recognition for their dedication to the Library and the community.

VII. PROGRAMS AT THE LIBRARY POLICY (*Approved 03/09/17*)

A. Mission Statement

The Washington Public Library supports its mission of providing educational, cultural and social enrichment for all residents by developing and presenting programs that provide additional opportunities for information, learning, and entertainment.

B. Purpose

Programming is an integral component of library service that:

1. Expands the library's role as a community resource
2. Introduces patrons and non-users to library resources
3. Provides entertainment
4. Provides opportunities for lifelong learning
5. Expands the visibility of the library

C. Responsibility

Ultimate responsibility for programming at the library rests with the Washington Public Library Director, who administers under the authority of the Board of Trustees. The Director, in turn, delegates the authority for program management to library staff members, who oversee this responsibility.

D. Selection Criteria

The library utilizes staff expertise, collections, services and facilities in developing and delivering programming. The library's staff use the following criteria in making decisions about program topics, speakers, and accompanying resources:

1. Community needs, interests, and issues
2. Availability of program space
3. Treatment of content for intended audience
4. Presentation quality
5. Presenter background/qualifications in content area
6. Budget
7. Historical or educational significance
8. Connection to other community programs, exhibitions or events
9. Relation to Library collections, resources, exhibits and programs

In addition, the library draws upon other community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs; performers and presenters will not be excluded from consideration because of their origin, background, or views, or because of possible controversy. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

E. Access

1. All library programs are open to the public. A fee may be charged for certain types of library programs to help cover the cost of supplies, however no one will be denied access because of an

inability to pay fees. The library's philosophy of open access to information and ideas extends to library programming, and the library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers and resources are not excluded from programs because of possible controversy.

2. If a payment schedule is not proposed by the performer, the default payment will be \$40 for an individual speaker or performer, and up to \$80 for a group performance. Gift certificates or gifts of appreciation up to that same dollar value can be given in lieu of a monetary payment.

3. Registration may be required for planning purposes or when space is limited. Programs may be held on-site or off-site. Any sales of products at library programs must be approved by the library, and will be limited to sales of works by the performer or speaker. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

4. External organizations or individuals partnering with the library on programs must coordinate marketing efforts with the Library Director.

F. Comments and Criticism of Library Programs

The Library welcomes expressions of opinion from patrons concerning programming. If a patron questions a library program, he/she should first address the concern with the Library Director. Patrons who wish to continue their request for review of library programs may submit the Request for Reconsideration form. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials as outlined in the Library's Collection Development Policy.