

Neenah Public Library

Board of Trustees

Policies

Neenah Public Library
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An American Value

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21st century, we believe certain principles must be guaranteed. To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services;
- We connect people and ideas by helping each person select and effectively use the library's resources;
- We protect each individual's privacy and confidentiality in the use of library resources and services;
- We protect the rights of individuals to express their opinions about library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions, and ideas, so that all individuals have the opportunity to become lifelong learners—informed, literate, educated, and culturally enriched.

Change is constant; but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom and speech, in a world that celebrates both our similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

05.19.99

Free Public Library Services—Resolution of Affirmation

WHEREAS, the State of Wisconsin adopted a Statute in 1872 providing that public library service shall be free to the inhabitants of those communities that establish and maintain them; and

WHEREAS, providing free access to the information people need in their daily lives and for an understanding of the world today is central to the preservation of democracy; and

WHEREAS, the information needed in the 21st century comes in many forms and formats and no one format meets the needs of all of our citizens; and

WHEREAS, a Wisconsin Library Association goal, "Open Access," means the people of Wisconsin shall have the broadest possible access to information resources and materials; and

WHEREAS, the Neenah Public Library was established by the Neenah Common Council on August 13, 1884; and

WHEREAS, the founding ordinance states, in Section One: "That there be established and maintained in said City of Neenah, a Public Library and Reading Room for the use of the inhabitants of said city; free of charge, except as to the tax hereinafter mentioned,"

NOW THEREFORE, BE IT RESOLVED, that the Neenah Public Library Board of Trustees affirms the library's founding ordinance; and

BE IT FURTHER RESOLVED, that the Neenah Public Library Board of Trustees supports the 131-year fundamental principal of free and open access to library materials to all Wisconsin citizens; and

BE IT FURTHER RESOLVED, that the Neenah Public Library Board of Trustees encourages resistance to any attempts to change the 1872 free library statute principles for free access to public libraries and information services, and

BE IT FURTHER RESOLVED, that a copy of this Resolution for Free Public Library Services be transmitted to all state and federal legislators representing constituents within the Neenah Public Library service area and to Governor Jim Doyle.

APPROVED BY VOTE OF THE BOARD OF TRUSTEES,
The 16th day of April 2003

SIGNED BY:

Judith A. Malueg, Neenah Public Library Board President

Jeffrey W. Hanes, Neenah Public Library Board Vice-President

04.16.03

Mission statement

The Neenah Public Library serves the educational, informational, and recreational needs of area residents of all ages. The library emphasizes providing and promoting high interest materials in a variety of formats; making information available to community residents in their pursuit of educational, job-related, and personal interests; and providing services for children, and for children with their parents, that encourage a lifelong interest in learning. *09.18.91/06.17.09*

Roles

Popular Materials Library

The library features current, high-demand materials and electronic resources in a variety of formats for persons of all ages with sufficient duplication to meet demand. *09.18.91/06.17.09*

Children's Door to Learning

The library encourages children to develop an interest in reading and learning through services for children, and for parents and children together. The collection has a variety of materials and formats for children and for adults working with children. Materials and tools include computers, electronic resources, and audiovisual formats to help children expand their imaginations and improve sensory skills. Popular titles are available in multiple copies. *09.18.91/06.17.09*

Reference Library

The library actively promotes timely, accurate, and useful information, emphasizing materials that support individual, business, government, and community interests. Materials are available for all ages and reading levels. The reference collection includes such materials as electronic resources, indexes, atlases, encyclopedias, handbooks, and directories. The library uses Internet resources, and has an up-to-date periodicals collection. Development of local history archives and collecting local documents and photographs are emphasized. *09.18.91/06.17.09*

Customer Privileges & Responsibilities

Checkout privileges

The library director, or his/her designee, shall develop reasonable rules for checking out library materials in accordance with the best interests of the greatest number of library users, qualified by the staff's ability to control loss and/or inordinate usage by a single customer or group of customers. *02.18.09*

Checkout limits possible

The director, or his/her designee, is authorized to limit checkout of library materials to a customer who abuses his or her library privileges, such as checking out unreasonable numbers of similar materials or not treating library materials responsibly. The customer has the right to appeal this limit to the library board at any regular meeting. *6.20.90/02.18.09*

Library use by children

The library affirms that parents or legal guardians are best suited to judge which materials are checked out by their children under age 16. If specifically asked to do so by a parent or legal guardian, and if the child is under age 16, the library will restrict a child's ability to check out library materials or to use the public Internet workstations. *09.18.91/06.20.01/02.18.09*

The library shall honor the motion picture industry's standard for R-rated films by restricting R-rated film checkout to those aged 17 and older. Parents are advised that the library may contain library materials, including unrated films, in the adult collection that may be unsuitable for their children. Parents or guardians may give permission for their children under age 17 to check out R-rated films. *09.18.91/06.20.01/02.18.09/06.17.09*

Fines and fees

Fine rates and fees shall be determined by the library board. *9.20.89/02.18.09*

Damaged materials

When staff are certain that the customer who last borrowed an item damaged it or caused it to be damaged, the customer will be charged a reasonable amount, to be determined by the library director, or his or her designee, for the damage. When an item is damaged beyond repair or reasonable use by others, the damage charge will be the price of the item. *10.14.91/9.18.96/02.18.09*

Default prices

Default prices (the price charged a customer for a lost or damaged-beyond-repair item when the original price is not known) are determined by Winnefox Automated Library Services, in accordance with current costs for replacing the lost or damaged material. The actual original list price will be charged whenever possible. *9.20.89/02.18.09*

Lost materials

All lost library materials must either be paid for or replaced by the borrower or, if a minor, by the borrower's parent or legal guardian.

For items that are paid for, the charge shall be the first of the following that applies:

1. The actual price listed in the computer.
2. The current retail price.
3. The default price listed in the computer.

When a formerly lost item is returned to the library within six months of payment, the customer will be entitled to a refund of the amount paid less the current service charge. Either the customer must present the receipt for the item or staff must find a copy of the receipt in the library receipt book. A copy of the receipt must be submitted as an invoice and will be paid using normal payment procedures.

For items that are replaced, the replacement must be substantially of the same value as the lost item and usually will be a duplicate of the lost item. A processing fee will be assessed.

When special circumstances warrant, the library director, or his or her designee, may waive payment of the lost item, the service charge, and/or the processing fee.

10.14.91/4.25.01/5.19.04/02.18.09

Unreturned materials

The library director shall develop reasonable rules for the return of library materials. In some cases, these rules will be dictated by Winnefox Automated Library Services' policies. If a customer does not return checked out library materials in accordance with those rules, the following steps may be taken: *02.18.09*

1. A letter from either the library or the city attorney may be sent to the customer (or to the customer's parent or guardian if under age 18) giving the customer a set date to return or pay for the overdue materials. *02.18.09*
2. The library may sue the customer in order to recover the unreturned items (plus costs) or to receive payment for them (plus costs), or may ask the city attorney to issue a municipal summons for theft of library materials under Wisconsin Statutes. *02.18.09*
3. The library may use a collection agency to collect long overdue fines and library materials; the library may add a collection fee charge to each customer's account who owes \$25 or more. *01.19.05*

The Neenah Public Library Board of Trustees designates Unique Management Services, Inc. (UMS), as an agent of the library for the collection of library materials and fines and fees. The Library Board requires UMS to observe the Wisconsin confidentiality of library records statute 43.30. *03.15.06*

Claims returned

If a claims returned is not found in the library after checking for it over a twelve week period of time, then the director, or his or her designee, has the authority to assess the customer the cost of the item and to try to recover that cost (or the item) under the Unreturned Materials Policy. *7.18.90/02.18.09*

Customer conduct

Customers must comply with all applicable federal, state, and local laws. Customers who do not do so or who are loud, who are physically or verbally abusive to other customers or staff, who willfully abuse library property, who refuse to obey library regulations, or who refuse to obey reasonable staff requests to maintain order, may be asked to leave the library building and may be barred from using the library for a period of up to one month by a library supervisor or the library director. The library board may, under Wisconsin Statutes 43.52(2), exclude customers from the use of the library who willfully violate library regulations or who violate the library's good order.

10.14.91/5.19.04

Customers who emit excessive odor due to unhygienic conditions—where the hygiene is so offensive that it constitutes a nuisance, forces other customers to leave the library, or inhibits library employees from performing their duties— may be prohibited from using the library by the director or supervisory staff. Staff shall first give warning of the consequence of this condition and advise the customer to remedy the problem by his/her next visit. *04.15.09*

Unattended children

Children age 6 and younger must be attended by a parent or other caregiver. Older children may attend younger children if, at the discretion of the library staff, the older child is able to take care of the younger child. Staff will make their decision based on principles of reasonable order and safety. If a problem with an unattended child develops, staff will ask the child to sit quietly near a service desk while staff try to find an older child or adult responsible for the younger child. If no such person is in the library, staff will try to telephone the child's parent or other caregiver. If that is unsuccessful, staff will telephone police. *1.18.95*

Days and Hours of Operation

The library shall be open as follows:

School-year hours (Labor Day to Memorial Day):

Monday through Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 5:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

Summer hours (Memorial Day to Labor Day):

Monday through Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	9:00 a.m. – 1:00 p.m.

Holidays

The library shall be closed on:

New Year's Day
Easter Sunday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Christmas Eve
Christmas Day

The library shall close at 5:00 p.m. on New Year's Eve.

1.17.90/3.20.90/4.17.91/8.21.91/3.15.00

Weekend holiday closures

Holiday	If the holiday falls on:	The library shall also be closed on:	Dates off:
New Year's Day	Saturday	Sunday	Jan. 1 & 2
New Year's Day	Sunday	Saturday	Dec. 31 & Jan. 1
Independence Day	Friday	Saturday [Sunday]	Jul. 4 & 5 & [6]
Independence Day	Saturday	Friday [Sunday]	Jul. 3 & 4 & [5]
Independence Day	Sunday	Saturday	Jul. 3 & 4
Christmas Eve/Day	Friday/Saturday	Sunday	Dec. 24 & 25 & 26
Christmas Eve/Day	Saturday/Sunday	Monday	Dec. 24 & 25 & 26
Christmas Eve/Day	Sunday/Monday	Saturday	Dec. 23 & 24 & 25

[Sunday] = already closed on Sunday in the summer.

The library shall be closed on the Sundays before Memorial Day and Labor Day.

07.21.93/08.19.09

Director

Introduction

The relationships between the library board and the director, and between the director and library staff are governed variously by the following: all relevant federal and state laws, Wisconsin Statutes Chapter 43, the library board's bylaws, these policies, City Human Resources' rules and practices, and the City's Employee Guidelines.

12.20.89/03.18.09

Hiring and dismissal

The director shall have the authority to hire and to dismiss all library employees. The director shall consult with the City Attorney and/or the City Human Resources Deputy Director before dismissing a regular employee. The director shall inform the library board president and the chair of the Finance & Personnel Committee as soon as possible of any dismissals of regular employees. The director shall inform the board, in a timely manner, of any hirings, resignations, or dismissals of regular employees.

12.20.89/12.17.03/03.18.09

Library regulations

The library director is authorized to establish reasonable rules of conduct and regulations to maintain order in the library facility. *10.14.91*

Disposal of library materials

The library director is authorized to dispose of all library materials withdrawn from the library's collections. *10.14.91*

Procedures & discretion

The library director has the authority to make and change procedures to implement library board policies.

Under exceptional circumstances, the library director may make exceptions to library board policies. *05.16.01/03.18.09*

Overtime policy

The library director is authorized to approve overtime for non-exempt employees on an as-needed basis. *03.15.06*

WALS purchasing policy

The library director is authorized to purchase computer- and automation-related equipment, software, etc. from the library's Winnefox Automated Library Services technology reserve fund account *03.15.06/03.18.09*

Fiscal control policy

The library director is responsible for staying within the overall budgeted amounts for the operating, capital outlay, and capital improvement budgets, respectively. If additional funds in excess of \$1,000 are needed, the director shall seek approval from the chair of

the Finance & Personnel Committee (or, in his or her absence, the board president) for any over budget expenditure in excess of \$1,000. The chair of the Finance & Personnel Committee (or, in his or her absence, the board president) shall receive approval from the library board for any over budget expenditure in excess of \$5,000.

If a budget is overspent beyond the above amounts and/or without the above approvals, the library director shall report that fact and the reason(s) for the overspending at the board meeting following the discovery of the overexpenditure. *1.19.94/03.15.06/03.18.09*

Position descriptions and position titles

The library board sanctions the library director's authority to update position descriptions and change position titles as the director deems necessary. *11.14.07*

Library materials' invoices at the end of the fiscal year

The library director may forward library materials' invoices received after the December regular board meeting and dated 12/31 or earlier, to the Finance Department for payment. Those invoices must be listed on the regular January board meeting's bills list. *12.17.08*

Emergency powers

In the event of an emergency (bomb or other threat, hostage-taking or assault on the library, physical plant problem or power outage, wind or storm damage, local or pandemic disease outbreak, etc.), the director, or his/her designee, shall have broad powers to close the library facility, change library hours, establish temporary rules for library use, direct staff to perform duties other than their normal duties or to perform nonlibrary duties, select staff who will work and/or who will not work during the emergency, prohibit staff from coming to work, change employee work hours, etc.

The director shall work in coordination with local authorities and shall be a member of the City's Emergency Operations Center (EOC) staff. If the director is unavailable, the Assistant Director shall act in the director's place at the EOC.

If the director is unavailable, the person in charge shall be (in this order): the Assistant Director, the senior library department head available, the senior Adult Services Librarian available. If none of these persons are available, the library shall close until a person in charge is available to assess the situation and take charge.

The director shall report emergency actions taken to the library board at an emergency board meeting or at the next regular board meeting, depending on the severity of the circumstances and actions taken. *05.20.09*

Director Evaluation

1. The library director shall prepare, and the library board shall formally approve, goals and objectives for the year at the January or February library board meeting.
 - a. It is understood that the director and/or the board may set challenging goals to be achieved.
 - b. It is understood that outside factors may influence the level of accomplishment of the goals and objectives.
2. The library director shall keep the library board informed of progress toward completing the goals and objectives.
3. The library director shall, at least once every three years, survey staff regarding staff issues including morale, communication, and management-staff relations. The survey's questions shall be open-ended and free of built-in bias.
4. The library director shall meet with the Finance & Personnel Committee in November or December of each year. The library director shall present the following items:
 - a. The library director's job description.
 - b. A self-evaluation.
 - c. A year-to-date library statistical report.
 - d. A year-to-date library financial report.
 - e. Progress in achieving the year's goals and objectives.
 - f. Survey data, if available, from #3, above.
5. The Finance & Personnel Committee will then enter into closed session to discuss the director's performance.
 - a. The Committee may ask the library director to return to the meeting or attend another meeting to answer further questions or to provide more information.
 - b. The Committee shall prepare a formal annual performance appraisal, using City Human Resources Department form(s).
6. At the December library board meeting, in closed session, the Finance & Personnel Committee shall discuss the director's performance with the library board.
 - a. The Committee shall recommend the formal annual performance appraisal form for board approval.
 - b. If the library board approves the recommendation, the Chair of the Finance & Personnel Committee shall conduct the director's annual performance review within seven days of the board meeting.
 - c. If the library board does not approve the recommendation, the board may either make its own determination of the director's performance or refer the matter back to the Committee, with stated reasons for the referral and/or recommendations for changes. *08.21.02/04.15.09*

Continuity Planning - Guidelines for Hiring a New Library Director

Introduction

These guidelines frame a procedure for hiring a new library director. The board is free to change any part of them as circumstances require or points of view change.

Roles

1. The existing director.
 - a. If the existing director is still employed by the library, he/she will coordinate the board's effort to hire a new director. The existing director, shall not, however, try to influence or unduly affect the selection process. The existing director shall not be a member of the selection committee or attend its meetings. If an existing library employee applies for the directorship, the existing director may give a reference, if requested by that employee.
2. The Assistant Director.
 - a. If the existing director is no longer employed by the library, the Assistant Director shall be in charge of the library until an Interim Director or new director is named.

Resources

1. The Trustee Essential portion of the board manual (each board member has a manual).
 - a. See chapter 5, *Hiring a Library Director*, which also refers to other chapters.
2. The Winnefox Library System.
 - a. The Winnefox Coordinator will likely have helped many boards hire new directors and would be an invaluable resource.
3. The City Human Resources Deputy Director (HRDD).
 - a. The HRDD shall be involved in most aspects of hiring a new library director to make sure that applicable federal and state laws are followed during all aspects of the hiring process. The HRDD will answer candidates' questions about City Human Resources policies, benefits, compensation plans, etc.
4. The City Attorney
 - a. The City Attorney will offer any needed legal advice, such as on what qualifies as an open or a closed meeting for deliberations on candidates, when it is legal to release the final candidates' names, etc.
5. The Administrative Assistant.
 - a. The Administrative Assistant will take care of clerical procedural matters such as the mailing and posting of meeting agendas and minutes.

Naming an Interim Director

(In the event that the former director has departed or leaves before his/her permanent successor takes over as director.)

1. If the Assistant Director is applying for the directorship:
 - a. The Assistant Director shall not be made Interim Director and a temporary Interim Director shall be hired. The library board shall take applications from qualified persons, preferably former Wisconsin public library directors, to be

- the Interim Director. The Interim Director shall help coordinate the selection process. The Interim Director shall not be a candidate for the permanent director job.
- b. The library board president is authorized to negotiate the salary and work week of the Interim Director within the parameters set by the full board.
2. If the Assistant Director is not applying for the directorship:
 - a. The Assistant Director shall be made Interim Director, with a negotiated salary increase for the period of time as Interim Director.
 - b. The board authorizes the Assistant Director/Interim Director to hire sufficient temporary employees to take over most of the Assistant Director's regular job duties while he/she is Interim Director.

The Hiring Process

1. The board will strive to complete the hiring process within six month's time. The advertisement for the new director shall be posted nationally by using state public library listservs and national internet job sites. The ad shall also be run on the City's web site, and in those newspapers, if any, that the board deems necessary, such as the *Post-Crescent*, the *Milwaukee Journal/Sentinel*, and the *Chicago Tribune*.
2. The library board has the discretion whether or not to pay the travel expenses of candidates who wish to interview for the job.

The Selection Committee

1. The Selection Committee shall consist of:
 - a. As many members of the library board as wish to participate and can commit the time, but in any case a minimum of five board members, shall be appointed by the library board president (the president may appoint him/herself). (Voting members.)
 - i. The members of the committee, at its first meeting, shall elect a chair from among those present. The chair is a voting member.
 - b. The City of Neenah Deputy Director of Human Resources. (Non-voting member.)
 - c. The Interim Director, if he/she is not the Assistant Director, or a paid consultant who is currently a Wisconsin library director or a retired Wisconsin library director with considerable library director experience. (It is essential that a disinterested library professional is on the committee to judge the depth and breadth of professional knowledge displayed by the candidates when answering interview questions.) (Non-voting member.)
 - i. If a paid consultant is used, he/she shall be appointed by the Selection Committee. The library board shall set guidelines for the consultant's remuneration.

Candidate information packets

1. The Administrative Assistant shall assemble an information packet that shall be mailed to all candidates and will consist of:
 - a. A City of Neenah Employment application form.
 - b. The library director position description.
 - c. A library table of organization. (Located as a Publisher file on the director's drive at U:\Human Resources\Table of Organization + Staffing Summaries.)
 - d. A selection of library brochures featuring general information about library policies and programs.
 - e. Brochure(s) on the City of Neenah from either the Community Development department or Future Neenah, Inc., or both.

Candidate minimum requirements

1. A Master's degree from an American Library Association-accredited Master's degree program in Library Science, Library & Information Studies, or an equivalent library degree.
2. Ten years of progressively responsible library experience, preferably including a position as a Director or Assistant Director of a public library.
3. Evidence of leadership roles in local, state, or national library or civic organizations.

Candidate submittals

1. A fully-completed City of Neenah Employment application form.
2. A résumé.
3. A cover letter setting forth why the applicant is well-qualified for the directorship.
4. Proof that the candidate qualifies for or is already certified as a Grade One certified librarian as specified by the Wisconsin Department of Public Instruction's certification requirements. (A copy of the DPI Certificate or a copy of a diploma from an American Library Association-accredited Master's degree program in Library Science or Library & Information Studies, or a similar library degree shall constitute sufficient proof.)

Library tour

1. The existing director or the Interim Director shall arrange for a tour of the library for interviewed candidates.
2. The tour shall take place after each candidate's first interview by the Selection Committee.
3. Each library department head shall explain, in general terms, the function and make up of his/her department to each candidate.

Background checks

1. Before an offer is made to one of the final candidates, a complete background check shall be made by a reputable national firm. Results shall be reported to the Selection Committee.
2. Before an offer is made to one of the final candidates, all references listed by the candidate shall be checked by the Human Resources Deputy Director. Results shall be reported to the Selection Committee.

Compensation and benefits

1. The salary offered consists of a range of the beginning salary of the existing director's pay grade to 10% above the beginning salary of that range, depending on qualifications. If that salary does not attract sufficient well-qualified applicants, the library board shall set a higher salary as it sees fit and in consultation with the HRDD. (Cities with libraries of comparable size, budget, circulation, and staff could be polled to establish a reasonable starting salary to offer.)
2. The library board shall authorize the library board president to make an offer to the successful candidate.
3. The board president is authorized to negotiate a salary up to the maximum previously authorized by the library board.
4. The board president is authorized to negotiate beginning vacation benefits of up to four weeks after completion of the first full year of employment. *02.18.09*

Displays, Handouts, Notices, and Petitioning Policy

Library displays, handouts, notices, etc.

The library may freely hand out, post, or display any print or non-print material relating to library sponsored or co-sponsored events, programs, policies, procedures, etc. (Those items always have priority for display space.)

Library exhibits or displays of a controversial nature (e.g., books on abortion, pamphlets on capital punishment, multi-media displays on euthanasia, etc.) shall always try to represent as many opinions toward the subject matter as possible in as balanced a manner as possible.

Community displays

The library will provide designated, limited space for displays for non-commercial, non-political purposes from individuals, non-profit organizations, community groups, etc. Generally speaking, these displays shall be of an educational, informational, scientific, civic, historical, or cultural nature. No displays of dangerous items (weapons, chemicals, etc.) are allowed. Commercial displays of a historical nature are allowed (e.g., historical artifacts, publications, products, etc., from area businesses).

Anyone displaying any item(s) of value must first sign a Hold Harmless Agreement. Articles displayed may not be priced for sale; the displayer may leave business cards near the items displayed and/or may post a sign with the displayer's name, address (including e-mail or web site), and telephone number. The library is not responsible for loss of any items.

Community handouts & notices

The library will provide designated, limited space for handouts, notices, and publications that are of general public informational interest. Due to lack of space, these items shall be limited to general interest events, courses, lectures, fundraising information, government announcements, newsletters, club information, informational brochures, free local community oriented magazines and newspapers, school announcements, senior resource directories, etc. Due to high public interest and their usefulness for customers, commercial real estate or rental guides will be allowed, as will notices of openings in day care centers.

Political campaign information (but not signs or posters) for issues or candidates will be allowed in the pamphlet racks only. It is the candidates' or issue groups' responsibility, not the library's, to see that their point of view is represented.

Handouts and notices shall be given to library staff, who will place them on the community bulletin board and community pamphlet racks. The library will decide how long items remain posted or racked depending on the volume of incoming material. Library staff will then discard posters and any remaining handouts. No group has the right to have its material posted or racked indefinitely.

Petitioning & solicitation

Non-library or non-governmental petitioning, solicitation, distribution of literature or leaflets, canvassing, or similar types of direct appeals by members of the public are not allowed in the library.

Groups or individuals who wish to petition, solicit, canvass, or distribute information to the public on the library's grounds outside of the building may do so if they do not impede public access to the building or interfere with use of the building (such as through excessive noise or threatening behavior). *05.16.01/04.15.09*

Dress & Grooming Code

Introduction

Library employees' dress reflects on the library itself and reflects attitudes toward the workplace. Employees should dress in a businesslike manner (neat, clean, and modest) appropriate to the job they are performing. (Appropriate exceptions will be granted for bona fide religious reasons.)

Clothing

The minimum standard for employee clothing shall be "business casual."

- Inappropriate clothing includes, but is not limited to:
 - A. Overly casual clothing, such as:
 1. Blue jean overalls.
 2. Sloppy clothing.
 3. Clothing with sports graphics, advertising (except for small, discrete labels), or inappropriate words or images.
 4. Shorts or skorts.
 5. Clothing that is ripped, torn, cut-off, patched, excessively worn, or with holes.
 6. Sweat pants or other exercise apparel.
 - B. Non-business attire, such as:
 1. Halter-tops.
 2. Tight, form-fitting, or revealing clothing.
 3. Bare midriff or crop top clothing.
 4. Skirts cut above mid-thigh.
 5. Off the shoulder or strapless blouses, shirts, or sweaters.
 6. Spaghetti-strap tops or dresses.
- Appropriate clothing includes:
 1. Official Neenah Public Library shirts, sweatshirts, tee shirts, etc.
 2. At least mid-thigh-length culottes.
 3. Jeans that are not faded, that are not baggy, that don't have faded or bagged-out knees, that are not frayed, worn, or sloppy looking.

Custodial staff

Custodial staff may, generally speaking, wear less dressy clothing, but they also must wear clothing that is neat, clean, and appropriate to the work being performed

Sports apparel

Employees may wear shirts, sweatshirts, or accessories with sports logos either on the game day or the day before or after the game (employees must choose one day of those three options).

Hair and grooming

Hair should be clean, trimmed, and worn in a manner which will not interfere with the performance of duties and which is appropriate for the work performed and the customers served. Unkempt or unwashed hair is not appropriate.

Employees shall maintain high standards of personal cleanliness and hygiene. Body odor shall be controlled with appropriate washing, deodorant, and clean clothing. Strong aftershave, cologne, or perfume use should be limited to protect employees with allergies from such odors and as a courtesy to both the public and co-workers.

Footwear

Recognizing that some employees are constantly on their feet on carpet- and/or tile-covered concrete, staff are encouraged to wear footwear that is supportive and comfortable, but not too casual. Soiled or excessively worn athletic shoes are not allowed.

Supervisor responsibility

Supervisors have the responsibility to enforce the dress code and to make decisions based on it in subjective areas. Final authority rests with the director.

Corrective action

Employees wearing unsuitable clothing will be told to go home and change. The time spent by the employee going home to change is not work time. If made up, that time must be made up during that same workweek. *11.15.00*

Name tags

All employees must wear a nametag while working at the library. The library will supply the nametags. Nametags must be worn so that they are easily visible to customers (exception: Custodial staff with coats on). Nametags shall list the employee's first name, position, and department.

Nametags should stay at the library so they don't get forgotten at home. If employees forget or misplace their nametags, they shall wear a substitute nametag (which will be provided). If employees misplace both their regular and their substitute nametag, they shall wear a stick-on nametag. If employees lose their permanent nametags, they shall be required to pay the cost of a new one, purchased by the library.

New employees shall wear a temporary nametag, provided by the library, until their permanent nametag is received. The temporary nametag will include a designation that the employee is "new." *10.19.00*

Internet & Email Policy – Staff

Purpose statement

The library supports the use of the Internet and email systems as work-related tools for research, communications, and customer service to support library work processes, goals, and objectives. This policy establishes acceptable work practices, uses, and the responsibilities of employees as they utilize these tools. The library's staff Internet access is a tool established for employees to enhance their abilities and knowledge, to increase their productivity, to serve customers, and to provide opportunities for professional growth. The library's email system, administered by Winnefox Automated Library Services (WALS), is intended to be used to conduct library business.

The library is a department of the City of Neenah. The City may be held legally liable and its reputation as a municipal leader severely damaged if its facilities are used for illegal or unethical purposes, or if confidential information is divulged in an unauthorized manner.

Library employees use the Internet in ways that are not common in other government office settings. Those employees who help customers use the Internet or who do research for customers to answer reference questions have much more leeway in using the Internet because, occasionally, such library use may violate standard employee business use rules (e.g., researching hate groups, showing customers how to get to chat or dating sites, maintaining the library's or a personal professional Facebook page, using chat to answer reference questions, etc.). Such Internet use by employees serving customers (in the broadest sense) is subject to the library's **Internet Safety Policy**, not to this policy.

Policy

- To obtain access to the Internet the employee must have a business need or an acceptable use. The library director shall determine which jobs require Internet access.
- While the overall intent of the Internet and email systems are as business tools, incidental and occasional personal use of the systems are permitted. However, if it is determined that an excessive amount of work time is being spent on non work-related email or Internet usage, or if an employee has sent inappropriate messages or visited inappropriate websites even infrequently, disciplinary action will result.
- If you are asked to provide a user ID or password to access an Internet site, do not use any IDs or passwords you currently use for WALS applications as doing so may jeopardize security to the WALS network. Do not disclose library or your employee logins or passwords to any non-authorized person.
- Do not distribute graphics or other proprietary or copyrighted material from the library or the City of Neenah without explicit permission from the library director. Unauthorized distribution could put The City of Neenah at risk of a lawsuit.

- Do not download or install any unauthorized computer software/programs including but not limited to: games, access to radio stations, screensavers, weather updates, stock notices, news feeds, streaming sites, or any like product. If you have a business need to add a computer software program, contact the library director for approval. Installation of any unauthorized computer software or program on any library PC is against library policy.
- WALIS has installed and configured virus detection software. It may not be removed or disabled from any PC accessing the Internet. If a virus is detected, notify the library's Adult Services Librarian in charge of library computing resources, who will decide whether or not to notify WALIS. If he/she is not available and more than one virus notice is received, contact WALIS' staff immediately.
- Computers and associated software are the property of the City of Neenah Public Library and the library and/or the City reserve the right to monitor this property, including email messages and Internet activity, at their discretion. Employees should not have an expectation of privacy regarding these activities. Monitoring information will be available to management, if it is determined or suspected that a violation of this policy has occurred or if a business need necessitates it.
- No commercial messages, employee solicitation, or messages of a religious or political nature are to be distributed using library e-mail. In addition, messages that contain content that may be considered obscene, offensive, or harassing are strictly prohibited.
- Operating or promoting a personal business using library staff computers or other equipment is prohibited.
- Sending electronic cards, non-business graphic files, and jokes are not allowed. These items pose a serious virus risk and can deplete storage space.
- Although the library provides access to the Internet, it does not have control over what is available on the Internet. Therefore, it is the responsibility of the employee to limit Internet usage to appropriate content. The Internet contains material that is not suitable to be displayed in a library work setting. Searching and displaying such information is strictly prohibited. The following list of sample websites and Internet activities are banned from use through library systems **for personal employee use**. (Some of these sites/activities may be legitimately used by employees performing their normal job duties—primarily Adult Services Librarians, Assistant Librarians in the Youth Department, and their supervisors.) The following is not an all inclusive list:
 - Online chat/chat rooms
 - Social Networking Sites, e.g., Facebook, MySpace, etc.
 - Online gambling & games

- Online personal & dating services
 - Pornography & obscenity
 - Engaging in illegal, fraudulent or malicious activities
 - Visiting websites that promote criminal activities (e.g., how to break into a business web site)
 - Accessing and/or viewing websites containing information considered threatening, obscene, or harassing. This is inclusive of any kind of derogatory or inflammatory remarks regarding race, religion, national origin, sexual orientation, or other protected attributes and is strictly prohibited.
 - Websites promoting file sharing, e.g., Kazaa, etc.
- If an employee with a valid job duty has any questions about the propriety of visiting certain websites or performing certain activities on the web, that employee should ask his/her department head, the assistant director, or the director for guidance.

Additional policies and guidelines

- Unless necessary to perform a specific task, all staff shall use the Firefox Internet browser. The home page shall be set for the NPL intranet: <http://intranet.neenahlibrary.org>
- Tasteful and appropriate desktops and screensavers, including personal photo slide shows are allowed if they do not disturb other staff, damage library hardware or software, or use significant computer resources.
- Staff who wish to use their own PC or web-based device at the library during work time may do so only with the director's permission. Personally-owned devices shall not be connected to the WALs staff network, either via a hard-wired port or via the WiFi network.
- For rules governing use of the library's laptops, see the **Laptop Computers (Library) Procedure**.
- WALs guidelines allow staff to use personal web-based email accounts on their own time (breaks, lunches, etc.). Extreme care must be taken, however, in opening email attachments because they may contain viruses or other malware.
- The library has allowed staff to take library-related coursework using work computers on the employee's own time. Any such use must be pre-approved by the director.

WALS Responsible Use of Computing Resources Policy

All employees are also subject to the WALs' Responsible Use of Computing Resources Policy. Any violation of that policy is considered a violation of this policy.

Violation of this policy

Any employee who discovers a violation of this policy shall notify the library director who will decide on what action to take. If it is found that an employee is in violation of this policy an investigation will be conducted in conjunction with the library director and Human Resources. Upon the conclusion of the investigation, disciplinary action, if

warranted, will be based on the severity of the infraction, which may be, but is not limited to any of the following or any combination thereof:

- an oral warning
- a written warning
- suspension
- termination

05.20.09

Staff Internet & Email Policy

I acknowledge and accept the conditions of Internet and email access provided to me by the City of Neenah Public Library.

(Please keep this policy and return the signed acknowledgement to Human Resources.)

(Signed)

(Date)

(Printed Name)

(Library Position Title)

Internet/Email Policy Enforcement Plan

The following chart details the varying degrees of violations and the notification process within each tier. Policy violations within any tier are subject to discipline including an oral warning, a written warning, and/ or suspension or termination depending upon the severity of the infraction.

<u>Violation Tier</u>	<u>Violation Examples</u>	<u>Notification</u>
Tier 3	Accessing/viewing inappropriate	

<p>Inappropriate Actions/Content</p>	<p>and/or prohibited sites Accessing/viewing sites containing information considered threatening, obscene, or harassing Accessing/viewing sites that promote illegal or criminal activities Repeated tier 2 violations</p>	<p>A meeting will be held with the employee, the department head, the director, and Human Resources.</p> <p>Discipline will be administered as stated above.</p> <p>Documentation of the meeting will be placed in the employee's personnel file.</p>
<p>Tier 2 Utilization of Software not Endorsed by WALS or the Library / Email content and language</p>	<ul style="list-style-type: none"> • Download/Install non-library or non-business unauthorized software. (File sharing programs, shopping aids, etc.) • Utilizing inappropriate and/or offensive language in Emails • Repeated tier 1 violations 	<p>A meeting will be held with the employee, the department head, and the director.</p> <p>Discipline will be administered as stated above.</p> <p>Documentation of the meeting will be placed in the employee's personnel file.</p>
<p>Tier 1 Productivity Abuses</p>	<ul style="list-style-type: none"> • Excessive durations of work time spent on personal Internet surfing/personal email accounts • Work time (excluding breaks or lunch) spent playing computer games (Solitaire, Free Cell, etc.) 	<p>The library department head will discuss the violation with the employee.</p> <p>The department head, after consultation with the director, will place a note in the employee's personnel file.</p>

Fines & Fees

	Fine Rate	Maximum Fine
Adult materials	\$.10/day	\$5.00
Reference materials	\$1.00/day	\$10.00
Interlibrary loan materials	\$1.00/day	\$30.00
Youth materials	\$.05/day	\$3.00
Maximum total fine per borrower allowed with checkout privileges		\$10.00

Batteries for PlayAways	Up to \$2.00/battery
Collection fee for accounts ≥ \$25	\$15.00
Computer diskettes	\$1.00/disk
Computer printer – B&W	\$.10/page
Computer printer – Color	\$.25/page
Copy machine	\$.10/page
Copy machine/printer – Staff – B&W	\$.05/page
Copy machine/printer – Staff – Inkjet	\$.10/page
Copy machine/printer – Staff – Color	\$.25/page
Ear buds/ear phones	Up to \$2.00/pair
Fax machine – Copies sent	\$2.00 first page, \$1.00 each additional page
Fax machine – Copies received	\$.10/page
Fax machine – Staff	\$.10/page
Feminine products	\$.25/each
Flash drives	\$2.00-\$3.00 above library cost
Kitchenette clean-up fee	\$25.00 minimum per problem
Long distance telephone calls – Staff only	\$.10/minute
Lost library card – Age 15 and under	\$.50/card
Lost library card – Age 16 and over	\$.1.00/card
Meeting Room clean-up fee	\$25.00 minimum per problem
Microform copy machine	\$.25/page
Typewriter use	\$.25/15 minutes

5.17.89/6.21.89/9.20.89/12.20.89/1.16.91/5.20.92/9.18.96/3.19.97/7.16.97/4.25.01/6.20.01/2.20.02/4.21.04/6.16.04/07.21.04/01.19.05/4.19.06/6.21.06/5.16.07/10.17.07/06.17.09

Internet Safety Policy

Introduction

All users of the Internet shall use it in a responsible manner, consistent with the educational, recreational, business, and informational purposes for which it is provided. These regulations apply to any computing device connected to the Internet via the library's Internet connections, including, when practicable, non-library-owned computing devices.

Prohibited Uses (See Definitions, below)

1. Viewing, sending, receiving, printing, distributing, or displaying visual depictions that are obscene.
2. Viewing, sending, receiving, printing, distributing, or displaying visual depictions that are child pornography.
3. If a minor; or in the presence of minors; or in communicating with minors: viewing, sending, receiving, printing, distributing, or displaying visual depictions that are harmful to minors.
4. Misrepresenting oneself, for fraudulent or illegal purposes, as another user.
5. Unauthorized attempts to modify or gain access to files, passwords, or data belonging to others.
6. Transmitting threatening or harassing material.
7. Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment.
8. Dissemination of an adult's personal identification information without the adult's permission. Dissemination of a minor's personal identification information without the minor's parent's or guardian's permission.
9. Seeking unauthorized access to any computer system.
10. Making changes to the setup or configuration of the software or hardware.
11. Unauthorized altering of software components of any computer, network, or database.
12. Making unauthorized copies of copyrighted or licensed material in any form.
13. On library computers, using software not installed by the library.

Cautions

1. Library customers need to be aware that information on the Internet is often not verified or subject to verification.
2. Adult customers should be cautious when giving personal identification information; children should not do so without a parent's or guardian's permission.
3. The library assumes no liability for any loss or damage to customer's data or equipment or any other injury that may occur from the individual's use of the library's Internet or computer services.

Filtering

1. The library board has chosen to filter library public use Internet computers.

2. Youth department computers, located on the first floor, are filtered for content suitable for children. Filtered categories include gambling, chat rooms, pornography, obscenity, hate groups, illegal activities, etc. These computers are to be used by:
 - a. children under age 13
 - b. a parent or guardian with young child(ren) present
 - c. (infrequently) a child aged 13-15 whose parent or guardian has restricted the child's Internet privileges to the Youth Dept.
3. Adult department computers, located on the second floor, are filtered for obscenity and for child pornography. They are to be used by customers aged 13 and over, except for customers aged 13-15 who are restricted by a parent or guardian. A parent or guardian may not restrict Internet access of a child aged 16 and over.
4. No filter is 100% effective in that there is both under filtering (some sites that should be blocked get through) and over filtering (some sites that should not get blocked are blocked). Customers who believe that a site falls in either category should inform desk staff, who will attempt to rectify the situation. Because the filtering is done off-site, a remedy may not be immediate.
5. Because of the inherent imperfections of filters, a parent or guardian who wishes to completely control what a child sees on the Internet must be with that child when the child uses the Internet.

Internet use by children under age 16

1. Children under the age of 16 should have parental permission to use the Internet. Responsibility for what these children read or see on the Internet rests with the child's parent or guardian. Parents may wish to read the guidelines for *Child Safety on the Information Highway* (available at the Adult Services and Youth Services desks) produced by the National Center for Missing and Exploited Children.
2. It is not possible for library staff to control all information children may locate on the Internet. Just as the library does not vouch for or endorse viewpoints of written material in its collections, it does not do so for the Internet. The library's Materials Selection Policy does not apply to the Internet.
3. Filtering information—please see the above section, "Filtering."

Notice to minors

Minors:

1. Must follow all of the rules in this policy.
2. Must be extremely careful when using e-mail, chat rooms, instant messaging, and any other form of electronic communication. Minors must not:
 - a. Use their real names (use an alias instead).
 - b. Give out their address, telephone number, city or area they live in, school they attend, etc., to any person on the Internet without a parent's or guardian's permission.
 - c. Agree to meet with anyone contacted over the Internet without a parent or guardian present.
 - d. Disclose personnel identification information of any other person.

Staff monitoring

Library staff have the right to monitor Internet use for compliance with this policy.

Penalty for misuse

Misuse of the Internet will result in suspension of access to it.

Remedy

Any person may appeal that suspension to the library board at a regular meeting with fifteen days advance written notice to the library director.

Definitions

Obscenity

Whether the average person, applying contemporary community standards, would find that the work, taken as a whole, appeals to the prurient interest; whether the work depicts or describes, in a patently offensive way, sexual conduct specifically defined by law; and whether the work, taken as a whole, lacks serious literary, artistic, political, or scientific value.

Child pornography

Any visual depiction, or any images that appear to be visual depictions, of a minor engaging in sexually explicit conduct, which includes actual or simulated sexual intercourse, bestiality, masturbation, sadistic or masochistic abuse, or lascivious exhibition of the genitals or pubic area.

Visual depictions that are harmful to minors

Any picture, image, graphic image file, or other visual depiction that:

1. taken as a whole and with respect to minors, appeals to the prurient interest in nudity, sex, or excretion;
2. depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sex acts, or a lewd exhibition of the genitals; and,
3. taken as a whole, lacks serious literary, artistic, political or scientific value as to minors.

04.16.03/09.15.04/04.15.09

Materials Selection Policy

Introduction

The materials selection policy derives from the library's mission statement and roles.
09.18.91/06.17.09

Selection guidelines

1. The free exchange of ideas, without fear of reprisal, is crucial to a democracy. Public libraries provide that democratic forum. The library's collection seeks to be inclusive, not exclusive; predisposed to free expression, not censorship. *06.17.09*
2. Library materials shall be selected by library staff under the guidance of the director.
09.18.91/06.17.09
3. The library shall try to provide a full range of views on as many subjects as possible, as well as a full range of contemporary written, recorded, and filmed creative and objective expressions. Materials shall be purchased which meet the criteria outlined in the library's mission statement and roles. Factors taken into consideration when purchasing library materials include: popularity, suitable format, complimentary relationship to the existing collection, scarcity of information on the subject, customer requests, reasonable price relative to value, potential use, local interest, best seller status, and classic status. *09.18.91/06.17.09*
4. The library shall provide information in formats most useful to library customers. The library shall anticipate and meet demand for new formats. *09.18.91/06.17.09*
5. The library exists to serve its community. It shall respond to community needs for information, regardless of format, and shall not try to set standards of format, taste, morality, or subject matter for the community. *09.18.91/06.17.09*
6. The decision to place library materials in age-related categories (juvenile, young adult, or adult) is based on the targeted audience for the material. *06.17.09*
7. The library will purchase materials that include those that are considered unorthodox by the majority, so that citizens may have the opportunity to judge the content for themselves. The library shall not remove materials from the collection simply because they are controversial or because of the personal, religious, or political views of an author, artist, actor, director, etc., connected to the work.
09.18.91/06.17.09
8. Customers who do not agree with the library's decision to purchase or not purchase any library material may appeal that decision to the library director, and, if not satisfied, to the library board. The library board's decision shall be final. The Reconsideration of Library Materials policy details the procedure for having a library material reviewed by the library. *09.18.91/06.17.09*

9. Gift materials will be accepted based on the same criteria used for purchased materials. All gift materials are accepted with the understanding that if they will not be used in the library collection they will be donated to the Friends of the Library for disposal as they see fit. *09.18.91/06.17.09*
10. The library shall maintain a continuous program of discarding worn, outdated, and superseded materials to maintain the vitality and accuracy of the collection. An effort will be made to purchase and retain classics in major fields and in major types of written, recorded, and filmed expression. Discarded materials shall be donated to the Friends of the Library for disposal as they see fit. *09.18.91/06.17.09*
11. The materials selection policy does not apply to the Internet. *06.17.09*
12. The library shall not purchase films rated NC-17 by the Motion Picture Association of America (MPAA). The library shall purchase films rated R but R-rated film checkout shall be restricted to those aged 17 and older. The library shall attempt to ascertain a film's MPAA rating and shall attach a label to films rated R. New releases of older films, such as DVDs with "Director's Cuts," which may be released as "unrated," shall be rated the same as the original video release. Library staff shall not attempt to rate films, but shall rely on MPAA ratings. Other unrated films (feature, standup comedy, made-for-television, nonfiction) shall be selected based on the above selection guidelines. *6.20.01/06.17.09*

Reconsideration of library materials

If, for any reason, a customer objects to a library material's presence in the library or to its placement in the library, the customer has the right to question that presence or placement. Customers may speak to a library supervisor or to the director about their concerns and they may fill out a **Request for Reconsideration of Library Materials** form. If they fill out the form, they will receive a formal written response from a library supervisor or from the director. Customers not satisfied with that response may appeal the decision made in the response to the library board. The decision of the library board shall be final. *9.18.91/06.17.09*

Meeting Room Policy

Introduction

The library provides meeting rooms for community use as a free public service.

Allowed uses (not inclusive)

1. Non-commercial events or meetings, unless prohibited, below.
2. Business meetings.
3. Not-for-profit or tax-supported organization's classes.
4. Religious events (including services).
5. Recitals (piano, voice, etc.).
6. Political meetings or events.
7. Legal negotiations, proceedings, conflict resolutions, etc.
8. Not-for-profit fundraising events.
9. Tutoring (fee or free).

Prohibited uses

1. Commercial events where products, services, memberships, etc. are advertised, solicited, or sold.
2. Purely social events, e.g., parties, receptions, showers, etc.
3. For-profit organization's classes.
4. Gambling, in any form.
5. Any event that is disruptive of normal library operations or services.

Regulations

1. As a courtesy, the library will try to set up the meeting room in a manner convenient to those using it. If library staff cannot do so, however, the group using the room shall be responsible for any take down and/or set up that it requires.
2. The meeting rooms are available from opening time until 15 minutes before closing time. Events must end (and clean-up be completed) 15 minutes before closing time to provide for orderly closing of the library.
3. The library shall not be responsible for any material used in or left in a meeting room.
4. The library shall not be responsible for any personal property loss or damage.
5. Not-for-profit or tax-supported entities may collect fees, dues, etc.
6. Events may be closed to the general public.
7. Performers at library-sponsored events may sell merchandise related to the performance.
8. Groups or individuals using a meeting room shall not publicize their event in any way that implies that it is sponsored, co-sponsored, endorsed, or approved by the library, unless permission to do so has been given in advance by the library director or designee.
9. Groups or individuals using a meeting room shall be responsible, jointly and severally, for reasonable care of the room and its furnishings and equipment and shall pay for any damage caused or inflicted by an organization, its members, affiliated persons, guests, invitees, etc.

10. If an event is cancelled or a room is no longer needed, the meeting room user shall contact library staff as soon as reasonably possible. Repeatedly failing to do so may result in suspension of meeting room privileges.
11. If the person or group booking a meeting room does not show up within 20 minutes of the reserved time, staff may allow another person or group to use the room.
12. Meeting rooms shall be left in an orderly condition. If library staff must provide more than reasonable cleanup, a minimum \$25 fee will be charged.
13. All meeting room fees owed must be paid before a group or individual may reserve or use a meeting room again.
14. Fire exit doors shall not be blocked in any way.
15. Smoking and the consumption of alcohol are prohibited.
16. Refreshments and light meals may be served in all meeting rooms, but cooking is prohibited (except for library-sponsored demonstrations). More extensive meals are allowed in the Shattuck Room only. Anyone serving food is responsible for cleaning up the room and for not leaving any food behind. Red colored drinks are prohibited because they contain dye that cannot be removed from the carpet.
17. The library director has the authority to issue reasonable meeting room rules and to revoke permission for use of meeting rooms if this policy or those rules are not followed.
18. The library reserves the right to take photographs or video of library-sponsored events and post it on the library's web site.

Meeting Rooms

All rooms are accessible to persons with disabilities. Rooms numbered in the 100s are on the first floor; 200s are on the second floor.

Shattuck Community Room (Room 105)

Dimensions: 36' X 49'

Occupancy: 125 people "auditorium" style

Meeting Room 108

Dimensions: 9' X 11'

Occupancy: 6 people around conference table

Phyllis P. Buchta Memorial Meeting Room (Room 109)

Dimensions: 13' X 16'

Occupancy: 10 people around conference table

Aylward Conference Room (Room 201)

Dimensions: 12' X 24'

Occupancy: 12 people around conference table

Carpenter Conference Room (Room 202)

Dimensions: 12' X 24'

Occupancy: 12 people around conference table

04.25.01/12.17.08/07.15.09

Personnel Policies & Compensation Plans

Introduction

While recognizing its statutory responsibilities, the library board seeks to simplify personnel policy development and enforcement by adhering to city personnel policies and compensation plans. The library board accepts the authority of the city Human Resources Department in making personnel decisions, based on city-approved policies or current city practices, regarding library employees.

Compensation plans

Library employees shall be subject to the same performance evaluation rating system (and forms) and compensated in the same manner as other city non-represented employees. Library employees shall participate in any city classification and compensation studies on the same basis as other city non-represented employees.

City Human Resources Director

The library board recognizes the legal and personnel expertise of the city Human Resources Director. Therefore, in cases of an appeal or a final decision on a personnel or compensation matter that is before the library board's Finance & Personnel Committee, the Committee shall request guidance from the city Human Resources Director.

10.20.04/08.20.08

Piano Policy

The library's Boston GP-193 6'4" Black Satin Grand Piano was a gift of Mr. & Mrs. Donald C. Shepard in 2000. It is used for concerts, recitals, and programs.

Regulations

1. The piano must be reserved, in advance, through the Youth Services Manager or his or her designee.
2. The piano must remain with its cover locked on at all times that it is not in use.
3. The piano may only be moved by library personnel. It may not be moved with the lid up.
4. Nothing may be placed on the piano, even when it is covered. (That includes handouts, etc., for meetings.)
5. The piano may not be moved out of the Shattuck Community Room.
6. No food or beverages are allowed on or near the piano.
7. Any group or individual damaging the piano in any way is liable for the cost of repairs.
8. If a musician, piano teacher, etc., wants to have the piano tuned for a program, the library will employ its regular tuner/technician and the requestor will compensate the library for the tuning.
9. Professional musicians shall be allowed to practice on the piano before a concert to get a feel for the Boston's action and tone. Otherwise, the piano is not available for practicing or for piano lessons.
10. Persons not following these regulations may be denied access to the piano by the library director. That denial may be appealed to the library board at a regular meeting with seven days written notice to the library director.

Piano Maintenance

Tunings and piano maintenance and repair shall be paid for from the general trust fund or by donors. Donations for piano maintenance are welcome.

03.21.01

Records of library users

Introduction

The library protects the privacy of library records and the confidentiality of customer library use as required by law. The library supports the principle of freedom of inquiry for library customers. It has adopted this policy to protect against the unwarranted invasion of library users' personal privacy.

Definition of library record

Any record of any individual who borrows or uses the library's documents or other materials, resources, or services.

Independent access

The library recognizes that a parent has access to minor children's library cards. Using any computer with Internet access, the parent can search for items currently checked out to, on hold for, or overdue by their children through the library's website using the child's library card number.

Scope

The library distinguishes between formal requests for customer use records based on a desire to uncover substantive information; and informal requests, by family members only, based on a desire to perform simple housekeeping tasks for other family members, such as: renewing an item, picking up an item on hold, checking out an item, paying off fines and fees, canceling a hold, searching for a lost item, etc. This policy applies only to uncovering substantive information.

Policy

Except for the exceptions listed below, no one may have access to the library record of another library user.

Exceptions

1. Persons acting within the scope of their duties in the administration of the library.
2. Persons authorized by the user to inspect his/her records.
3. By court order.
4. Custodial parents or guardians of children under the age of 16.

Personal information

No personal information (name, age, address, telephone number, email address, caregiver/parent name, etc.) about a library user shall be released without a court order to any party except for employees acting within the scope of their duties in the administration of the library. This scope includes staff investigations of alleged criminal behavior by customers at the library or on library property as well as staff exchanging

information with local authorities or other libraries in an effort to enforce appropriate behavior in the library. *10.20.04*

Signs – Outdoor

Library’s electronic sign

The library’s electronic sign shall only be used to advertise or promote events sponsored or co-sponsored by the library.

Other outdoor signs

Except for signs posted by utilities, no non-library sign may be placed or posted on library grounds, the library building, or any other object on library property. *05.16.01*

Staff Miscellaneous Policies

Breaks

1. Breaks are meant to refresh an employee in the middle of a four-hour work period. The library encourages employees to take a break when possible.
2. The library is not required by federal or state law to provide break periods to adult employees.
3. Both full- and part-time employees may take up to a 15 minute paid break as close to the middle of a four-hour work period as possible. A break is not allowed for work periods of less than four hours.
4. Breaks are not allowed when customer service would suffer significantly. Supervisors have the final say on whether or not a break is allowed.
5. Break times may not be added to meal periods or subtracted from the beginning or end of a work period. *06.20.01*

Call time

Non-exempt full-time employees who are called in to work shall receive a minimum of two hours of paid or compensated time. Call-ins shall include those from a supervisor, the police or fire departments, the alarm or security companies, a vendor doing work at the library, or an employee acting in a bona fide capacity due to a situation that needs immediate attention. Custodians may call themselves in to clear snow and/or spread salt or for other major clean-up events. *02.15.06*

Continuing education, meetings, and professional activities

The library board encourages staff members' attendance at continuing education seminars, workshops, meetings, and conferences when the experience or knowledge gained is of direct benefit to the library. The director shall determine whether or not staff may attend an event and to what extent staff shall be reimbursed for that attendance, in accordance with city guidelines. *10.14.91*

Continuing Education/Major Events

Introduction

In order to support attendance at major continuing education events and national out-of-state conferences, and in order to help fund meaningful continuing education training for senior library staff, the library board encourages attendance at major continuing education events when the experience or knowledge gained is of direct benefit to the library and its customers.

This policy does not apply to the annual in-state fall and spring library conferences or to seminars or workshops that senior staff normally attend using city 'Schools, Seminars & Training' or 'Conferences & Meetings' funds.

Eligibility

The library director, assistant director, circulation services manager, and youth services manager are eligible under this policy. The library director shall decide who may make a request to attend to the library board, except that no more than two employees may attend an out-of-state conference in any one year without special board permission.

Compensated and cost re-imbusement days

Two travel days, when necessary, and each conference day attended.
(Compensatory time may not be accumulated for future use when attending the continuing education major event.)

Vacation time before/after the event

Staff are allowed to use vacation time before or after the event. No costs associated with additional travel, non-business-related events, or vacation expenses, under any circumstances, may be paid for out of city or trust funds.

Costs covered

Travel to the conference site and back may be covered by one of these options:

1. Public transportation (including ancillary costs).
2. Either use of a rental car or compensation for using the employee's vehicle, as detailed in the city's rental vehicle use policy. Note: If a rental vehicle is used, the employee may only drive directly to and from the event and only use the vehicle for event-related transportation.
3. The cash equivalent of a pre-booked, regular-seat, round trip plane flight.

Note: If the employee chooses cash compensation, the amount shall be the lesser of alternatives (2) and (3).

Other costs:

All other costs covered according to current city regulations on business travel.

Funding

Costs shall be paid from the General Trust fund.

Accountability

All continuing education national conference/major event attendance must be approved, in advance, by the library board.

Each attendee must write, and present to the library board, a report listing the programs/events attended with a description of each program/event.

City travel expense report forms must be filled out and filed with the city Finance department. *08.17.05*

De Minimis Rule

Generally speaking, employees should begin and end their work periods as close to the actual scheduled time as possible.

The library understands that at closing time it is sometimes difficult to graciously get customers to leave on time. (All regular closing procedures must be followed, including the prescribed announcements and gradual turning off of banks of lights.)

The library appreciates the fact that staff sometimes needs to stay past the end of their shift due to circumstances beyond their control. If that time equals or exceeds 10 minutes, then employees may claim that time on their time sheets. *06.20.01*

Meal periods

Depending on scheduling needs and the length of an employee's workday, supervisors may schedule an unpaid meal period.

If a meal period is taken, it must be a minimum of 30 minutes (due to State regulations).
06.20.01

Memberships

The library shall pay for the director's annual memberships in the American Library Association and the Wisconsin Library Association. *11.16.88*

The library shall pay for all management staff memberships in the Wisconsin Library Association. *02.20.91/1995 budget*

Staff library materials ordering accounts

Present and former board members may not order library materials through the staff account.

Present staff members only may order library materials through special accounts set up with library materials suppliers as long as the account is kept separate from regular library accounts, staff pay for materials directly to the supplier, and all applicable taxes are paid as by law. *06.21.89*

Sunday premium pay

All employees, except for the director, shall be paid a maximum of time-and-one-half premium pay for Sunday work as scheduled and approved by the director. The director shall establish rules for Sunday work that will maximize customer service and keep costs within reasonable limits. *04.17.91*

Holiday premium pay

All employees, except for the director, shall be paid a maximum of time-and-one-half premium pay, in addition to normal holiday pay, for work on official library paid holidays, as scheduled and approved by the director. The director shall establish rules for holiday work that will maximize customer service and keep costs within reasonable limits. *09.21.05*

Staff recognition

Rationale

To improve library employee morale by acknowledging career milestones and thanking employees for their years of service with the library.

City program for library employees

1. \$100 and Council recognition at 25, 30, and 35 years of continuous part- or full-time employment.
2. Award a framed letter of appreciation at retirement, if desired.
3. Provide free use of the Whiting Boathouse for a retirement party.
4. Encourage department heads and supervisors to officially note the special efforts and achievements of employees.

Library program

1. Years of service recognition for continuous part- or full-time employment (anniversary date as determined by the City):
 - a. 5 years - \$25
 - b. 10 - \$25
 - c. 15 - \$50
 - d. 20 - \$75
2. Years of service recognition certificate awarded at every five year milestone.
3. Awards shall be earned as of the employee's anniversary date and awards shall be given on or near the employee's anniversary date.

Funding

All funding for the library monetary awards shall come from the Marshall Schroeder Staff Recognition Fund of the Library Trust Fund. City funding shall come from city operating funds. *11.17.04/06.18.08/07.15.09*

Smoke-Free Environment

Smoking is prohibited anywhere in the library. *5.17.89*

Surplus property sales policy

The director is authorized to dispose of surplus property in the most efficacious way possible, including: by general or Internet auction; by listing on a library e-mail discussion list; via donation to the Friends of the Library; via donation to local charities; or using any other method that yields the best value for the library without incurring costly staff hours to dispose of the property.

Surplus property may not be given to staff members. No surplus property may be sold to library staff or their immediate family unless by a method that insures that staff (or relatives) have no advantage over other buyers.

The library receives incentives from publishers or vendors that automatically come with library materials' orders or are given to staff. The director is authorized to use those incentives as prizes for library programs or as prizes for staff, so long as the incentives are distributed in a fair and impartial manner. Incentives may also be given to the Friends for sale at any Friends' event.

The director is authorized to discard any item that he/she deems to be of little or no value or that the cost of disposal, in staff time, exceeds the likely value to be received.
04.19.06

Video Surveillance System Policy

Introduction

The library has video surveillance cameras that are a part of the City's video surveillance system.

Authority to view either current or past surveillance data

The library's portion of that system may only be accessed by those so authorized by the director for bona fide technical, library, or legal reasons (see below).

Public library records

Video surveillance data are considered to be protected public library records. State Statutes carefully define law enforcement officials' authority to view surveillance data:

43.30(5)(a) Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at a library supported in whole or part by public funds, the library shall disclose to the law enforcement officer all records pertinent to the alleged criminal conduct that were produced by a surveillance device under control of the library.

43.30(5)(b) If a library requests the assistance of a law enforcement officer, and the director of the library determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance, the library may disclose the records to the law enforcement officer.

10.21.09

Trust Fund Policy

Introduction

Trust Fund expenditures shall, in general, be for special projects, programs, or resources, and for start-up funds and building enhancements, that supplement and do not supplant regular city operating or capital improvement budget appropriations.

Memorandum of Agreement with City of Neenah

The Memorandum of Agreement – Library Trust Fund, executed with the City of Neenah, is hereby incorporated into this Trust Fund Policy.

Trust Fund accounts

The Library Board shall establish and terminate trust fund accounts as it deems necessary. Existing accounts include the following:

1. The **Library Materials Endowment** consists of bequests or gifts that are legally bound to remain as unspent principal. Income from this account shall revert to the **Library Materials Account**.
2. The **Library Materials Account** includes income from the **Library Materials Endowment**, individual gifts, grant funds, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for library materials only.
3. The **Program Account** includes grant funds, individual gifts, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for programming only. This fund shall have a minimum balance of \$250,000.
4. The **Building Account** includes donations to the new library fund, additional individual gifts, and sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for the new library building, large-scale special projects, building remodeling or improvement, an addition to the library, or a new library.
5. The **Marshall Schroeder Staff Recognition Account** includes donations made for staff recognition as well as additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be used for staff recognition.
6. The Library Board shall allocate monies not in specific accounts to the **General Account**. Income from this account shall remain in the account. Expenditures from this account may be for any item or service consistent with the general intent of the trust fund. The account may be increased by general gifts, grants, or by action of the Library Board. The Library Board may transfer monies from this account to other accounts, as needed.

7. The **Youth Account** includes individual gifts, grant funds, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for any item or service for the Youth Department.
8. The **Adult Account** includes individual gifts, grant funds, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for any item or service for the Adult Department
9. The library shall maintain (and replace as necessary) the Automated External Defibrillator from the **General Account** as long as this type of device is recommended by the Neenah Health Department for use in the library.

Library director

1. Without prior Library Board approval, the library director is authorized to spend:
 - a. Amounts up to \$1,000 from any account for purposes consistent with that account (subject to the limitations below).
 - b. Amounts up to \$100 to recognize special achievement from the **General Account**.
 - c. Amounts up to five percent of the **Library Materials Account** annually. If expenditures are under five percent in any year, unspent funds from that year may be carried over into ensuing years and may be expended in addition to ensuing years' five percent limits. *01.17.07*
 - d. Amounts up to five percent of the **Program Account** annually. If expenditures are under five percent in any year, unspent funds from that year may be carried over into ensuing years and may be expended in addition to ensuing years' five percent limits. *01.17.07*
 - e. Amounts, as specified in the Staff Recognition Policy, from the **Marshall Schroeder Staff Recognition Account**, for staff recognition.
 - f. Up to \$1,500 annually, from the **General Account**, for a volunteer recognition event. *04.18.07/09.17.08*
2. The library director is authorized to allocate unspecified deposits up to \$1,000 into any authorized account.
3. The library director is authorized to request that checks be drawn from and deposits made to the money-market account at the City.

4. The library director is authorized to notify the City and/or the financial institution holding securities in the trust fund of cash flow needs so that either one or both can take action to provide for those needs.
5. The library director shall distribute to the Library Board, at least quarterly, reports from the City regarding trust fund deposits, expenditures, and balances.
6. The library director shall make recommendations for transferring funds from one account to another to the Library Board.
7. The library director shall distribute to the Library Board, at least quarterly, the balances of each trust fund account.

11.15.89/6.19.91/7.17.91/6.20.01/04.19.06/6.21.06

**Memorandum of Agreement
Library Trust Fund**

This memorandum of agreement is between the City of Neenah (City) and the Neenah Public Library Board of Trustees (Library). This agreement concerns the Library's trust fund. The receipt, custody, management, investment selection and control, and right of transfer to the city treasurer of the trust fund are governed by Wisconsin State Statutes, chapters 43 and 112.

Understandings

The City recognizes that the Library has exclusive charge, control and custody of its trust fund.

The City recognizes that monies from the Library trust fund shall, in general, be spent for special projects, programs, or resources, as well as for start-up funds and building enhancements that supplement and do not supplant regular city operating or capital improvement budget funds.

The City recognizes that the Library is bound by the terms of bequests that specify how certain trust fund monies shall be used, including amounts specified as endowments, where the principal is never to be spent.

The Library recognizes that the trust fund can supplement City appropriations and provide a measure of tax relief.

The Library recognizes that the trust fund can provide start-up costs and enhancements beyond normal City obligations.

Receipt, Disbursement, & Accounting

The City agrees to accept, receipt, disburse and account for Library trust fund monies.

The Library agrees to make timely requests for receipt and disbursement of funds in the manner required by the City.

The City agrees to include trust funds in the general City audit.

The Library agrees to provide all information needed, in a timely manner, to the City for accounting and auditing procedures.

The Library authorizes the City to honor the library director's (or designee's) requests for checks to be drawn from and deposits made to the Library trust fund account.

Investment

The Library authorizes the City to invest monies that the Library wishes to remain liquid in the Local Government Investment Pool (LGIP) or equivalent money-market fund.

Memorandum of Agreement

Library Trust Fund

The Library authorizes the City to place monies that the Library wishes to grow through capital growth and the reinvestment of dividends into a separate or sub-account at a City-designated financial institution.

The Library authorizes the City to negotiate fees for investment services and the Library agrees to pay them.

The Library authorizes the Library Board President with the Chair of the Library's Finance & Personnel Committee to act as authorized signatories for any legal documents relating to the trust fund.

The Library authorizes the library director, with the Library Finance & Personnel Committee, to choose, control, and change investments at the financial institution according to liquidity needs and market conditions. The Library Finance & Personnel Committee may give the financial institution broad guidelines and allow the institution to make investment decisions under those guidelines.

Reports

The City agrees to furnish the Library with quarterly reports of trust fund receipts, disbursements, and balances.

As required by state statute, the City agrees to furnish the Library with an annual report of trust fund receipts, disbursements, and balances. The Library agrees to submit the report to the State as required by law.

[signed]

Ken Harwood 09/20/01
Mayor, City of Neenah

[signed]

Al Long 09/19/01
Library Board President

[City Council approval 08/15/01]
[Library Board approval 09/19/01]