

NEENAH PUBLIC LIBRARY BOARD OF TRUSTEES

POLICIES

Neenah Public Library

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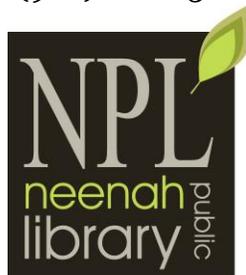


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An American Value

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

Inspiring ideas, enriching lives, creating community, celebrating literacy.

09.18.91/06.17.09/07.22.15

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 Code of Conduct

The library is committed to providing equal access to library materials, services, and resources to all in a welcoming environment. Library staff make every effort to apply policies in a fair, dignified, and positive manner for the benefit of all. All persons must comply with federal, state, and local laws.

Staff are committed to:

- Providing courteous and knowledgeable assistance.
- Providing equitable access to library resources.
- Providing a safe and clean environment.
- Protecting library collections, equipment, and property.

Patrons have an obligation to:

- Interact courteously with other users and library staff.
- Conduct themselves in a lawful, orderly, and considerate manner.
- Respect library property.
- Properly check out and return materials.
- Maintain a clean and safe environment.
- Attend to children in their care and keep them safe.
- Safeguard personal items.

Prohibited behaviors include, but are not limited to, the following:

- Engaging in any behavior that is disruptive, abusive, threatening, harassing, assaultive, menacing, or intimidating.
- Engaging in behavior or actions that impede others from using library spaces or resources.
- Poor personal hygiene or actions or behavior that constitute a nuisance or a health, safety, or sanitary risk to others.
- Bringing in personal belongings with a foul odor or that constitute a health, safety, or sanitary risk to others.
- Engaging in sexual contact, activities, or conduct.

Prohibited activities include, but are not limited to, the following:

- Defacing, damaging, vandalizing, or destroying library property.
- Trespassing or entering library property when under a ban.
- Entering non-public areas of the building without permission.
- Fraudulent use of a library account/library card.

- Selling, using, or possessing alcoholic beverages, and controlled or illegal substances.
- Use of tobacco products, including electronic cigarettes.
- Panhandling, soliciting, and gambling. (See Petitioning and Solicitation Policy for more information.)
- Leaving children under 9 unsupervised or unattended. (See Unattended Child Policy for more information.)
- Leaving vulnerable individuals unattended.
- Violating the library's rules for acceptable use of the Internet and public computers. (A user accepts these rules before accessing the Internet on a public computer and on personal devices. Copies of the rules are available upon request.)
- Disabling, circumventing, or breaching library software on public computers.
- Infringement of copyright laws including illegal photocopying and illegal downloading of copyrighted material.
- Bringing animals into the building. (Only service animals and animals involved in a library program are allowed in the building.)
- Use of sports equipment and wheeled devices, such as roller skates, skateboards, scooters, etc.

No one shall engage in behavior that is contrary to the Code of Conduct policy. Those who are unable to comply with staff requests or fail to observe the Policy may be asked to leave library property, may be banned from the library for a period of time, may be subject to arrest, or may be subject to other lawful action. Misconduct or misuse of library property by juveniles will be reported to parents or guardians.

The director and supervisors may ban a patron from using the library for a period of up to one month. The library board may, under Wisconsin Statutes 43.52(2), exclude from the use of the library all persons who willfully violate library regulations.

10.14.91/5.19.04/04.15.09/10.18.17

Unattended children

Children under the age of 9 must be attended by a parent, caregiver, or responsible older child. If a problem with an unattended child arises, staff will try to locate the responsible person. If a responsible person is not found within the library, staff will attempt to contact a parent or guardian by phone, text, or email. If a caretaker cannot be contacted, staff will contact the Neenah Police Department. 12.20.13

Days and Hours of Operation

The library shall be open as follows:

Monday through Thursday	9:00 a.m. – 9:00 p.m.
Friday	9:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 4:00 p.m.
Sunday	12:00 p.m. – 4:00 p.m.

Holidays

The library shall be closed on:

New Year's Day
Easter Sunday
Memorial Day (3-day weekend)
Independence Day
Labor Day (3-day weekend)
Thanksgiving Day
Christmas Eve
Christmas Day
New Year's Eve

The library closes at 5:00 p.m. on July 3 and the day before Thanksgiving.

1.17.90/3.20.90/4.17.91/8.21.91/3.15.00/11.15.17

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

As provided by Wisconsin Statute 43.58 (2)(b), the library director or designee may pay recurring bills, such as wages and salaries, and regular and recurring payments and purchases, including materials, supplies, and services, as needed and within the library's budget, to operate the library effectively and efficiently and to insure prompt payment of bills. The library board shall audit and approve any such payments at its next regular meeting. *12.17.14*

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 regularly survey staff regarding staff regarding job satisfaction, library operations, etc. The survey's questions shall be open-ended and free of built-in bias.
4. When the City Human Resources Department begins the annual performance evaluation process, the library director shall meet with the Finance & Personnel Committee in closed session. The library director shall present the following items:
 - a. The library director's job description.
 - b. A self-evaluation.
 - c. The end of the fiscal year library statistical report.
 - d. The end of the fiscal year library financial report.
 - e. Progress in achieving the year's goals and objectives.
 - f. Survey data.
5. The Finance & Personnel Committee will dismiss the director 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 following 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. 08.21.02/04.15.09/05.16.12/1.18.17

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 unduly affect the selection process. The existing director shall not be a member of the selection committee or attend its meetings. However, the selection committee (or any of its members) is free to consult with the existing director on any matter relating to the committee's work.
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 DPI's Trustee Essential #5 - *Hiring a Library Director*.
2. The Winnefox Library System.
 - a. The Winnefox Coordinator may have helped other boards hire new directors.
3. The City of Neenah Human Resources Department (HR).
 - a. HR 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. HR will answer candidates' questions about HR 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.

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. HR 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 advertisement for the new director shall be posted on the state public library electronic mailing list, national library internet job sites, the City's web site, and any other site that HR believes is necessary or promising.
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. City of Neenah Human Resources (HR). (One non-voting member.)
 - c. As needed during the selection and/or interviewing process, 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 available 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 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. Eight 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.

4. Evidence of extensive human resources experience and training.

Application process

1. Applicants shall use the City's online application system and attach the following to a fully completed online application form:
 - a. A résumé.
 - b. A cover letter setting forth why the applicant is well-qualified for the directorship.
 - c. 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.)

Background/Reference/Previous employers' checks/Psychological evaluation

1. Before an offer is made to the chosen candidate:
 - a. The Neenah Police Department or a reputable national firm shall perform a complete background check.
 - b. If necessary, HR shall check with all available references listed by the candidate, and with previous employers, if possible.
2. Upon a contingent offer of employment, a psychological evaluation of the chosen candidate shall be required. The candidate must achieve a "Pass" grade from the psychologist in order to be hired.

Compensation and benefits

1. The salary offered shall be between the minimum and the midpoint of the library director's pay grade, depending on qualifications.
2. 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 HR.
3. The library board shall authorize HR to make an offer to the successful candidate.
4. HR is authorized to negotiate a salary up to the maximum previously authorized by the library board.
5. HR is authorized to negotiate beginning vacation benefits of up to four weeks after completion of the first full year of employment. *02.18.09/08.15.12*

Displays, Handouts, Notices, and Petitioning Policy

In the spirit of community partnerships, the library provides a designated space for posting and distribution of library, community, and public service information and materials of educational or cultural interest to the community. Posting of a notice or placement of materials at the library does not imply endorsement by library staff or the Library Board of Trustees.

Library displays, handouts, notices, etc.

The library may freely distribute or display material related to library-sponsored and co-sponsored events, programs, policies, procedures, etc. Library-related materials have priority for display space. When featuring issues with a variety of opinions, library exhibits or displays will represent balanced viewpoints.

Community displays

The library has a designated space for display in the children's department. Persons displaying their collections must sign a Hold Harmless Agreement. Parents/guardians must sign for minor children. Occasionally, the library will display works of art or writing in conjunction with local schools. Those displays will be coordinated by library staff and school officials. The library is not responsible for lost or damaged display items.

Community handouts & notices

The library has a designated space for handouts, notices, and publications that are of general interest for non-commercial purposes from non-profit organizations, community groups, local government, schools, etc.

Display items should be of reasonable size for the display space available. The appearance and content of the notice must be suitable for the library's public area. Handouts and notices shall be submitted to staff for approval and posting. Staff reserve the right to limit the size, number of items, and length of posting; duration may be limited by the volume of incoming materials. Removed materials will be discarded. Materials may not be posted indefinitely.

Items not accepted for posting or display:

- Materials with the primary purpose of serving as campaign literature or those advocating a position on a public issue will not be displayed.
- Materials devoted to the sale, advertising, solicitation, or promotion of products or services will not be displayed. (Staff may make exceptions for commercial publications containing information of general interest to the community.)
- Personal notices will not be displayed.

Donations/Collection site

The library occasionally acts as a donation site for organizations to assist community members in need. The donations may be accepted in conjunction with library programming, e.g., Food for Fines, Give-a-Kid-a-Book, or may be independent of the library, e.g., Movers for Moms, Kimberly-Clark Hygiene Drive. The library will allow a

single collection box for one outside (non-library) organization at a time. Collection receptacles must be of reasonable size and suitable for the library's public area. Staff reserve the right to limit the types of items collected, the frequency, and the duration of the collection. The library will not collect funds for outside organizations.

Signs

The library's signage (outdoor electronic sign, digital sign, etc.) shall be used to advertise or promote only events sponsored or co-sponsored by the library. No non-library sign may be placed or posted on library grounds, on the library building, or on library property, with the exception of signage posted by utilities and signage posted by staff in a designated space. Other events and announcements may be publicized at the director's discretion. *05.16.01/04.19.17*

Petitioning & solicitation

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, threatening behavior, or disorderly conduct). The Library Director, designee, or ranking librarian, must be informed of an individual's or group's desire and intent to petition, solicit signatures, or distribute literature. Signs and placards are prohibited. 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.

05.16.01/04.15.09/07.16.14/2.15.17

Dress and Grooming Code

Introduction

Library employee's appearance and dress is a reflection of the Library, the City, and the community. Employees should dress in a neat, business-casual manner appropriate to the work they are performing and whenever they are representing the Library. Employees should use good judgement and common sense when considering workday appearance.

Clothing

The dress standard for library employees is business casual. (Business casual can include denim.) Custodial staff may wear less formal attire. All clothing must be neat, clean, properly fitted, and appropriate for the workplace and for the work being performed and customers served. Apparel with sports logos may be worn on game day.

Hair and grooming

Employees are expected to be clean and well groomed. Hair must be clean and appropriate for the work performed and the customers served. Employees should be cognizant of others' sensitivities to smells.

Tattoos, piercings, and body modification

If visible, tattoos must be discreet, not offensive, and not distracting. Facial tattoos are not allowed. Throat tattoos are not allowed. Large tattoos must be covered by clothing. Visible tattoos may not include foul language, hateful comments, lewd designs, etc.

If visible, piercings should not be distracting and should be kept to a minimum. Visible piercings are limited to ears and nose. Piercings of other body parts should not be visible. Gauging and other similar types of adornment/modification are not permitted.

Visible body modifications are not allowed – including scarring, branding, dermal implants, etc.

Contact lenses must be a natural eye color.

Supervisor responsibility

Supervisors have the responsibility to enforce the dress and grooming code and to make decisions regarding appropriateness. Final authority rests with the director.

If employees have questions about existing piercings, tattoos, etc., they should speak with the director. Current employees may be grandfathered. Employees considering new modifications, piercings, tattoos that might conflict with the policy should consult with a supervisor or director prior to having the procedure. 9.21.11/9.16.15

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.
- WALs 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 WALs. If he/she is not available and more than one virus notice is received, contact WALs' 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, staff shall not use the Microsoft Internet Explorer web browser.
- 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.

Violation Tier	Violation Examples	Notification
<p>Tier 3</p> <p>Inappropriate Actions/Content</p>	<p>Accessing/viewing inappropriate and/or prohibited sites</p> <p>Accessing/viewing sites containing information considered threatening, obscene, or harassing</p> <p>Accessing/viewing sites that promote illegal or criminal activities</p> <p>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</p> <p>Utilization of Software not Endorsed by WALIS 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</p> <p>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 	<p>The library department head will discuss the violation with the employee.</p>

Neenah Public Library Board of Trustees Policies

	playing computer games (Solitaire, Free Cell, etc.)	The department head, after consultation with the director, will place a note in the employee's personnel file.
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Fines & Fees

	Fine Rate	Maximum Fine
Adult materials	\$.10/day	\$5.00
E-Readers	\$5.00/day	\$100.00
Reference materials	\$1.00/day	\$10.00
Interlibrary loan materials	\$1.00/day	\$30.00
Youth materials	\$.05/day	\$3.00
Amount owed at which checkout & internet privileges are suspended	\$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/fax
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

5.17.89/6.21.89/9.20.89/12.20.89/1.16.91/5.20.92/9.18.96/3.19.97/7.16.97/4.25.01/6.20.01/2.20.02/4.21.04/6.16.04/07.21.04/01.19.05/4.19.06/6.21.06/5.16.07/10.17.07/06.17.09/06.15.11/06.19.13

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. In the event that a complainant charges a particular item is not protected under the First Amendment of the U.S. Constitution, the onus of proof rests with the complainant.

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. (A separate form must be filled out, completely enough to understand the specific objection(s) put forth, for each item requested for reconsideration.) 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.

The library board may hold a public hearing at which testimony for and against a reconsideration issue would be taken. Library board members shall not engage in discussion or debate on the matter at hand; the public hearing's purpose is to hear from the public. The reconsideration issue shall not be decided at the public hearing, but at an open library board meeting, preferably held at least several days after the public hearing to give board members time to reflect on the testimony heard at the hearing.

Any deliberations involving a reconsideration by the library board shall be made at open library board meetings. Individual library board members shall not comment on, debate, or indicate how they might vote on a reconsideration issue before the library board meeting at which the issue is to be voted on. Comments by the public on the reconsideration issue shall be governed by Article 4, Section 2.a. of the board's bylaws.

Requests to reconsider library materials which have undergone the reconsideration process in the past three years shall be referred to the library director. Repeated or redundant requests by an individual or a group to reconsider materials with differing titles but similar content will be restricted. If the library director concludes that a request is redundant, the director shall notify the complainant(s), that the item(s) in question, or similar items, having already undergone a thorough review and reconsideration process, will not be reevaluated. The library director's decision may be appealed to the library board, whose decision shall be final.

The official spokesperson for information regarding a reconsideration issue shall be the library director. *9.18.91/06.17.09/09.21.11*

Meeting Room Policy

Introduction

The Neenah Public Library welcomes public use of the meeting rooms.

Availability and Use

Meeting rooms are available as a free public service to the community on an equitable basis regardless of the beliefs and affiliations of the individual or group. Rooms are available during open hours.

Meeting rooms may be used for club events, classes, home schooling events, religious services, business meetings, candidate forums, listening sessions, legal negotiations, recitals, studying, group projects, etc. Rooms may not be used for commercial events where a fee is charged or where products, services, or memberships are advertised, solicited, or sold. (Library-sponsored and co-sponsored performers may sell merchandise related to their performance.) Classes offered by non-profit educational institutions and organizations may charge a class fee. Events that are disruptive of normal library operations are not permitted.

The library director has the authority to issue meeting room rules and to revoke permission for use of the rooms if policy and rules are not followed. The library reserves the right to enter meeting rooms as needed to ensure adherence to policy and rules. Violations of policy and rules may result in revocation or suspension of meeting room privileges.

Rules for use:

- Individuals and groups using a meeting room must follow the Library's Code of Conduct Policy.
- Groups are responsible for compliance with the Americans with Disabilities Act provisions.
- Groups are responsible for ensuring that attendance does not exceed posted occupancy limits.
- Individuals and groups using a meeting room are responsible for set-up and for tidying the room prior to leaving. If staff must provide cleaning services, a \$50 fee will be charged.
- Windows must remain uncovered. Hanging, tacking, and posting items on meeting room walls is not permitted.
- Staff reserve the right to transfer an individual or group to another meeting room.
- Reserved rooms will be held for 15 minutes beyond the scheduled start time. After 15 minutes, the reservation will be cancelled and the room will be available for use by other individuals and groups.
- Refreshments and meals may be served. Cooking is prohibited. (Cooking is permitted at library-sponsored events.)
- Alcohol use is prohibited.

Liability

Individuals and groups who use a meeting room are responsible for loss or damage to attendees or property of attendees and for any damages to the room and/or equipment resulting from negligence or willful misconduct. The library is not responsible for items left in meeting rooms.

Endorsement

The library provides meeting rooms as a community service and the use of a room does not constitute library endorsement of the viewpoints expressed by presenters or participants. Anyone

using a room shall not publicize the event in any way that implies that it is sponsored, co-sponsored, endorsed, or approved by the library unless permission has been granted in advance by the library director or designee.

Piano

The library has a Boston GP-193 6'4" Black Satin Grand Piano. It is used for concerts, recitals, and other programs.

Rules for use:

- The piano must be reserved for use. It must be used in the Shattuck Community Room.
- The piano must be covered when not in use. Nothing may be placed on top of the piano.
- The piano may only be moved by library personnel. It may not be moved with the lid up.
- No food or beverages are allowed on or near the piano.
- Any group or individual damaging the piano in any way is liable for the cost of repairs.
- If a musician, piano teacher, etc., requests piano tuning for a program, the library will employ its regular tuner/technician and the requestor will reimburse the library for the tuning.
- Professional musicians may practice on the piano prior to a concert. In general, the piano is not available for practice or lessons.
- Persons not following these regulations may be denied access to the piano by the library director.

Piano Maintenance

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

04.25.01/12.17.08/07.15.09/06.21.17

PERSONNEL POLICIES

Introduction

While maintaining the statutory responsibilities of the library board, the board also seeks to simplify personnel policy development and enforcement by adhering to city personnel policies and compensation plans. The library board accepts the assistance of the city Human Resources Department and the City Attorney in making personnel decisions, based on city-approved policies, current city practices, and federal and state laws. Library employees utilize the city's Employee Handbook as well as library board policies.

Compensation plans

Library employees follow the city's performance evaluation process, participate in city classification and compensation studies, and are compensated on the same basis as other city non-represented employees.

City Human Resources Director and City Attorney

The library board recognizes the legal and personnel expertise of the city Human Resources Director and the City Attorney. Therefore, in personnel situations, the library will request guidance from Human Resources and the City Attorney, as appropriate.

Breaks

Employees are encouraged to take a single break of up to 15 minutes during a four-hour shift, when possible. Breaks should not be taken when a work period is less than four hours. The library is not required by federal or state law to provide break periods to adult employees. Employees under 18 must have a 30-minute break within a 6-hour work shift. Adult employees should not take a break if customer service would suffer. Break times may not be added to meal periods or subtracted from the beginning or end of a work period. 06.20.01

Depending on scheduling needs and the length of an employee's workday, supervisors may schedule an unpaid meal period. If an unpaid meal period is taken, it must be a minimum of 30 minutes. Employees, with their supervisor's permission, may elect to eat during a regularly-scheduled 15-minute break. 06.20.01

Call time

Non-exempt employees who are called in to work receive a minimum of two hours of paid or compensated time. Call-ins include those from a supervisor, the police or fire departments, the alarm or security companies, a vendor or contractor 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. 02.15.06/03.18.15

De Minimis Rule

Generally speaking, employees should begin and end their work periods as close to the actual scheduled time as possible. Staff may occasionally need to stay past the end of their shift due to circumstances beyond their control, e.g., late-staying patrons. If that time equals or exceeds 7 minutes, employees may claim that time as paid work time.
06.20.01/10.17.12

Memberships

The library pays for the director's annual memberships in the American Library Association, the Public Library Association, and the Wisconsin Library Association.
11.16.88

The library pays for all professional staff memberships in the Wisconsin Library Association. *02.20.91*

Premium Pay

Except for the director, all employees are paid time-and-one-half premium pay under the following circumstances, as scheduled and approved by the director or his or her designee:

- For work on a Sunday.
- For work on an official library paid holiday (in addition to normal holiday pay).
- For work on other unpaid/closed days (e.g., New Year's Eve).
- For work past 5:00 p.m. on a Saturday. *10.20.10*

Staff recognition

To acknowledge career milestones and thank employees for their years of service with the library, monetary awards have been established:

Library program

- Years of service recognition for continuous regular part-time or full-time employment (anniversary date as determined by the City):
 - 5 years - \$25
 - 10 - \$50
 - 15 - \$75
 - 20 - \$100

City program for library employees

- \$100 and Council recognition at 25, 30, and 35 years of continuous part- or full-time employment.

Funding

Marshall Schroeder Staff Recognition Fund (trust fund) is used for the library monetary awards. The city program is paid from library operating funds.
11.17.04/06.18.08/07.15.09

Awards

The director may award a “Bright Idea” prize to a staff person with an implemented suggestion for improvement. The \$100 award will come from the General Account of the trust fund.

Continuing education, meetings, and professional activities

Staff are encouraged to become involved in local, state, and national library associations and to attend continuing education seminars, workshops, meetings, and conferences when the experience or knowledge gained is beneficial to the library.

10.14.91

Eligibility

All library staff are eligible to attend local and in-state conferences, seminars, meetings, and workshops. Full-time professional staff are also eligible to attend national and out-of-state conferences.

The library director will decide who may attend based on supervisor recommendations, needs and interests of the employee and the library, benefit to the library, costs, etc.

Attendance at national conferences must be approved by the library board.

Expenses

Local and in-state events are generally funded by the operating budget. National conferences are funded by the trust fund general account.

Staff must follow city compensation policies regarding meal costs, modes of transportation, etc. 04.18.12 City travel expense report forms must be completed and submitted per city procedures. *08.17.05*

Compensation

Employees will be compensated for two travel days, if needed, and each conference day attended. Compensatory time may not be accumulated for future use.

Lodging

When an event requires an overnight stay, each employee should have a separate hotel room whenever possible. Sharing a hotel room with a coworker or colleague is also permitted if specifically requested by the employees.

Vacation time before/after the event & other travelers

Staff may use vacation time before or after an event. No costs associated with additional travel, non-business-related activities, or vacation expenses may be paid for out of city or trust funds. A spouse/significant other, and/or companion, and/or children may travel with an employee, but the additional costs, including but not limited to, hotel, registration, meals, transportation, etc. are at the

employee's own expense. Employees are expected to make full use of the conference or event and the guest(s) must not inhibit or limit the employee's ability to attend conference sessions, meetings, meal events, exhibits, etc. It is expected that the employee will put in a full workday of events and/or travel for each paid day.

Accountability

Attendees should share what was learned at events with colleagues and/or the library board.

10.20.04/08.20.08/05.21.14/1.17.18

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*

Smoke-Free Environment

Smoking of any kind, including electronic cigarettes, and the use of tobacco products, is prohibited in the library and on library property. 5.17.89/02/19/14

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]				[signed]
_____		_____		_____
Ken Harwood	09/20/01	Al Long	09/19/01	
Mayor, City of Neenah		Library Board President		

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