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ALGOMA PUBLIC LIBRARY POLICY

GENERAL LIBRARY POLICY

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The mission of the Algoma Public Library is to provide free service to all individuals and groups. The library's basic objective is to provide materials that will aid in the pursuit of education, information, research and creative use of leisure time.

The Algoma Public Library specifically strives to:

- A. Provide book, non-book and electronic materials:
 - a. To meet the needs of the community.
 - b. To help create an alert and informed citizenry.
 - c. To serve as a community resource for reliable information and research.
 - d. To provide assistance to children, young adults, and adults on both an individual and group basis, in the use of educational, informational and recreational materials.
- B. Anticipate the book, non-book and electronic needs of the community and to promote related activities.

A sound knowledge of the community, its characteristics and needs, is essential to the acquisition of materials. Newly annexed areas, changing population, age pattern, cultural elements, industrial developments, city planning, and the resources of other libraries in the area must be considered.

WHO MAY USE THE LIBRARY

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- A. The library will serve all residents of the City of Algoma.
- B. County residents outside the City of Algoma will be served through contract with the Kewaunee County Library Service Board.
- C. The Library Board of Trustees contracts with the Kewaunee County Library Service Board, Nicolet Federated Library System and the Outagamie Waupaca Library System for the purpose of providing mutual services to residents not residing in the County.
- D. A Driver's License or State ID and verification of current address is required to obtain a free library card. Patrons under the age of 16 need a parent's/guardian's signature.
- E. Rules of Conduct in the Library: The Algoma Public Library wishes to provide a safe, welcoming atmosphere conducive to the library's mission.

Wisconsin Statutes Chapter 43.52 (2) states: Every public library shall be free for the use of the inhabitants of the municipality by which it is established and maintained, subject to such reasonable regulations as the library board

prescribes in order to render its use most beneficial to the greatest number. The library board may exclude from the use of the public library all persons who willfully violate such regulations.”

In regard to the above Statute, unacceptable behavior on the part of the public may result in loss of library privileges. Library customers may be banned from the library for serious misconduct or illegal activity. Examples of serious misconduct include, but are not exclusive to: theft, vandalism, illegal use of internet computers, tampering with library computers or equipment and threatening or abusive behavior toward staff or other customers. Library staff will call the police in the case of serious or illegal activity.

Children unattended in the library are not the responsibility of the librarian in charge. An unattended child will be expected to behave in a manner that is not offensive or disruptive to others using the library. Section 10:03 (1) of the Municipal Code of the City of Algoma states that “no person shall within the City of Algoma: in any public or private place engage in violent, abusive, indecent, profane, boisterous, unreasonably loud or otherwise disorderly conduct which tends to cause or provoke an immediate disturbance of public order or tends to disturb or annoy any other person or persons.”

In order to avoid disruption of normal library operations and services, any child that is being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after the warning the child continues to be disruptive, he/she will be asked to leave the library. The Police Department may be notified if the behavior of the child is found to be disruptive or offensive to others in the library. The Police Department will be notified if a child or children are left unattended at closing time.

- E. The library is open for service fifty (50) hours a week, including evening hours. At such time that the demand requires, this schedule may be increased. The present schedule is:

Monday	10:00 - 7:00
Tuesday	10:00 - 7:00
Wednesday	10:00 - 7:00
Thursday	10:00 - 7:00
Friday	10:00 - 7:00
Saturday	10:00 - 3:00

- F. The library is closed: Saturday of Shanty Days, legal observance of New Year's Eve Day – Library will close at 3 PM, New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, Christmas Eve Day and Christmas Day.
- G. Inclement Weather: Library services will continue to be provided, even under inclement weather conditions to the maximum extent possible. Closings will be determined by the Director or his/her designated employee.

- H. Other Closings: Any other closings will be determined by the Director with the approval of the Library Board.

SCOPE

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- A. The Algoma Public Library shall provide a broad collection of book, non-book and electronic materials sufficient in number and variety to meet the needs and interests of all members of the community. The library subscribes to the principle of free inquiry and adopts as its guidelines the Library Bill of Rights.
- B. The materials selected shall include books, pamphlets, newspapers, audio-visuals, equipment and software. Local newspapers will be preserved on microfilm.
- C. The specific materials making up the collection include:
 - a. Materials of general current interest for all ages.
 - b. Broad representation of works of classic and contemporary authors.
 - c. Technical materials applicable to the needs of the area schools and industry.
 - d. Broad coverage of standard subject materials, particularly in the field of public affairs, health, family life, business, vocations, how-to-do-it books, religion, history and the arts.
 - e. Reference and informational tools in book, non-book and electronic formats.
 - f. Foreign language materials for language learning purposes.
 - g. Selected popular and technical periodicals.
 - h. Selected state and federal documents.
 - i. National, area and local newspaper.
 - j. Algoma, Kewaunee County and State history.
- D. Generally, the library does not purchase certain classes of books because of budgetary limitations. These include:
 - a. Expensive editions
 - b. Collector's item
 - c. Textbooks unless of general public interest or the best material in the field.
- E. Materials are loaned for twenty-eight (28) days, except for magazines, Videocassettes, Music CDs and DVDs, and may be renewed if not on hold for another library customer.
- F. Magazines and Music CDs are loaned for fourteen (14) days.
- G. Videos and DVDs are loaned for one week.
- H. In compliance with the OWLSnet policy, materials in high demand will be labeled and circulated for 14 days.
- I. For all items, except videocassettes and DVDs, and Interlibrary loan items from outside of the OWLSnet consortium, fines of 20 cents per service day are charged.
- J. The fine for Interlibrary Loan items from outside of the OWLSnet consortium are \$1per item per day.

- K. In accord with OWLSNET policy, customers with a fine over \$5 or an outstanding bill will not be able to check out materials until fine or bill is resolved, In the event materials are not returned within the allotted period of time, the following procedure will be followed:
- a. Effective March 1, 2008, overdue notices will no longer be sent through the mail. Overdue notices will be sent via e-mail or text message to customers who provide their e-mail addresses to the library and keep them current or sign up for text message notification. Customers who receive e-mail or text notification will receive a courtesy notice one day before items are due. Customers may request e-mail notification by entering an e-mail address on the library card application form. E-mail notification may be requested at any time. Customers may sign up for text message notification by subscribing to Shoutbomb through the InfoSoup homepage. The library does not charge a fee for this service; however, the customer's cell phone plan's regular text-messaging rates apply. Effective March 11, 2013, first overdue notice will be e-mailed or sent by text message 3 days after due date.
 - b. Effective March 1, 2008, second overdue notices will no longer be sent through the mail. Second overdue notices will be sent via e-mail to customers who provide their e-mail addresses to the library and keep them current or subscribe to text message notification.
 - c. A bill is generated by OWLSnet staff when material is 4 weeks overdue, Customers who have failed to return or make restitution for materials will be mailed a bill by regular mail with a "certificate of mailing" retained by the library until matter is resolved. Customers will be charged for postage fees. Bill will state that failure to return material or failure to make restitution for materials not returned is punishable under State Statute 943.61 (5). Customer has ten (10) days to respond.
 - d. Names of customers not responding to bill will be turned over to the Algoma Police Department.
 - e. Borrowing privileges of such customers will be revoked until matter is resolved.
- L. Videocassettes and DVD's are checked out for one week with a fine of one (1) dollar per service day for each item. A bill will be sent to the customer not returning videocassettes and/or DVD's after items are overdue 4 weeks. Names of customers not responding to bill will be turned over to the Algoma Police Department ten (10) days after bill is mailed. Any leniency in this procedure will be left to the discretion of the librarian.
- M. Lost or mutilated library materials will be paid for by customers at full replacement cost. There are no refunds of payment for lost or mutilated items.
- N. In compliance with OWLSNET policy, fines assessed for items that are returned in proper condition will not exceed the full cost of the item. If applicable, postage fee will be assessed in addition to overdue fine. Any leniency in this procedure will be left to the discretion of the librarian. Borrowing privileges will be revoked if obligation is not met.

- O. The Algoma Public Library adheres to the copyright law of the United States, (Title 17, United States Code) governing the reproduction, distribution, adaptation, public performance, and public display of copyrighted material.
- P. The Algoma Public Library accepts no responsibility for damage to personal equipment or software caused by use of library materials.
- Q. A fee will be charged for all copies made on copy machine and all printers.
- R. Theft of library materials is covered under Wisconsin Statutes 943.61.
- S. Fines, fees, bills and manual charges may be paid online through a patron's account in InfoSoup by use of a credit card only. No partial payment of any one individual fine is allowed, however, patrons may choose to pay only certain fines or fees in their entirety.

REFERENCE POLICY

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The Algoma Public Library provides free service to all individuals and groups in the community. Service to library customers is a priority and takes precedence over other tasks. Library staff will assist customers in locating the information they seek.

In-Person Reference:

Library staff, after conducting the reference interview to ascertain the information needed, will take the individual to the source(s) of information. Instruction may be needed by the individual in the use of the automated catalogue, Internet and basic reference sources. If the customer has a question which will require a lengthy amount of time and other customers are waiting, the staff person may excuse themselves and offer to return as quickly as possible.

Telephone Reference:

Telephone reference questions need to be answered quickly with short, factual answers. If more in-depth research is needed the staff person will take the name and telephone number of the individual and call them back with the answer. It may be necessary to ask the customer to come in to the library for better assistance if the question is complicated.

E-Mail Reference:

Every effort will be made to respond to E-Mail references in a reasonable time. E-mail responses may be of limited length.

Homework Help:

Help with school assignments is to be treated as any other request for reference information. Staff will guide the student to the reference source(s) and instruct them in the use of the resources.

Contest Questions:

Trivia or contest questions should be answered as any other reference question. Library staff are not to interpret contest rules.

Consumer Evaluations:

When customers ask consumer-based questions, the staff will guide them to consumer information. Short published consumer ratings may be read over the telephone; however in-depth information may require a trip to the library.

Genealogy Questions:

Staff members will provide assistance in locating genealogy information. Staff members may answer written requests for information. A charge for copies and mail will be assessed.

Medical, Legal and Tax Questions:

The staff will assist customers in locating resources. The library staff does not provide medical, legal or tax advice. Library staff will not interpret any definitions, laws or medical conditions.

Criss-Cross/City Directory Information:

The library does not hold current criss-cross or City Directories.

Summary:

The library staff must always cite the informational source used. All questions are held in strictest confidence.

CO-OPERATION WITH OTHER LIBRARIES

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- A. Because the subject specialization and expanding interest now characteristic of our population reflect an average reading level that is higher than ever before in our history, and indications are for this trend to continue and,
- B. Because the small community library cannot adequately and economically meet service needs from its own resources,
- C. We subscribe to participation in the Nicolet Federated Library System on an area basis for the purpose of strengthening and sharing material resources, and for advisory service and training of library personnel.
- D. The Library Board of Trustees contracts with the Outagamie Waupaca Library System for automated library services.

BOOK SELECTION

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- A. The responsibility for selection of library materials rests with the Director. Selection will be done with aid of reputable, and professionally prepared standard lists, book reviews, bibliographies and direct guidance by experts in their own field. Materials will be selected for their value and will not be excluded because of race, nationality, political or religious views of the author. Accountability to the Library Board of Trustees for the entire collection rests with the Director. Library Trustees are accountable to the public.

- B. Any individual or group wishing to take issue with the selection of any particular title shall present to the Trustees a written statement of exactly what is objectionable, and why it is objectionable. This Board believes that censorship is a purely individual matter. No individual or group has the right to restrict the access of others to library materials as stated in the Library Bill of Rights.
 - a. See appendix 7 for complaint form.
- C. The weeding of materials requires the same degree of attention as the initial selection, and deserves careful study, but the systematic removal from the collection of materials no longer useful is essential to maintain the purpose and quality of the collection.
- D. Gifts of books or other materials will be accepted, but the library reserves the right to evaluate and to dispose of them in accordance with the criteria applied to purchased material.
- E. Monetary gifts will be accepted and used for materials and/or special projects. Every effort will be made to honor any request of the benefactor.

AUDIO VISUAL MATERIAL SELECTION

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The library subscribes to the Freedom to View Statement adopted by the Educational Film Library Association which states that the freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore, we affirm these principles.

- A. It is in the public interest to provide the broadest possible access to films and other audiovisual materials because they have proven to be among the most effective means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
- B. It is in the public interest to provide for our audiences, films and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
- C. It is the staff's professional responsibility to resist the constraint of labeling or prejudging a film on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
- D. It is the staff's professional responsibility to contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

The Algoma Public Library shall purchase a broad collection of audio visual materials to meet the needs and interest of all members of the community.

The weeding of audio visual material requires the same degree of attention as the initial selection. Material will be removed when it is no longer useful to the collection.

TECHNOLOGY PLAN

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Introduction

This technology plan was developed in order to identify specific goals and objectives for the Algoma Public Library to systematically implement a wide range of useful technologies in the library for the benefit of its users as well as staff. The library staff and the Algoma Public Library Board of Trustees realize that technology continues to change at a rapid pace. With this in mind, the staff and the Board of Trustees, with the assistance of the Nicolet Federated Library System, will continue to work together to provide access to whatever materials and technology that may be identified as meeting the present and future informational, educational and recreational needs of the library's users. The Algoma Public Library Board of Trustees acknowledges that the plan embodies the ideal situation. The availability of resources and the library staff's capacity to integrate new technologies may influence the complete implementation of the goals set forth in this plan.

Technology Mission Statement

Access to all types of information is vital to everyone. The Algoma Public Library plans to provide that access by incorporating technology which will meet the present and future educational, informational and recreational needs of the community as well as keep pace with rapidly changing technological advances.

Goals and Objectives

- Goal 1)* Broaden and improve online and electronic resources and services.
- Objective a)* Library staff will continue to be trained and have training time in use of reference and other services available through the Internet, including those resources offered through InfoSoup. Ongoing
 - Objective b)* The Director and staff will make every effort to implement new technologies as well as new types of information resources that would benefit library users. Ongoing
 - Objective c)* The Director and staff will continue to evaluate and update the library's webpage to improve customer access to library resources. Ongoing
- Goal 2)* Participate with and support the OWLSnet/NFLS shared automation network in order to improve and enhance the services and information available to library users by providing access to a wider collection.
- Objective a)* The Director and Library Board will continue to support participation in the OWLSNET/NFLS consortium. Ongoing
 - Objective b)* The Director, staff, and Library Board will continue to evaluate and implement new technologies and software applications available to OWLSnet/NFLS members if appropriate to community needs. Ongoing

Objective c) The Director and staff will continue to participate in implementing procedures and policies adopted by the OWLSnet consortium and approved by the Library Board. Ongoing

Objective d) The Director and staff will continue to promote InfoSoup and related technologies offered by OWLSnet to the public. Ongoing

Goal 3) Provide library users with the most up to date resources to meet informational, recreational and educational needs.

Objective a) Staff will continue to work with local educators, by informing them about new technology resources available from the library. Ongoing

Objective b) Staff will continue to provide library users with assistance in using InfoSoup resources and other technologies applications, including scheduling training classes for the public. Ongoing

Objective c) Staff will be allowed time to attend workshops provided by NFLS, OWLSnet, or other training sources. Ongoing

Objective d) The Director and staff will develop and maintain a computer replacement plan including a rotation schedule for existing and new computers. Ideally, the plan will include the acquisition of two new computers per year with oldest computers removed from library inventory. A rotation/replacement schedule will be based upon available resources. Ongoing

Evaluation

Money and space are critical issues for the future as is the need to keep abreast of new technology. Prioritizing educational, informational and recreational needs within the framework of the library's primary roles will facilitate the most cost beneficial use of library resources. To that end, the Library Director, staff and Library Board need to monitor and evaluate the technology plan on a regular basis.

The Director and staff will monitor the plan quarterly during regular staff meetings. The Library Board will be kept informed of how the plan is being implemented. The Library Board will review, evaluate and approve the technology plan yearly. Revisions to the plan may be made with Library Board approval at any time deemed necessary by the director and staff.

LOCAL HISTORY COLLECTION

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The purpose of the local history collection is to preserve materials that document the history of Algoma and Kewaunee County and to make these materials available to researchers and the general public. The library holds these materials in trust for future generations, and therefore they can be examined in the library only. The major emphasis of the collection is historical and current information about the city of Algoma and the surrounding area of Kewaunee County.

Subject areas include: early settlers, ethnic groups, family, business, work and prominent individuals and events. Materials on these subjects will not be declined based on language.

The collection contains materials in a variety of formats including, but not limited to: books, pamphlets, posters, diaries, letters, maps, photographs, scrapbooks and audio visual and electronic materials. The collection does not contain materials in the following format: three dimensional artifacts, original government records, posters larger than 36" by 48".

Discarding Materials

The Algoma Public Library reserves the right to dispose of materials inappropriate to the collection. Options include returning materials to donors, selling items, and offering collections to other institutions.

CONFIDENTIALITY OF LIBRARY RECORDS

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The Algoma Public Library protects the privacy of library records and the confidentiality of library users of the library's services and materials as required by relevant laws. In addition, the Algoma Public Library Board of Trustees supports the principle of freedom of inquiry for library users, and has adopted this policy to protect against the unwarranted invasion of the personal privacy of library users.

Legal Requirements

The relevant Wisconsin laws concerning the confidentiality of library records are Wisconsin Statutes Section 43.30 and the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80).

Under Section 43.40, library records that indicate the identity of any individual who borrows or uses a library's documents or other materials, resources or services may only be disclosed:

1. With the consent of the individual library user
2. By court order
3. To the custodial parent or guardian of a child who is under the age of 16, who requests such library records ("custodial parent" includes any parent other than a parent who has been denied periods of physical placement with a child under s.767.24 (4))
4. To persons acting within the scope of their duties in the administration of the library or library system
5. To other libraries (under certain circumstances) for interlibrary loan purposes (ss.43.30 (2) and (3)).

Wisconsin's Personal Information Practices Act (Sections 19.62 to 19.80) requires all state and local government organizations (including public libraries and library

systems) to develop procedures to protect the privacy of personal information kept by the organization. Libraries and library systems are required to develop rules of conduct for employees involved in collecting, maintaining, using and providing access to personally identifiable information. Libraries and library systems are also required to ensure that employees handling such records "know their duties and responsibilities relating to protecting personal privacy, including applicable state and federal laws."

Records indicating the identity of library users include a library users name, library card number, social security number, telephone number, street address, post-office box number or 9-digit extended zip code.

Records held by the library that include personally identifiable information about library users may also contain information that must be provided to those who request that information, as required by Wisconsin's public records law. Personally identifiable information about library users must be removed from any records that are publicly disclosed, except as the records are disclosed pursuant to one of the five exceptions provided under Section 43.30 (see above).

Rules to be followed by Algoma Public Library Staff

1. As required by state law, Algoma Public Library staff may only disclose library records indicating the identity of library users under the following conditions:
 - a. Disclosure to staff members of the Algoma Public Library and the staff of other libraries and library systems only according to written procedures that comply with the laws cited above and that are approved by the Director.
 - b. Disclosure as authorized by the individual library user
 - c. Disclosure pursuant to court order
 - d. Disclosure to the custodial parent or guardian of a child who is under the age of 16, who requests such library records.
2. Algoma Public Library staff must refer all requests for library records and all requests for information about particular library users to the library director or the Algoma city attorney if the director is not available.
3. Algoma Public Library staff are not allowed to share information about use of library resources and services by identified library users except as necessary for the performance of their job duties and in accordance with procedures approved by the director and/or the Board of Trustees.

Handling of court orders

If a law enforcement officer (or anyone else) brings a **subpoena** directing library staff to produce library records:

1. Staff will notify the director or the Algoma city attorney if the director is not available.
2. The library director or reporting staff person should ask the Algoma city attorney to review the subpoena.

3. If the subpoena has any legal defects, require that the defects be corrected before records are released.
4. If appropriate, ask legal counsel to draft a protective order to be submitted to the court keeping the requested information confidential and limiting its use to the particular case.
5. Follow legal counsel's advice for compliance with the subpoena.

If law enforcement officers bring a court order in the form of a **search warrant**:

1. A search warrant is executable immediately, unlike a subpoena. The law enforcement officers may begin a search of library records as soon as they enter the library.
2. Request that the law enforcement officers wait until the library's legal counsel is present before the search begins in order to allow legal counsel an opportunity to examine the search warrant and to assure that the search conforms to the terms of the search warrant. (The law enforcement officials are not required to accede to any request to delay the search.)
3. Cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users' records are disclosed.

If FBI agents bring a court order in the form of a **search warrant issued under the Foreign Intelligence Surveillance Act (FISA)**:

1. A search warrant is executable immediately, unlike a subpoena. The law enforcement officers may begin a search of library records as soon as they enter the library.
2. Request that the law enforcement officers wait until the library's legal counsel is present before the search begins in order to allow legal counsel an opportunity to examine the search warrant and to assure that the search conforms to the terms of the search warrant. (The law enforcement officials are not required to accede to this request.)
3. Cooperate with the search to ensure that only the records identified in the warrant are produced and that no other users' records are disclosed.
4. **It is illegal to disclose to any other person (other than those persons necessary to produce the tangible things sought in the warrant) that the Federal Bureau of Investigation has sought or obtained records or other items under the Foreign Intelligence Surveillance Act (FISA).**

NOTES

1. A search warrant is an order signed by a judge directing a law enforcement officer to conduct a search of a designated person, a designated object or a designated place for the purpose of seizing designated property or kinds of property.
2. All search warrants are court orders, but not all subpoenas are court orders. Library staff may not disclose library records in response to a subpoena that is not a court order if those records indicate the identity of library users.
3. A subpoena is a call to come before a court, and may include a direction to bring specified records. Not all subpoenas are court orders. The library's legal counsel can determine if a particular subpoena is a court order. A

subpoena normally indicates that a response is required within a certain number of days. Library staff may not disclose library records in response to a subpoena that is not a court order if those records indicate the identity of library users.

4. The USA Patriot Act amended the Foreign Intelligence Surveillance Act (FISA) to allow the FBI to apply for a court order requiring the "production of any tangible things (including books, records, papers, documents and other items) for an investigation to protect against international terrorism or clandestine intelligence activities, provided that such investigation of a United States person is not conducted solely upon the basis of activities protected by the first amendment."

Parental Access to Patron Records of Minors

Custodial parents/guardians may request library records relating to the use of the library by children under the age of 16. A "custodial parent" includes any parent other than a parent who has been denied periods of physical placement with a child (s.767.24 (4)). The person requesting records of their custodial child may be asked to provide reasonable proof that they are a custodial parent/guardian.

PUBLIC RECORDS

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NOTICE OF AVAILABILITY OF PUBLIC RECORDS PER WISCONSIN STATUTES:
The Director of the Algoma Public Library is the legal custodian of all records of the Algoma Public Library. All public records requests must be in writing and specific. In the event the Director is not available, the Library Board President and the City Attorney must be consulted. Records will be made available as soon as practicable. Copies will be made at the set cost. Prepayment will be required by the custodian. If mailing is required, customer will be charged the postage.

If searching for the document takes over 30 minutes of staff time, after 30 minutes the cost of \$25 per hour of staff search time will be charged to the requestor.

New documents do not have to be created or additional analysis does not have to be done for an information request. Public records request are for current documents. If a document does not exist, it is not a public record.

As provided by section 43.30 Wisconsin Statutes, an exception to the public records law for libraries is the statutory prohibition on release of records that identify an individual who uses a publicly funded library. Any record that contains patron information in addition to information which must be disclosed must first be edited to remove any information which could identify an individual library patron. Public library circulation and customer registration records are exempt from inspection under this section.

PHYSICAL FACILITIES

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- A. To achieve the goal of good library service, the Board of Trustees accepts the responsibility to see that public library facilities are provided which will adequately meet the physical requirements of modern efficient library service. Such facilities will offer to the community a compelling invitation to enter, read, look, listen, and learn. The building will fit an expanding program of library service.
- B. The Board of Trustees accepts the responsibility to secure the funds for needed facilities.
- C. The Director and the Board of Trustees, as a planning team, with the assistance of consultants will endeavor to plan facilities to meet recognized standards and needs of the community.

DISASTER RULES/SAFETY POLICY

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Inclement Weather:

Staff should be alert to weather warnings and follow emergency procedures when necessary.

Snow Storms:

The decision to close the Algoma Public Library will be made by the Library Director or the Director's designated representative. The Library Director will take into consideration the recommendation of the Algoma School District, but the final decision will be made by the Library Director.

The Director will notify the Library staff, local news outlets, and the City of Algoma. Library closings will be announced on area television stations and the library's social media.

If there is a question of closing the library when the Director is not working, the staff in charge will contact the Director. If the Director is unable to be reached, the staff in charge will make the decision and notify all necessary outlets.

Tornadoes:

The safety of library customers and library staff is of primary importance. Reasonable effort will be made to allow appropriate evacuation in the event of a tornado.

When library staff are alerted that a tornado WATCH has been issued, library customers will be informed of the watch. If a library program is in progress, the

librarian directing the program will be informed by a staff member about the watch. At this time, signage will be put in place directing customers to the tornado route if the need arises. The doors between the library and the library's meeting room, and the door between the library meeting room and City Hall must remain closed but unlocked.

When a tornado WARNING has been issued, Emergency Management will sound the sirens. Library staff will then advise library customers of the situation and will ask them to proceed to the lower level kitchen area of the City Hall building until the clear signal is given. A staff member will notify participants of a library program of the warning and provide the appropriate directions to the tornado route. Customers unable to walk to the lower level of City Hall should be directed to the staff men's bathroom off the library meeting room. If time allows, library staff should check restrooms and other areas of the library to be certain everyone is evacuated. Customers are not allowed to remain in the library. The public will be directed to the shelter in the Algoma Elementary School, but only after being notified by the Algoma Police Department to do so.

If customers choose to leave the library, staff should give directions to the shelter in the Algoma Elementary School.

Fire:

If smoke detectors or fire alarms sound, library staff should call (911) and evacuate the building until the problem can be determined. If a fire can obviously be contained and extinguished quickly and safely by staff, then staff should proceed to do so. If there is any doubt about whether the fire can be controlled, staff should immediately call 911 and clear the building. Library staff should check restrooms and other areas of the library to be certain everyone is evacuated. An incident report should be completed and given to the Director.

Library staff should be familiar with location and application of fire extinguishers and emergency exits in the building. All staff should be trained in the use of a fire extinguisher. Fire extinguishers should be checked monthly following guidelines in the City of Algoma Safety & Health Procedures Manual.

False Alarms:

Staff should always assume the alarm is legitimate and follow procedures to evacuate the building. If it is determined that a fire alarm was pulled but there was no fire, staff should ask customers and other staff if they saw anyone near the pulled alarm. If the person is identified, report this information to the Algoma Police Department. Complete an incident report and give to the Director.

Health Emergencies:

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured person comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgement to do what is prudent and reasonable.

Staff should call (911) immediately in the event of a serious problem. No medication, including aspirin, should ever be dispensed to the public. Staff should never drive a customer anywhere for medical assistance.

Personal safety measures should be followed by staff when dealing with any biological hazard. This includes even minor injuries. If a Band-Aid needs to be used, staff should give it to the individual and have him/her place it on the injury. Parents may do this for a child. Protective gloves/coverings should be used by staff when dealing with any biological incident.

Missing Child:

Responsibility for the care, safety and behavior of children lies with their parents, both within the library building and on library grounds. If a child is reported missing, staff will ask the parent how extensively they have searched and then assist the parent by checking the library thoroughly including restrooms and other non-public areas. The outside of the library should be checked. The police should be called if the child is not located. An incident report should be given to the Director.

Customers in Non-Public Areas:

Staff has the responsibility to speak to anyone who enters a non-public area of the building. As a customer may not be aware that he/she is in a non-public area, staff should offer to escort the person to the appropriate office.

For security reasons, whenever City Hall is closed the door between the library and City Hall should be closed and locked. Exceptions to this may be made when library programming makes access to the City Hall area necessary. Suspicious behavior should be documented and reported to the Director. The Police Department should be called if necessary.

Customers at Closing Time:

Library customers who may be stranded when the library closes may use the phone to make arrangement for transportation. Customers may not wait inside the library to wait for transport unless accompanied by two library staff members. Library personnel are not obliged to let customers remain inside after closing. Library staff cannot personally transport customers to any location.

The Police Department will be notified if a child or children are left unattended at closing time.

Phone Threats:

In the event of a phone threat, bomb or otherwise, staff should keep the caller on the line as long as possible, ask the caller to repeat the message and try to write down every word spoken by the person. If the caller does not indicate the location of the bomb or specifics about time of possible detonation or attack, staff should ASK FOR THIS INFORMATION. Staff should pay particular attention to peculiar background noises such as motors running, background music, and any other sounds which may indicate where the location from which the call is originating. Staff should listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, staff should call the police and clear the building. The police will handle the actual search. An incident report should be given to the Director.

Emergency Operations Plan:

In the event of a major emergency, the Emergency Government facility may be activated. Library staff will be subject to decisions made by officials of the City of Algoma as per the City's Emergency Operations Plan.

DISPLAYS/PROGRAMS

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The library welcomes displays from local artisans, craftsmen and collectors. The stipulations on these displays are:

- A. Items on display cannot be sold in the library nor will the library staff promote the sale of display items.
- B. The library assumes no responsibility for lost, stolen or damaged items as there is no library or city insurance coverage for materials on display or for personal property/possessions used in any program or activity.

BULLETIN BOARD

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The Algoma Public Library provides the community temporary space for a bulletin board to further the library's mission of bringing people and information together.

The Algoma Public Library makes its bulletin board area available to the public, but neither approves nor disapproves of any viewpoint expressed by the users of the bulletin board. The Library does not endorse any goods or services, makes no

representation as to the accuracy of information, and assumes no liability for the quality or safety of any goods or services which may be the subject of postings.

The Algoma Public Library reserves the right to refuse to post, and the right to remove and dispose of announcements, posters or displays which do not meet the Library's mission.

All postings shall be temporary. All postings shall be dated. The Algoma Public Library reserves the right to establish reasonable time limits of no less than one day and no more than thirty days if space is limited. All requests for postings must be directed to the main desk.

AMERICANS WITH DISABILITIES ACT

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The Algoma Public Library adheres to the ADA (Americans with Disabilities Act). See additional policy.

ALGOMA PUBLIC LIBRARY INTERNET POLICY

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In response to advances in technology and the changing needs of the community, the Algoma Public Library endeavors to develop collections, resources, and services that meet the cultural, informational, recreational, and educational needs of Algoma's diverse community.

The Algoma Public Library does not monitor and has no control over the information accessed through the Internet and is not responsible for its content. As with other library materials, a restriction of a child's access to the Internet is the responsibility of the parent/legal guardian.

Users cannot expect library staff to download for them nor to know the specifics of how particular e-mail accounts work.

The Algoma Public Library uses PC management software on the library's public access computers. Sessions are ½ hour in length and can be renewed if there is not a waiting list. Customers can sign up to use a computer if all computers are busy. Computers are assigned on a first come first served basis.

Guest cards are available for visitors to the community who do not have an OWLSnet card.

Removable devices may be used with a public access computer.

Staff reserves the right to limit the amount of bandwidth in use by internet users.

Algoma Public Library Internet Acceptable Use Guidelines

Librarians are available to help users get started. Users are then responsible for learning to use the resources available on the Internet.

The Algoma Public Library:

- Does not filter content or control information accessed through the Internet.
- Holds parents/guardians responsible for use of the Internet by minor children.
- Charges a fee per printed page. Customers are encouraged to use Print Preview to check the number of copies to be printed.
- Prohibits the use of its computers and network for illegal purposes.
- Prohibits the misuse of copyrighted materials as per state and federal law.
- Prohibits misrepresentation of oneself for any purpose.
- Does not guarantee the security of its computers or networks.

The World Wide Web is a vast network of information and resources. The Algoma Public Library assumes no responsibility for content of material found on the Internet. It is the responsibility of the user (or parent, guardian or care giver) to determine what content of material and information is appropriate. Library staff cannot monitor Internet use. It's recommended that parents, guardians, care givers discuss the use of Internet resources with minors.

After reading the guidelines, using the Internet constitutes acceptance of Algoma Public Library's Internet Policy.

Misuse or abuse of computers or Internet access will result in suspension of Internet access privileges.

While the library staff does not monitor usage of the computers, we do ask that Internet users do not visit sites that might be objectionable to other users of the library. Child pornography and misrepresentation of one's self are illegal and individuals found to be using the library Internet for such activities will be reported to the proper authorities.

Wireless Internet Policy

As part of the library's commitment to providing new technologies to meet the informational, recreational and educational needs of Algoma's diverse community, the Algoma Public Library offers wireless internet access for those with wireless capable devices.

The Algoma Public Library cannot guarantee that a user's hardware will work with the library's wireless connection and is not responsible for any changes made on a user's device setting.

Users of the wireless network may plug their electronic devices into electrical outlets provided the power cords do not extend into aisles or walkways. Furniture in the library may not be moved to create more convenient access to an outlet.

Users must abide by the library's Internet Policy and Acceptable Use Guidelines.

Access is unfiltered and users are cautioned that the network is not a secured environment.

Printing is not available on the wireless connection.

Staff reserves the right to limit the amount of bandwidth in use by any user of the wireless network.

The library accepts no responsibility for damage caused to a person's laptop/notebook or other peripheral device. The library accepts no liability for injuries or damage caused by cords plugged into the library's outlets.

Staff is not available to help anyone configure their laptop/notebook or other electronic device to be able to access the wireless network or provide technical assistance.

VOLUNTEER POLICY

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Volunteers are a valuable resource and bring enthusiasm, energy and added talents to the library. Volunteers can also be powerful advocates for the library in the community. The Algoma Public Library Board recognizes the service volunteers provide and appreciates the dedication of those individuals who volunteer their time and efforts to enhance library service.

Definition of a Volunteer

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the library.

Volunteers enhance, and do not replace, adequate staffing and will be used to supplement and support the activities of regular library staff. Volunteers shall not be considered as "employees" of the library nor be given special consideration for future employment opportunities in the library.

Neither the City of Algoma nor the Algoma Public Library will provide benefits of any kind including, medical/health, retirement, insurance, accident or worker's compensation benefits for any volunteer.

Guidelines for Volunteers

Volunteers will serve under the direction of library staff. Hours and jobs for volunteer service will be determined by staff members in discussion with the volunteer and will reflect opportunities that best fit the volunteer, the availability of jobs, and adequate supervisory staff. Volunteer positions may not be available to everyone who wishes to volunteer. The library cannot guarantee a position for everyone and reserves the right to limit the number of volunteers at any given time. Both the volunteer and the library have the right to terminate the volunteers' association with the library at any time, for any reason, with or without cause.

Examples of volunteer opportunities include: keeping materials in order on shelves; processing materials – label new materials, etc; repairing damaged materials; computer data entry; assisting with programs or projects; shelving of materials; filing; cleaning books/media.

Non-directional questions are considered reference questions and should be referred to library staff.

Volunteers are expected to conduct themselves in a manner that is respectful to all individuals in the library, regardless of background or circumstances.

Confidentiality

Volunteers as well as staff members are required to treat all information, regardless of format - computer or paper documents, word of mouth, or any other record - as strictly confidential as required by State Statute 43.30. This includes conversations overheard between or regarding library customers and/or staff. Such information is not to be shared with anyone else, including family, friends, or acquaintances. Failure to comply with confidentiality law will result in dismissal of the volunteer.

Volunteer Application Form

Individuals seeking to become volunteers must complete a Volunteer Application Form and consent to a background check.

Volunteers under the age of 18 must have documented parental consent. The parent or legal guardian must sign the Algoma Public Library Teen Volunteer Application.

This policy includes those individuals complying with court-assigned community service.

Volunteer Appreciation

The work that volunteers perform is valuable to the library and therefore to the community of Algoma. Although the library cannot financially reward individuals who work toward enhancing the library's service, those who volunteer their time and talents can be assured that what they contribute, large or small, is appreciated.

LIBRARY FRIENDS

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A library Friends group is a formal association of people who unite to plan and execute programs and events, in conjunction with library goals and the needs of the director, to benefit the library. In particular, a Friends group is heavily involved in fundraising for the library and often oversees periodic book sales. Friends groups work with the Library Board, the only body with legal authority to set policy, and the director to further the development of the library.

SOCIAL NETWORKING POLICY

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A social network is defined as any web application, site or account created and maintained by the Algoma Public Library which facilitates an environment for library staff and library users to share opinions and information about library related materials and activities. The Algoma Public Library recognizes and respects differences in opinion. Posted comments are the opinion of the author only and publication of a comment does not imply endorsement or agreement by the Library Director or the Algoma Public Library. Comments, posts, and messages are welcome and will be reviewed for publication.

Comments containing the following will be removed.

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material
- Private, personal information published without consent
- Comments typically unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

Users are cautioned not to put personal identification information on any forum site. By posting content, the user agrees to indemnify the Algoma Public Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorneys' fees) incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.

The Algoma Public Library reserves the right to monitor content on all of the library's social networking web sites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of the copyright, trademark right or other intellectual property right of any

third party, or otherwise inappropriate for the service. The Algoma Public Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, the Algoma Public Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or to the area within the service.

Submission of a comment constitutes acceptance of this policy.

THE FOLLOWING WILL APPEAR ON THE LIBRARY'S FACEBOOK PAGE:

The Algoma Public Library is not responsible for any content from third parties on its wall or Facebook pages. All inappropriate material will be removed.

PETITIONS AND SOLICITATIONS

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Solicitation for the purposes of a petition, 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 may do so outside of the library if they do not impede public access to the building or interfere with use of the building.

MEETING ROOM USE POLICY

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The library meeting room is for programs or meetings of an educational, informational, or recreational nature, in keeping with the mission of the Algoma Public Library. Primary use of the meeting room is for programs sponsored or co-sponsored by the library. The room may also be used by non-profit groups, governmental units and community service agencies.

Use of the meeting room is free and open to the public. Admission fees are not to be charged.

Only library sponsored meetings or programs may involve sale of items, fundraising activities or solicitation of donations.

The library meeting room may not be used for private social functions such as showers, birthday or other private parties, activities involving the sale, advertising or promotion of products or services or any purpose which may interfere with the regular operation of the library.

Inquiries about availability and reservations can be made by contacting the library. Use of the meeting room for library affiliated, sponsored or co-sponsored meetings or programs have priority over other requests.

Use of the library meeting room by any group or organization does not constitute or imply endorsement in any way, by Algoma Public Library Staff or Library Trustees, of the group, organization, activities or viewpoints presented.

REVISION

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This policy shall be reviewed annually and revised by formal action of the Board of Trustees as changing library service demands may warrant.

Approved

- May 17, 2010
- June 20, 2011
- May 21, 2012
- May 20, 2013
- April 21, 2014

Appendix

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Appendix 1: Permission to Record

ALGOMA PUBLIC LIBRARY

Permission to Record

I _____ am 18 years or older.

I _____ am the parent or legal

guardian of _____

(Name, age).

I understand that the Algoma Public Library may photograph, videotape or sound record the events or activity in which I am (or my child) is participating. Photographs, videotapes or sound recordings of me (or my child) may be used for the purpose of promoting the Algoma Public Library and its services/programs. I understand that no compensation of any kind will be paid to me (or my child) at this time or in the future for the use of my (or my child's) likeness.

Please sign and return this form to the Algoma Public Library ONLY if you DO NOT want yourself or your child to be photographed, videotaped or sound recorded. If you do not return this form to the Algoma Public Library, we will assume that you give permission for yourself or your child to be recorded.

Permission to record is not required to take part in library events.

Signature or Parent/Guardian Signature

Date

Address, City, Zip

Phone

Parent/Guardian Permission to Record covers children until age 18

Appendix 2: Volunteer Application

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**ALGOMA PUBLIC LIBRARY
VOLUNTEER APPLICATION**

Name _____

Address _____

Telephone number _____

E-mail address _____

Social Security # _____

Driver's License # _____ **Date of Birth** _____

Volunteer Areas of Interest

Do you have a preferred area of interest?

List below any skills which may relate to your volunteer interest.

I have read, understand and agree to abide by the Algoma Public Library's Volunteer Policy.

I authorize the Algoma Public Library to obtain information and records pertaining to me from the following sources for the purpose of conducting a background check. *Municipal, State or Federal law enforcement agencies; any law enforcement officer.*

Signature _____ **Date** _____

Appendix 3: Incident Report

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INCIDENT REPORT

Time/Date Occurred:

Time/Date Reported:

Type of Incident:

Reported By:

Location/Address of Incident (be specific)

Name, Address, Phone Number of Person experiencing accident/incident

Describe the incident in chronological order that events occurred. Be factual and as specific as possible. Use additional pages if necessary.

Signature of staff person filling out report _____

Print name _____

Date _____

Appendix 4: Display/Program Form

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ALGOMA PUBLIC LIBRARY Display/Program Form

I understand that my property used in any display or program at the Algoma Public Library is not covered by any library insurance.

The library cannot be held responsible for loss due to fire, theft, natural disaster, damage or for any type of vandalism.

Signed _____

Dated _____

Appendix 5: Public Records Request Form

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Form for Request for Public Records

To be filled out by person making request, or staff member when taking a request.

As per library policy, records will be made available as soon as practicable.

Name of staff member taking the request for public records.

Date _____

Person making request

Name _____

Contact information (Not required as per State Statute)

Public Records being requested – Please be as specific as possible.

There is a statutory prohibition per Wisconsin Statutes Section 43.30, on release of records that identify an individual who uses a publicly funded library. Public library circulation and customer registration records are exempt from inspection.

See also Algoma Public Library Policy Section 10 (Confidentiality of Library Records) and Section 11 (Public Records).

NOTICE OF AVAILABILITY OF PUBLIC RECORDS PER WISCONSIN STATUTES

The Director of the Algoma Public Library is the legal custodian of all records of the Algoma Public Library. In the event the Director is not available, the Library Board President and the City Attorney must be consulted. Records will be made available as soon as practicable. Copies will be made at the set cost. Prepayment will be required by the custodian. If mailing is required, customer will be charged the postage.

If searching for the document takes over 30 minutes of staff time, after 30 minutes the cost of \$25 per hour of staff search time will be charged to the requestor.

New documents do not have to be created or additional analysis does not have to be done for an information request. Public records request are for current documents. If a document does not exist, it is not a public record.

An exception to the public records law for libraries is the statutory prohibition on release of records that identify an individual who uses a publicly funded library (Wisconsin Statutes Section 43.30).

Appendix 7: Statement of Concern about Library Resources

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Statement of Concern About Library Resources

Name: _____ Date: _____
Address: _____ Phone: _____
City: _____ State: _____ ZIP: _____

Resource on which you are commenting:

<input type="checkbox"/> Book	<input type="checkbox"/> Audio-Visual Resource
<input type="checkbox"/> Magazine	<input type="checkbox"/> Content of Library Program
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Other

Title: _____

Author/Publisher or Producer/Date: _____

1. What brought this resource to your attention?
2. To what do you object? Please be as specific as possible.
3. Have you read/listened/viewed the entire content? If not, what parts?
4. What do you feel the effect of the material might be?
5. For what age group would you recommend this material?
6. In its place, what material of equal or better quality would you recommend?
7. What do you want the library to do with the material?
8. Additional Comments: