

2023 WILSON PUBLIC LIBRARY POLICIES

Library Board Statement:

The following policies were prepared by the Wilson Public Library Board and establish the operational policy of the library. These objectives and policies will be examined annually and may be revised at any time by action of the Library Board as outlined in the by-laws governing the Trustees.

ADVOCACY/MISSION AND OBJECTIVES

Vision Statement

To have an informed, involved, and inspired community.

Mission Statement

Creating opportunities for connections.

Values

Access for all; intellectual freedom; innovation & learning; creativity & curiosity; diversity, equity & inclusion; patron-centered service; community partnerships; effective use of resources

General Objectives

To be an active and progressive institution which provides materials in a variety of formats and reflects the particular needs, interests, and lifestyles of its users.

To serve the community as a reliable center of information through collections, reference services, technology, and programming.

To provide access to resources and services beyond its own facilities through interlibrary loan and cooperative arrangements with other libraries, agencies, and organizations at the local, regional, and state levels.

To provide professional library staff to serve the community.

To provide adequately equipped and accessible library and meeting room facilities.

To provide opportunity and encouragement for all patrons to educate themselves.

To identify community needs, to provide programs and technology to meet such needs, and to cooperate with other organizations, agencies, and institutions which can provide programs or services to meet community needs.

To provide opportunity for recreation through use of literature, technology, music, films, and other art forms.

COLLECTION DEVELOPMENT

The Wilson Public Library supports a policy of full access to library materials as follows: All materials in the collection may be used by anyone regardless of age. Wilson Public Library recognizes the pluralistic nature of

our community and the varied backgrounds and needs of all citizens, regardless of race, creed, or political persuasion. In a democratic society, patrons should feel free to explore any and all ideas in order to decide which are meaningful to them. Therefore, the library, within the limits of selection standards, chooses representative material espousing all points of view in all fields, including political, social, and religious. The Wilson Public Library believes that censorship is an individual matter and declares that while anyone is free to reject for oneself materials which do not meet with the individual's approval, one cannot exercise this right of censorship to restrict the freedom of others. The Wilson Public Library supports the right of each family to decide which items are appropriate for use by its children. Responsibility for a child's use of the library materials lies with his or her parent or guardian. All aspects of materials selection will aim at implementing the library's general objectives and should meet most of the following general criteria in order to be selected:

- public demand, interest or need
- contemporary significance, popular interest or permanent value
- attention of critics or reviewers
- prominence, authority, and/or competence of author or creator
- timeliness of material
- relation to the existing collection
- statement of challenging, original or alternative point of view
- authenticity of historical, regional or social setting
- local or regional significance
- price and/or availability

Selection of Materials

Ultimate responsibility for selection of materials rests with the Library Director, who operates within the framework of policies and objectives determined by the Library Board. So far as practical, all members of the staff will participate in the selection process.

- The library will maintain an up-to-date array of selection tools such as reviewing services, review publications, catalogs, etc., or borrow such items from the Nebraska Library Commission.
- The library will strive to balance requests by special interest groups with general demands and to present fairly both sides of controversial subjects.
- Public demand is a valid factor in materials selection; consideration is given to the interests of the few as well as the many.
- Patrons may request materials not found in the Library collection. These requests will be considered by the Library Director for purchase and addition to the collection based on the item's age, availability, and access to downloadable formats via databases such as Overdrive. Interlibrary Loan services will be utilized to obtain requested items if they are not purchased but are available via another library.
- Library staff other than the Library Director are not able to purchase materials through telephone solicitation nor will they accept preview boxes from vendors.
- Duplicate titles are purchased for those deemed historically significant and/or as popular demand indicates.

Formats Collected

Print, Audiovisual, Electronic and Digital Media

Multimedia kits, cakepans, and microforms
 Formats collected may change as new forms of media are developed

Labeling

Different formats within the library are labeled for patron ease of use. Staff are available to assist patrons with finding materials. Examples: CD for audiobooks, DVD for video, BP for backpacks, CP for cake pans, LP for large print, GEN for genealogy, etc.

Certain genres may also be labeled for patron ease of use. Examples include: Religious Fiction (REL), Chapter Books (CB), and Young Adult (YA).

CONFIDENTIALITY OF PATRON RECORDS

The Wilson Public Library Board recognizes its circulation records identifying the names of library users with specific materials are confidential in nature.

All staff are advised that such records shall not be made available to any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority of, and pursuant to federal, state, or local laws relating to civil, criminal, or administrative discovery procedure or legislative power.

The Library Board shall resist the issuance or enforcement of any such process, order or subpoena until such time as proper showing of good cause has been made in a court of competent jurisdiction.

CUSTOMER COMPLAINTS

Established to meet the requirements of the Americans with Disabilities Act of 1990, this policy may be used by anyone who wishes to file a complaint alleging discrimination in the provision of services, activities, programs, or benefits by the Wilson Public Library. The grievance must be in writing and must contain information about the alleged discrimination such as name, address, and phone number of complainant and location, date, and description of the problem. Alternative reasonable means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint must be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Library Director
 910 Meridian Ave
 Cozad, NE 69130

The Library Director or his/ her designee will then meet with the complainant to discuss complaint and possible resolutions followed by a written response from the Library Director explaining the position of the Library and agreed upon resolution of the complaint. Appeals may be made to the Library Board.

The library's Personnel Policy governs employment-related grievances.

EMERGENCY, HEALTH, AND SAFETY

The library is a public service institution, and every effort is made to maintain regular hours for the public. The library will be closed only when weather conditions deteriorate to the point where emergency situations prevail, when vital equipment in the building fails, as subject to details in the Wilson Public Library Health Emergency Response Plan (Appendix A), or when there is a general emergency that mandates closure or lockdown/shelter in place status. The decision to close the library will be made by the Library Director (or supervisor on duty) in coordination with the City Office. After City Office hours, the decision will be made by the Library Director.

There is a local phone available which dials 784-phone numbers only. Long distance and cell- phone calls are not allowed by the general public. If a child needs to contact a guardian via cell phone, that is the responsibility of said guardian, not the library staff. Additionally, if an adult needs to contact someone perceived to be at the library, that is the responsibility between those two, not the library staff. For the safety of our staff and patrons, staff will not track patrons down to give messages to patrons from inbound phone calls to the library.

Accidents, Injuries, or Illness on Library Grounds

If immediate assistance is needed, 911 will be called. CPR/AED will be given only by those trained in appropriate circumstances. If body fluids are present (blood, urine, saliva), latex gloves shall be worn when touching the individual. If a band-aid needs to be used, they are available in the staff area and can be given to individuals to place it on the injury himself. A parent may do this for a child. Any liability issue will be referred to the Library Director and the City of Cozad's insurance carrier.

AED Machine

Staff who have completed a course in CPR and defibrillation may utilize the defibrillator to respond to a victim of Sudden Cardiac Arrest (SCA). Volunteer responders may only provide the care appropriate to their level of training and should turn care over upon the arrival of Cozad emergency responders. The AED Machine is stored in the staff area and the cabinet is marked with a red cross.

Bag Check/Unattended Items

All bags and other articles are subject to inspection by authorized personnel. The Library reserves the right to limit the size and number of items brought into the Library. Unattended items are subject to immediate confiscation and disposal.

Fire Alarm and Extinguishers

In case of fire/fire alarm sounding, library patrons in the building will be asked to leave by the nearest exit. Library Director (or supervisor on duty) will call 911 and, if possible, ensure that no one is in the building before exiting. Staff on duty will be asked to meet at Ide Dental, north of the library.

If the alarm hasn't sounded, but a fire extinguisher is needed, there are seven extinguishers located throughout the building. Staff have been trained to use fire extinguishers and know the locations.

Insect Damage

Bed bug infestation is an increasing problem worldwide. Although bed bugs do not pose a hazard to human health, they do pose a significant public nuisance, in part due to the difficulty of preventing and controlling infestation. Library staff routinely check all items for damages, including insect damage.

Patrons are asked to voluntarily suspend checkout of Library materials if they are experiencing a bed bug or other insect infestation such as cockroaches or silverfish in their home. Patrons are also asked not to use the book drop check in for materials with signs of insect infestation; rather, seal in a bag and return them to the front desk, letting staff know.

Patrons with public donations are asked to inspect materials for insect damage prior to donating them to the library. The Library reserves the right to discard materials with signs of past or present bug activity.

All Library items determined or suspected to be impacted will be treated as damaged items under the Library Circulation Policy and will either be treated or discarded at the Library Director's discretion.

Any material returned by a patron which shows evidence of live or dead insects will result in immediate suspension of Library privileges for that patron and for any patrons in the same residence. As well, damaged item fines will be set accordingly for each item showing evidence of live or dead insects.

Suspension will be lifted after the patron presents proof that the residence has been successfully treated for and eradicated of bed bugs, cockroaches, silverfish, or other insects harmful to books by a licensed and accredited pest control company.

Public Health Emergency

The Library must plan for the safety of patrons and staff if a serious infectious disease, epidemic or pandemic arises, including a plan if staff are unable to report to work due to a health emergency. It is possible during a public health emergency, that unique measures may need to be taken in order to slow the illness spread including:

1. Closing by order of local public health/government officials or Two Rivers Public Health Department
2. Limiting or canceling social and public gatherings
3. Requiring quarantines or other social distancing measures
4. Increased cleaning/sanitation

It is vital to ensure that key activities of the library can be maintained for several weeks or more with limited staff and reduced hours due to a public health emergency. Therefore, see the Wilson Public Library Health Emergency Response Plan (Appendix A) for details on how the library's general policies may be affected in times of a public health emergency.

Security Cameras

Security cameras are used to enhance the safety and security of library users and staff by discouraging

violations of the Library's Code of Conduct, to assist library staff in preventing the occurrence of any violations, and when necessary, to provide law enforcement assistance in prosecuting criminal activity.

Access to the footage in pursuit of documented incidents of criminal activity or violation of the Library's Code of Conduct is restricted to Library Administration and Information Technology Staff. In situations involving banned patrons or violations to the Library's Code of Conduct, stored images may be shared with all staff. Lawful Orders of the Court or subpoenas are needed for access beyond designated library and technology staff. All non-city requests for video footage will be referred to the City Attorney. Circumstances apply if anyone is in immediate physical danger on library property, law enforcement will be provided immediate access to security video footage without a subpoena in order to create a safe environment for library staff and users.

Signs are posted at library entrances informing the public that security cameras are in use. Cameras may be installed in areas where individuals lack a reasonable expectation of privacy such as entrances, book stacks, public seating areas and hallways. Cameras will not be installed in areas of the Library where individuals have a reasonable expectation of privacy, such as in restrooms. Cameras may also be installed on the exterior of the building to document activity on Library property, public streets, and surrounding properties.

Because security cameras are not constantly monitored, staff and public should take appropriate precautions for their safety and for the security of personal property. Neither Wilson Public Library nor the City of Cozad is responsible for loss of property or personal injury. Current software deletes images automatically as the capacity of the hard drive is reached, generally after 30 days. Cameras are not installed for the purpose of monitoring staff performance.

Service, Therapy & Emotional Support Animals

Animals, pets, birds, etc. are not allowed in the library except as a library-sponsored program or the use of a service animal by a disabled individual per ADA standards. A patron stating that their animal is a service animal may be asked by staff if the animal is required due to a disability and what work the animal has been trained to perform. Therapy animals will be allowed only as special programs set up by the library. Emotional support animals are not allowed in the library.

Severe Weather

In case of tornado watches, business will proceed as usual. If a tornado warning is issued, the library will be considered closed until the warning for Cozad/Dawson County has expired per the National Weather Bureau. Library patrons in the building will be allowed to remain in the library's designated tornado shelters until the tornado warning has expired. Unattended minors will be asked to stay in the building until a guardian picks them up or until the tornado warning has expired.

EXHIBITS, DISPLAYS, BULLETIN BOARDS

The public library provides as many attractive, educational and cultural exhibits as possible. There is a kiosk and a glass display case in the main library for additional exhibits.

No poster display, exhibit, pamphlet, brochure, booklet, etc. shall be exhibited, displayed or placed in the

library for distribution without permission by the Library Director. Items may be displayed for two weeks unless special arrangements have been made with the Library Director.

The library assumes no responsibility for the preservation or protection from possible damage or theft of any item displayed or exhibited.

No political advertising is permissible, nor is any type of solicitation.

FACILITIES INCLUDING MEETING ROOMS

To achieve the goal of good library service, the Library Board will strive to provide and maintain public library facilities which will adequately meet the physical requirements of modern, aggressive library service. Such facilities will offer the community a compelling invitation to enter, read, look, listen, learn, discover, and explore.

In the library proper, food or drinks are not allowed. Inside community rooms, there are restrictions of food and drink allowance.

Neither tobacco use nor e-cigarette (also vaping) use is permitted on library property. Tobacco use includes all smoking and chewing tobacco products. Patrons choosing to smoke outside must do so off of library property.

Community Rooms: Use and Reservations.

Library meetings receive first consideration in scheduling all events. In the event of conflict, secondary preference is given to meetings which are free and open to the public, or at Library Director's discretion. No Friday evening, Saturday afternoon, Sunday or holiday meetings will be scheduled that are not library-related. Meetings that will go past library's closing time during the week Monday through Thursday may be scheduled upon approval from the Library Director, but outside doors will be locked at closing time. No keys will be given for meeting room participants to lock up the building themselves. Meetings may also be scheduled before the library officially opens Monday-Saturday, but must be approved by the Library Director beforehand.

The library's Conference Room and Board Room may be reserved ahead of time by groups up to 60 persons (Conference Room) and up to 8 persons (Board Room) for \$20 deposit. Alternate deposits may be granted by the Library Director for State-sponsored groups. Check with Library Director at time of reservation. Groups must be civic, cultural, and/or educational in nature and appropriate to facilities. Personal social gatherings that per etiquette should be issued a written invitation such as a reception or party are not allowed. Reservations are made by filling out form at Circulation Desk. This form must be initialed, signed and dated by a responsible person who will be in attendance at the meeting. Room use is not confirmed until the form has been filled out and deposit received. These rooms may be available for drop-in use, with an alternate deposit such as keys or driver's license left at the front desk to ensure the rooms are left as they were found. However, it is highly suggested that reservations are made in advance to be sure the room is available.

Rooms may not be reserved for commercial purposes unless direct community-wide benefits are involved. The library reserves the right to reject any request that has a "for profit" status. No admittance fee may be charged nor contributions solicited, nor collections made, nor orders taken, nor

selling of any kind allowed unless an approved sponsored library event. A cost recovery fee for any materials used may be charged ONLY if written permission is granted by Library Director in advance.

Food or beverages may be served or carried into the meeting rooms with prior permission from Library Director. Colored, fruit-flavored beverages or sports drinks are only allowed with prior permission from Library Director. No alcohol may be served on city property.

Groups using the room need to bring their own coffee, paper products (cups, plates, napkins, etc.) for serving and towels, washcloths, etc. for cleaning up.

Groups are responsible for leaving the rooms as found. This includes:

- Returning chairs and tables used to the storage room or placed back where they were found.
- Putting other library equipment back where it was found-usually the store room.
- Picking up, emptying trash, and vacuuming, if needed. A vacuum will be left in the storage room of the Conference Room. If a vacuum is needed in the Board Room, ask at the Circulation Desk.
- Wiping off counters and tables, rinsing out sinks, and leaving any utensils used such as coffeepots, etc. cleaned and put away.
- Not taping signs, posters, etc. to any wood, painted or varnished surfaces.
- Shutting off lights, checking bathrooms, and making sure exit door is locked if group meets past library's closing time.
- Following additional special instructions as posted or as informed by staff.

Some equipment is available for in-house use. Check with staff when filling out reservation form. A separate deposit may be required; however, by signing the form, contact person shall be financially responsible for repair of any damages. Definition of damages shall include, but not be limited to, dropping, breakage, and accidental damages. Repair or replacement shall be determined, and arranged for, at the discretion of Library Director.

Rooms will be inspected by staff after use, but it is the individual's responsibility to request a deposit refund. If room is not left as found, WPL reserves right to keep deposit. Repeated offenses of not leaving the room as was initially found or no-shows of reservations may result in loss of privilege of room use. Deposits may be left on file for fiscal year (October 1); if deposits are not picked up by September 30, WPL staff will contact person to see if deposit should be shredded, mailed back, picked up, or sent to Cozad Library Foundation as a donation. If no response from contact person after 3 attempts, deposit will be considered a donation to Cozad Library Foundation and will not be refunded.

Use of the Meeting Room or Board Room DOES NOT constitute an endorsement of any organization's policies or beliefs by the library. Any announcement, press release, flyer, social media post, etc. must have a disclaimer regarding who is sponsoring the event and that the location is Wilson Public Library. Individuals or groups may be suspended from further room use if they fail to do.

Parking

The Wilson Public Library parking lot is designed primarily to meet the operational needs of the Library. The size of the lot was determined by the City of Cozad as being the amount of space needed to serve the library's patrons and staff during its normal hours of operation. It is also available for use by designated organizations which have contracted for the use of the public library's meeting rooms and by

other organizations. These include:

- Library and library-sponsored programs and meetings
- Library-related programs and meetings
- Friends of the Library programs and meetings
- Cozad Library Foundation programs and meetings
- Programs and meetings of nonprofit, not-for-profit civic, educational, cultural or governmental organizations.

For outside groups to use the parking lot, primary consideration must be given to the needs of the Library. Use of large areas of the parking lot during normal operational hours shall be reserved for library patrons. The library will designate areas for event parking.

If the library is not open, all spaces except the space east of the Library are available for event parking.

No overnight parking is allowed without express prior approval.

Parked cars must not interfere with pedestrian use and there is no parking next to the fire lanes (painted red).

Tobacco use, drugs and/or alcoholic beverages are not permitted on Library property, including parking lot.

The parking lot may be closed in the summer during Summer Reading for specific programs.

Indemnification

Any group using the facilities and parking lot shall indemnify and hold harmless the Wilson Public Library for any and all damages, costs or injuries which may arise out of its use of the premises.

The Library is not responsible for damage to or theft of non-library equipment, supplies, materials or any other personal possessions owned by those using the parking lot or facilities.

FINANCE

The Library Board establishes this financial policy to ensure fiscal accountability, appropriate use of funds in support of the Library's mission and goals, and compliance with appropriate laws and ordinances.

The Library Director shall establish an annual budget from City funds received. Submission for approval will go before the Library Board then submitted to the City Administrator for inclusion in the City executive budget. After adoption by the City Council, allocated funds will be made available in the library account for library materials and services. Invoices will be forwarded to the City Clerk for payment. The Library Director will present expenditures of budgeted funds to the Library Board for review and approval at the regular monthly meeting.

On an annual basis, all library funds, expenditures and revenues will be audited as part of the city audit. Any notes or communications from the City auditor regarding the Library shall be communicated with the Library

Board. Library finances will also be annually reported to the Nebraska Library Commission.

GIFTS, MEMORIALS, DONATIONS

The Wilson Public Library accepts gifts of suitable materials with the understanding that they will be added to the library collection only when needed and disposed of at the discretion of the Library Director. The same principles of selection applied to purchases are applied to gifts. Certain materials will not be accepted as donations due to space constraints such as encyclopedia sets, coursebooks, or dictionaries more than one year old, Reader's Digest condensed volumes, and formats no longer actively collected by the library.

The Library does not provide appraisals of gifts or potential gifts, but will give a tax donation form upon request at the time of the donation/gift/memorial.

All donations of books and materials must be in useable physical condition. Due to limitations of space, money, and staff, the Library reserves the right to accept or discard, at its discretion, any materials given to the Library.

Donated materials not utilized for the Library collection will be disposed of through sales and recycling as deemed appropriate by the Library Director.

Unrestricted gifts of money, lands, or property will be accepted by the Library Board and Cozad Library Foundation.

Restricted gifts or bequests may be reviewed by the Library Board before acceptance or rejection. Restricted gifts or bequests under \$100 may be accepted on behalf of the Library Board by the Library Director.

Once accepted, all gifts become property of either the Wilson Public Library or the Cozad Library Foundation as determined by the Library Board. Gifts will be kept a minimum of ten years, unless damaged.

The Cozad Public Library Foundation was formed to handle monetary gifts or bequests on behalf of the Wilson Public Library.

INTELLECTUAL FREEDOM

The library sets as its major goals the advancement of knowledge, the education and enlightenment of the people of the community, and the provision of recreational reading. Basic to the policy is the Library Bill of Rights and The Freedom to Read statement adopted by the American Library Association. Both can be found at the front desk.

INTERNET: WIFI AND PUBLIC COMPUTER USE updated 6.13.2023

Wilson Public Library assumes no liability for inappropriate conduct or acts conducted on the Internet.

All patrons are allowed public computer and WIFI usage by reading the Internet: WIFI and Public Computer Use Policy and signing a Registration and User Agreement for Computer/WIFI form. Staff may choose to review these policy statements with the person asking to use the computer/WIFI as needed.

Headphones are available for patrons to use. They must be requested at the front desk and returned to the front desk upon checkout. Failure to return may result in loss of privilege. Headphones are considered library hardware and if broken, users or guardians have agreed via User Agreement that they are financially responsible for broken equipment.

Parents must sign the user agreement form on behalf of their children if under 17 and children must be at least 8 to use public computers. Additionally, that child must be able to read the permission form themselves and understand the User Agreement for Computer/WIFI form. The adult signing the user agreement is financially responsible for broken equipment.

Only patrons who have a completed Registration and User Agreement for Computer/WIFI form on file and have signed in are allowed to be in the public computer lab due to space. Children under 8 may not be left unattended in the library while their parent/guardian is in the computer lab. Laptops are available for patrons to use if they also need to supervise children under 8. Parents/guardians are responsible for the behavior of their children. Please see the front desk for more information.

Patrons using the AWE computers in the children's area do not need signed User Agreement for Computer forms as these computers are not internet accessible.

A computer or WIFI user must sign in and out using full, legible name, time of use, and which computer used or if WIFI is used on the provided sheet at the front desk before entering the computer lab. The equipment will be offered on a first-come, first-served basis.

Anyone found abusing library computers in any way or not following the rules will forfeit further computer use for an appropriate time as decided upon by the Library Director. This includes any tampering with library-stored data or programming on the hard disks or illegally copying copyrighted software from library computers.

Penalties for other violations of the Registration and User Agreement for Computer-Technology Use form are as follows: The first time a patron violates the agreement or Patron Behavior Policy while in the public computer lab, they will not be able to use the public access computers for 1 week, a second violation and they will not be able to use the computer for 1 month, and a third violation will mean the patron has lost the use permanently.

Wilson Public Library reserves the right to deny computer and/or WIFI access to any person found violating the Usage Policy, Patron Behavior Policy, or if a patron has a large fine.

Use of cell phones is not allowed in the computer lab unless authorized by staff for adequate reasons (such as assistance on a college website with the admissions office). Please put cell phone ringer on vibrate; cell phones may be used in the north or the west entryway of the library.

Library computers are primarily for research, business, and study purposes. Patrons may not bring in their own personal devices, CDs, software, or flash (jump) drives to play games on the Wilson Public Library computers.

The computers' hard disk drives are for the storage of library software and information. No one can save personal files on the hard disk drive. Personal storage devices (ex. Flash drives) may be used; please ask staff for assistance with this.

Patrons MAY NOT use privately owned software programs on the Wilson Public Library computers. The user MAY NOT download programs of any kind off the Internet either to a public computer or via public computers to a personal device.

Wilson Public Library computers are not to be used to view, create, transmit, print nor otherwise distribute pornographic, obscene, sexually explicit, racist, sexist, or homophobic materials.

Patrons may only use the library computers in 1/2 hour increments unless no one is waiting to use a computer. The computer will be made available within 5 minutes of being informed by staff that another person is waiting. Arrangements may be made with the staff prior to computer use in special situations. Patrons using computers for entertainment purposes may be asked to forfeit computers before patrons using them for research/educational purposes. If a patron is asked to leave the computer lab due to others waiting, the patron must stay out of the computer lab for 1/2 hour, even if another computer opens up.

The user is responsible for any damage occurring to library hardware or software due to inappropriate actions or inaction while using computers. If the user is under 17, the adult signing off on the form is financially responsible and the user will not be allowed entry to the computer lab until the fine has been satisfied.

Use of profanity when using a computer or computers will result in forfeiting further library computer use at the discretion of library staff per patron behavior policy.

Printing costs are .20 cents per page side (.40 for 2 sides) for black and white and .50 cents per page side (1.00 for 2 sides) for color. Please ask staff for assistance before attempting to print. Patrons are responsible for all copies printed. Special conditions may apply as to excessive printing.

Wilson Public Library cannot control the resources on the Internet. The Internet is not a static entity. It changes each minute as new information is added and old information is deleted. Some Internet sites may contain information which is inaccurate, defamatory, illegal, obscene or potentially offensive to some. Wilson Public Library can attempt to prevent direct access to materials not generally acceptable in a public library but it is technically impossible to prevent access to all resources, which might be objectionable to some people.

The public computers do have a filter on them. Patrons may ask the director to remove the filter for a specific educational site. However, this may take up to 24 hours to implement.

Wilson Public Library employees are not responsible for providing personal instruction on the use of the computer or software programs but are available for quick questions. However, staff are available for one-on-one help with specific programs under our Check Out a Librarian program. See the front desk for more information. Please see the director about offering specific computer-related classes.

Wireless Capabilities

The Wilson Public Library provides wireless Internet (WIFI) connectivity as a service for users with wireless enabled devices. This service is not to be used as a permanent connection. Wireless patrons are asked to sign a Registration and User Agreement for Computer-Technology Use form and abide by the Public Computer and Internet Use policy listed above in order to have a password provided for the WIFI.

Use of the wireless network is at your own risk and the Wilson Public Library is not responsible for any damage that may occur to your wireless device while connected.

Limitations: WIFI is less secure than a wired network. Signal strength may vary in the building. Wireless printing may be available for some devices. Please ask at the front desk for assistance.

Please be advised that:

- Wilson Public Library staff members cannot configure your wireless device.
- The Wilson Public Library assumes no responsibility for any alterations or interference with a device's configuration, operation, or data files resulting from connection to the wireless network.
- Virus and security protection is the user's responsibility for their own device. The Wilson Public Library assumes no responsibility for damage, theft, or loss of any kind to a user's equipment, software, data files or other personal property brought into or used at the Library's facilities.
- The Wilson Public Library cannot guarantee that the service will be available at any specific time nor can the Library accept reservations for wireless access.
- The connection shall not be used for illegal or time-consuming commercial purposes.

LIBRARY BOARD MEETINGS AND AGENDA MATERIALS

The Wilson Public Library Board of Trustees typically holds regular public meetings on the second Tuesday of each month at noon in the library. Regular meetings are advertised in the Cozad Local and are listed on the library's website under CALENDAR. Occasionally the meeting time and date varies or special meetings are scheduled. Changes to the schedule become available at least one week in advance and will be posted on the Library's website or Facebook page, in the Library, and at the City Office. The Library Board of Trustees conducts its meetings and other business in accordance with the Nebraska State Open Meetings Act. Persons wishing to address the Library Board should notify the Library Director in advance (before noon on the Friday before the Board Meeting) to be placed on the Agenda. Current in-process agendas are available in the Library Director's office and on its website. More information about the Library Board of Trustees can be found by requesting to see a copy of their by-laws in the Library Director's office or by looking at the Cozad Code, also available at the library.

MARKETING AND SOCIAL MEDIA

Publicity concerning the library shall be under the direction of the Library Director, who shall inform the public of the services that the library performs and its activities as a public relations agent between the library and the community. Full advantage will be taken of all media. Public Relations is recognized by the Library Board as involving every person who has any connection with the Library. The Library Board urges its own members and every staff member to realize that he or she represents the Library in every public contact. Good service supports good public relations. Friendliness and helpfulness to patrons reflects the image we want to project.

Special Events to promote the Library will be held. Wilson Public Library staff will strive to obtain permission from patrons (and from minor's parents/guardians) before submitting photos of Wilson Public Library events to area newspapers, posting on www.wilsonpubliclibrary.org or on social media associated with Wilson Public Library. Wilson Public Library cannot be responsible for photos submitted to area newspapers or other forms of social media not associated with Wilson Public Library by outside parties regarding Wilson Public Library

events.

Social Media Content will be created by Wilson Public Library staff to assist in fulfilling our mission and general objectives. Content will relate to libraries, books, and the book-publishing industry; and to programs, events, photos and/or images or special topics that the library sponsored, held or is promoting.

Comments and postings from the public are allowed, but will be reviewed by Library staff for content. Appropriate comments and postings must be relevant to the content created by the Library staff. Library staff reserves the right to review all comments and postings and delete those that are inconsistent or inappropriate from the Library's social networking sites.

NONDISCRIMINATION, EQUITY, DIVERSITY, INCLUSION, ACCESS TO LIBRARY SERVICES 08.08.2022 updated 02.13.2023

The Wilson Public Library welcomes, values, and celebrates the differences in its employees and members of the community. The Library actively commits to programs and resources to ensure that barriers to access by both staff and public are eliminated, by supporting broader public access to Library programs and services, and providing the public and staff equitable opportunities for growth through employment and education. The Library is actively committed to attracting and retaining a diverse workforce that broadly reflects the community it serves. The Wilson Public Library is committed to the principle of equal opportunity in access, education and employment. The Library does not discriminate against individuals on the basis of race, color, sex, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, ancestry, or national or ethnic origin.

Wilson Public Library complies with the Americans with Disabilities Act (ADA), facilities are ADA compliant, and the Library offers reasonable accommodations to persons with disabilities. Contact the Library Director with any questions. See CUSTOMER COMPLAINTS for policy on how to file a complaint alleging discrimination in the provision of services, activities, programs, or benefits by the Wilson Public Library.

LIBRARY CODE OF CONDUCT: PATRON BEHAVIOR updated 6.13.2023

The Wilson Public Library welcomes the public to use its facilities and services. However, the library is not a playground, recreation center, or day care facility. Noisy or physically active behavior appropriate in such facilities is not appropriate in the library. Section 51-212 of the Nebraska Statutes specifically gives public libraries the power to regulate the use of the library and to exclude from the library persons who violate or refuse to comply with the library's rules and regulations.

Failure to comply with the Library's established policies could result in removal from the premises and expulsion from the Library for a period of one day to indefinitely, or in arrest or prosecution. Violations could also result in the restriction and/or termination of Library privileges, including the use of Library computers and other equipment. Any expulsion may be appealed in writing to the Library Director. Individuals demonstrating continued disruptive and/or inappropriate behavior will be required to leave the library at the request of library staff and will be subsequently documented. It is within the discretion of library staff whether an initial warning to the patron is appropriate to the patron's removal from the premises. All serious acts of disruptive behavior as well as damage to library property will be reported to the Cozad Police Department.

For the comfort and safety of patrons, volunteers, and staff, and the protection of Library property, improper library conduct may include, but is not limited to the following:

- Actions that prevent the legitimate use of the library and its resources
- Misuse of library property
- Cell phone calls that disrupt or are inappropriate either in volume or content. Patrons will be asked to take calls outside or in the entryways, but no disruptive or inappropriate calls will be permitted within the library unless special request has been granted by the front desk.
- Headphone or device volume that is too loud, whether personal or library-issued
- Eating and/or drinking in areas not authorized by special library programs or user agreements. Unless part of special library programs, eating and/or drinking is not allowed in the library.
- Changing diapers on the floor or furniture in the library. Changing stations are available in public bathrooms onsite.
- Failure to remove crying infants or noisy, disruptive children from the library within a reasonable time of trying to calm them
- Lying down or appearing to be sleeping in the Library; having feet on furniture; or blocking aisles, exits, entrances, or book receptacles
- Using wheeled devices such as skateboards, roller skates, bicycles, motorized or non-motorized scooters inside the Library. These restrictions do not apply to ADA assistive devices or baby strollers.
- Noisy, boisterous talking or actions
- Harassment or lewd behavior
- Uncooperative attitude, abusive language or behavior towards library staff or others
- Soliciting contributions or selling items on Library property that are not part of a planned public program authorized by the Library Director
- Being under the influence of, possessing, selling, or using illegal drugs, alcohol, or cigarettes.
- Carrying firearms and dangerous weapons of any type (except by law enforcement officers)
- Engaging in any activity in violation of Federal, State, local or other applicable law, or Library policy

Damage to Library (City) Property

Per City Ordinance 6-206, it shall be unlawful for any person within the corporate limits to purposely, willfully, or maliciously injure in any manner, or destroy any real or personal property of any description belonging to another. Should a patron destroy library property, they will be held accountable to the extent of the law as per city ordinance.

Unattended Children and Patrons with Special Needs updated 6.13.2023

Patrons eight years (8) and older may use the library unattended, subject to the rules and regulations of the Wilson Public Library. Patrons under 8 years of age shall, at all times, be attended and adequately supervised by a responsible caregiver who is at least 14 years old.

No child under 8 shall be unattended at any time unless for a scheduled library program with specifications noted in advertising. The responsible caregiver for said child should plan to be at the library when such program concludes.

The Wilson Public Library assumes no responsibility for children left unattended on library premises.

If library staff judges that any child is not coping adequately, a staff member will immediately try to locate the responsible caregiver or, if caregiver is present, to explain patron behavior policy. If the caregiver cannot be found, or if the library is closing, the staff will contact the police department for assistance. The staff will under no circumstance take the child out of the building.

Patrons of all ages with special needs related to physical or mental ability shall be attended by a responsible caregiver as needed. Library staff cannot be expected to provide constant care or oversight.

Patron Dress Code and Hygiene

Wilson Public Library observes the common no shirt, no shoes, no service policy, where patrons are not allowed to be barefooted, without a shirt, or otherwise attired so as to be disruptive to the Library environment. Clothing that look like underclothes (including swimming suits) are not appropriate in a Library setting. In addition, while it is not the library's intent to enforce a strict dress code, if appearance/clothing or lack thereof or lack of personal hygiene/offensive body odor is disruptive to staff or others, the patron will be asked to either comply or leave the library. Children who are mobile are expected to have at least socks on. Children who are strapped into a baby carrier or other such equipment may be barefoot.

PERSONNEL

Personnel employment, salaries, promotions, dismissal, retirement, vacation, sick leave, emergency leave, other employee benefits, grievances, appeals, and resignation will be followed as stated in the current Personnel Manual for the City of Cozad.

Conflict of Interest 9.14.2021

No Board member or committee member of Wilson Public Library in Cozad, NE, shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation on the Board. Other than compensation, no employee shall derive any personal profit or gain, directly or indirectly, by reason of his or her employment by the Wilson Public Library except through activities that may facilitate professional advancement or contribute to the profession such as publications and professional service and have been fully disclosed to the Board.

Each individual shall disclose to the Board any personal interest which he or she may have in any matter pending before the Board and shall refrain from participation in any decision on such matter.

Members of Wilson Public Library Board, committees, and staff shall refrain from obtaining any list of library patrons that results in personal benefit.

Employee Dress Code

Every employee representing the Wilson Public Library is expected to maintain a high standard of dress and grooming. Clothing worn to work should not detract from presenting a professional appearance. Clothing worn on the job must be in good taste, clean, neat and reflect the requirements of working in the library. If an employee is uncertain regarding appropriate clothing, ask the Library Director.

Staff Professional Development

- Conventions, Meetings, Seminars, Travel

The library encourages the attendance of all staff members and Library Board members at professional meetings, conferences, and conventions.

Library funds will pay for mileage at the going rate per mile only if city vehicles are unavailable as per *City of Cozad Dawson County Personnel Policies and Procedures Chapter 3*. Library funds will pay registration fees for staff members and Library Board members who attend state and district library meetings per *City of Cozad Dawson County Personnel Policies and Procedures Chapter 3*. All other expenses will be paid for the meetings that are library related per rate allowed per *City of Cozad Dawson County Personnel Policies and Procedures Chapter 3*.

- Dues

Library funds shall pay state, regional and national association dues for the library when approved by the Library Board. Library funds shall also pay dues for interested Library Board members, the Library Director, and interested staff for the Nebraska Library Association.

Volunteers

Sometimes volunteers are needed to augment and enhance the delivery of library services or to help with fundraising on behalf of the Cozad Library Foundation. Volunteer opportunities offer patrons a way to contribute to the community and to learn more about the library. Most are short-term, program-specific, and completed within a defined period. A volunteer is someone who performs tasks or services of his or her own free will, without expectation or receipt of wages, benefits, or compensation of any kind. Wilson Public Library does not use volunteers to replace the work done by library staff.

- All transactions between library patrons and staff or volunteers are strictly confidential. Volunteers are required to uphold this policy. This includes any library and/or patron information they are exposed to while serving as a volunteer.
- Volunteers are trained for the specific program by staff with specific duties.
- Volunteers may not be assigned to displace any Wilson Public Library employee from a paid position. A volunteer position may not replace any employee position which is vacant due to retirement, resignation, or termination.
- A volunteer may be terminated at any time at the Library's sole discretion with or without cause. Causes for volunteer termination include but are not limited to: not performing work at an appropriate level of capability; negative attitude, offensive language, inappropriate dress, or misconduct; violation of city, state, or federal laws; harassment; unexcused absences.
- Wilson Public Library does not accept volunteers who must complete community service hours related to a court order.

PHOTOGRAPHY AND VIDEO 6.13.2023

Photography or videotaping is permitted if it is for general library promotion by the media, student projects, and/or strictly for personal use. Photography on library property is generally permitted provided it is not disturbing patrons or invading their personal space. Requests to photograph or videotape for commercial/monetization purposes are not permitted without approval by the Wilson Public Library Director. Requests for permission to photograph or videotape for commercial purposes must be submitted in writing or by email at wpublib@cozadtel.net for review by the Wilson Public Library Director.

PUBLIC SERVICES AND PROGRAMS

The library staff will provide guidance and assistance for people to obtain the information they seek as recorded in print, audio-visual, video, computer, and digital format as time allows.

The library will initiate programs to stimulate the use of library materials for people of all ages.

The library will cooperate with civic and community agencies and organizations to help with program materials.

The library will at all opportunities cooperate with others to strengthen the services and resources of all. The library therefore reserves the right to limit or extend the number of books and length of time items are taken out of the library.

The Library Board recognizes that no single library can meet all demands in its community. Because of this, full advantage shall be taken of interlibrary loan services.

The library will provide technology services as needed through requests and funding by the City of Cozad.

Services shall not be denied or abridged because of religious, racial, social, economic, political, or sexual status.

Some services that the library offers may not be available to non-residents as subscription rates are calculated by local taxpayers served.

The use of the library or its services may be denied for due cause. Such cause may be failure to return property or to pay penalties, destruction of library property, disturbance of other patrons, or any other objectionable conduct on library premises (see patron behavior policy). Time limit restrictions as to when a patron may use the library again can be set by the Library Board or Library Director as the need arises.

Circulation of Library Materials updated 6.13.2023

All borrowers must have a library card or be listed as a user on a family card in order to check out items.

Books and audio cds shall be issued for a two-week period. Maximum renewals will be an additional two times or a total of six weeks. Materials may not be renewed by the patron if there is a reserve on the book or if the patron has a fine above \$10.

Reference books are designated for use within the library, unless cataloged and processed for check-out. Under certain circumstances, a reference book may be checked out overnight, with the approval of the

Library Director (Ex. If a teacher or business professional makes an overnight request, the Library Director may give approval.)-

Periodicals may be checked out for two weeks with renewals allowed for another two weeks. The most current edition of the magazine may be used only in the library.

A variety of daily, weekly, and bi-weekly newspapers are available for use inside the library only.

DVD check-out is for 1 week with a 6 item limit per household or at the same address for this category. Age is no determination for DVD check out. Staff has the right to seek parental approval if irresponsible behavior has been displayed in not getting the DVDs back, paying the fine in a timely manner, or returning the material in need of repair. DVDs may be renewed once before they must be physically returned.

Cake pans, discovery backpacks, and puppets may be checked out for 1 week with one renewal before return. Only one discovery backpack may be checked out per library card and checkouts of cake pans, discovery backpacks, and puppets may be by those 15 and older on the library card.

Equipment Loan updated 6.13.2023

Patron must be a registered cardholder 18 years or older in good standing (no fines). Patron must complete an equipment loan form available at the front desk when checking out equipment. Patron is responsible for replacement value of equipment if damage occurs. Equipment is for overnight check out only (exceptions-weekends and holidays.) Staff may use their discretion on this. Deposits for particular equipment are listed below. The Library Director may waive a deposit. Library Board members and City employees are not required to make a deposit on equipment.

The following equipment is available for patron check out:

- i. Overhead projector (\$25)
- ii. Screen (\$25) or Green Screen (\$25)
- iii. Proxima Ultralight LS1 Multimedia projector (\$100)
- iv. ViewSonic PJD5352 projector (\$100)

Additionally, one 26 inch TV, a VCR player, a VCR to DVD recorder, a DVD player, a BOSE cd player, an overhead projector, laptops, a typewriter, microfilm reader, headphones, an Accucut die cut machine/dies, and a screen in the Conference Room can be used during regular hours or for use with a room reservation for an after-hours program depending upon room used. Some of this equipment may be used with no deposit; see Library Director for information. It is a good idea to reserve the equipment when reserving either the Conference or Board Room. These additional items with the exception of headphones are intended for those 15 and older; those younger must be supervised by an adult at all times or as part of a library program.

An OWL is available to assist in Zoom meetings to amplify sound and sharpen video quality of a recorded meeting. The OWL is available for onsite use only, during regular library hours where a qualified staff member can set up and take down. The OWL must be approved by Library Director or staff member prior to use.

Faxing services

There is a \$1.00 per page outgoing and incoming charge. Nebraska tax is included in the incoming charge. If a two-sided page or small paper that could jam the equipment needs to be faxed, a copy of the back or small item will be made before the item(s) are faxed. Copying charges (See Printing/copying) will be added to the faxing charge.

Fines and Charges

Ultimate responsibility for an overdue item lies upon the cardholder as all items are stamped upon checkout with a due date. The library sends daily overdue emails, one overdue letter by mail for those who do not have an email address within 7 days of the book being overdue, and may also choose to call patrons regarding an overdue item if other patrons are waiting for said item. After 60 days, the Library Director will send a letter noting what is overdue, cost to replace item(s), as well as any other prior fines.

20 cents a day shall be charged for each overdue item except cake pans, puppets, and discovery backpacks (50 cents). Weekend and holiday drop-offs are taken into account when figuring fines.

Patrons will not be charged a fine greater than the cost of the item.

Patrons may not check out any items if fines or lost items exceed \$10.

All fines totaling \$10.00 and above must be paid in full before patron checkout privileges are reinstated. If a patron chooses to “pay down” a fine so that it is under \$10, that fine must still be paid in full before privileges are reinstated. Patrons with financial hardship may choose to set up an alternative form of payment with the Library Director, where they may “read off” overdue fines, where one hour of reading in the library = \$1.00 waived off fines.

Any person failing to return books or other library materials due to their loss or destruction will be assessed a fine as indicated above. When an item is reported lost, the fine is stopped and the patron is given a reasonable time to find it. All lost items shall be charged the price listed at the time of purchase. Prices are listed in the catalog database.

Borrowing privileges will be restricted and the patron's name may be turned over to the City Attorney after material has been delinquent for a period of more than 60 days or if the fine exceeds the cost of the item before 60 days.

Prior to any legal action, every attempt will be made to recover overdue materials directly from the patron.

Any items returned damaged by the patron may be assessed the replacement value.

Checks returned for insufficient funds must be taken care of at the City Office and an overdraft fee will be added to the charge. Upon notice of an insufficient check, patrons must pay in cash for further public services. Patrons will also not be allowed to check out or renew items until said check has been cleared at the City Office. Additional fines accrued during this time must be paid in full and in cash before further checkouts are allowed. Additional restrictions to the account may be implemented upon notice

of an insufficient check, including, but not limited to: checks no longer being accepted for any type of payment; number of checkouts allowed; minimized time period for checkouts; or use of library in any capacity. For a family card, restrictions will apply to all persons listed on the account. A patron may discuss restrictions with the Director and appeal to the Library Board if necessary.

Items not returned in six months may be turned over to the City Office for collections.

Holidays or Special Occasions

The library shall be closed on holidays per *City of Cozad Dawson County Personnel Policies and Procedures Chapter 4*. Other potential closures shall be presented to the Library Board at a regularly scheduled monthly meeting and, upon approval, presented to the Mayor and City Council and will be advertised to the public.

If the need arises, the Library Director may arrange morning hours for school visits, during Summer Reading Program, or other special activities.

The decision to close the library due to weather or other factors such as a special occasion will be made in consultation with the City Administrator, the Mayor, the Library Board president or other board member if the president is unavailable.

Since the East Ward votes at the library, one librarian shall be on duty to monitor library interests on all voting days.

In-Library Use

Within the library, the use of all materials is free to all.

Insufficient Checks

Checks returned for insufficient funds on public services must be taken care of at the City Office and an overdraft fee will be added to the charge. Upon notice of an insufficient check, patrons must pay in cash for further public services. Restrictions for insufficient funds for payment of fines are addressed under "Fines and Charges." A patron may discuss restrictions with the Director and appeal to the Library Board if necessary.

Interlibrary Loan

As defined by the *Interlibrary Loan Code for the United States*, "Interlibrary loan is the process by which a library requests material from, or supplies material to, another library." The purpose of interlibrary loan as defined by this policy is to obtain, upon request of a library cardholder, material not already available in Wilson Public Library.

If a particular item is not available at Wilson Public Library, a library cardholder may recommend a title for the library to consider purchasing by filling out a form at the front desk.

If the item does not fit within the parameters of Collection Development or is no longer available for

purchase, a library patron may request that Wilson Public Library borrow said item from another library for a nominal fee (generally return postage plus a processing fee) for a specific time frame, again by filling out a form at the front desk. The library patron must be a registered cardholder with no fines for interlibrary loan.

If the item can be borrowed from another institution, the library patron will be contacted before Wilson Public Library requests the item from the particular institution, advising borrower of nominal fee, length of checkout, as well as the overall protection of said item. Wilson Public Library will honor the due date and enforce any use restrictions specified by the supplying library or request a renewal before the item is due. Any borrowed item returned damaged by the patron may be assessed the replacement value in addition to the original loan fee.

Patrons will be limited to five active requests at any given time and regardless of format. This includes requests that are pending, in process, shipped, and received/in use.

Patrons who do not comply with these regulations are subject denial of further interlibrary loan privileges.

Additionally, borrowers from other libraries may request items owned by Wilson Public Library. Dvds and books on tape/cd are not loaned out by Wilson Public Library via Online Computer Library Center (OCLC) request, but may be checked out by Nebraska libraries who call with an inquiry. Other items are loaned out via policy in place at OCLC. Wilson Public Library reserves the right to deny loans of items less than a year old or historical items in our collection. The Library also reserves the right to recall loaned items that have been requested by our own patrons.

Lamination /Overhead plastic

At \$1.00 per running foot, 24-hour notice is appreciated in order to laminate items in a timely manner. Plastic sheets for overhead use are available to purchase at \$0.50 per piece. Nebraska tax is included in the charge for these services.

Library Cards and Borrowing Privileges

Nebraska residents may secure physical library materials use privileges by filling out an application card and showing a current Nebraska driver's license or Nebraska photo ID. If a current, permanent address (no POB allowed) is not on the license or ID, a piece of mail showing current Nebraska mailing address is also required. A Nebraska resident with a new card is limited to 3 items checked out at any given time for the first month.

If a patron does not have a current Nebraska driver's license nor a permanent Nebraska address (ex. Living in the hotel in Cozad), said patron shall be restricted to a temporary card allowing only 3 items to be checked out at all times until a Nebraska driver's license and permanent Nebraska address can be verified.

Patrons may not use an account that does not have their name registered as a user.

Individual cardholders are not allowed to share cards.

Family cards are available for related parties living at the same address. Children who live in multiple homes may not be on multiple cards. They should only be listed on the primary guardian's card, whether this is a parent, guardian, or grandparent.

Any cardholder who has a penalty of \$10 or more will be denied access to checking out materials from the library until fine is paid in its entirety. (See Fines.)

The Library Director can restrict or limit material access to all patrons from one family due to abuse of their library privilege or to unrelated cardholders residing at the same address. This can include not letting any family member check out items until all fines, penalties, etc. are paid.

If a patron has been removed from the catalog database due to no use in 5 years, but returns, they can be reinstated into the system pending an update for all information without the 3 item/one month limit.

Operating Hours (Unless otherwise posted and advertised):

Monday-Thursday	10-7 p.m.
Friday	10-5 p.m.
Saturday	10-1 p.m.

Outreach

Homebound Services provide library materials to those who are physically unable to leave their homes and cannot utilize traditional public library service. Any resident of Cozad living within city limits who has difficulty coming to the library due to a variety of reasons is welcome to apply for this service. Homebound patrons do need a library card and a telephone in order to participate. Applications for homebound services are available at the front desk or by calling 308-784-2019.

Upon acceptance into the program, deliveries and pick-up of library items are made to the patron's home every two weeks on a mutually agreed upon date and time by the Homebound Services Coordinator and patron via telephone. Every effort will be made by the Homebound Services Coordinator to choose books or audiobooks that meet the patron's interests.

In case of a missing or damaged item, the patron is financially responsible and outreach will halt until item is paid for or located.

Printing/copying

For prints or copies, a 20 cent fee per black and white page side and 50 cents per color page side will be charged to the patron within the library. This includes paying for "mistakes" made by the patron. Nebraska tax is included in the charge.

Public Programs

Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introduces patrons and non-users to Library resources
- Offers lifelong learning for all ages
- Extends the visibility of the library
- Provides cultural enrichment

Ultimate responsibility for programming at the Library rests with the Library Director, who administers the service under the authority of the Board of Trustees. The Library Director, in turn, delegates authority for program management to the Youth Services Director and other staff so named by the Library Director.

Those creating programs will use the Library's staff, collections, services, and facilities to develop and deliver programs, along with other presenters and organizations. Staff use the following criteria in making decisions about program topics, speakers, and accompanying resources:

- Relevance to community needs, interests, and issues
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- Presenter background/qualifications in content area
- Budget
- Historical, educational, and cultural significance
- Connection to other community programs, exhibitions or events
- Relation to Library collections, resources, and exhibits

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

Library programs are free and open to the public. A fee, however, may be charged for materials used for programs. The Library's philosophy of open access to information and ideas extends to Library programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants, and program topics, speakers, and resources are not excluded from programs because of possible controversy.

The Library reserves the right to deny attendance to or participation by anyone becoming disruptive to audience members or the program presenter, to anyone in violation of the Library's Patron Behavior Policy, or to patrons not in the appropriate age ranges for specifically advertised programs. Adult supervision is required at all programs involving youth in accordance with the Library's Unattended Children Policy unless specifically noted by the Library.

Registration may be required for planning purposes or when space is limited.

Any sales of products at Library programs must be approved by the Library Director and must benefit

the Library. Books and cds may be sold at library sponsored programs if the items are directly connected to the performance or presentation. The performer is responsible for processing all payments.

Employees may take pictures or videos of participants in the library for promotional use. If individuals can be identified in these images, their permission must be granted, preferably in writing, before the pictures are used by the library.

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

Animals that are part of Library programs must be caged or accompanied at all times by their handler or trainer.

If a patron questions a library program, he/she should first address the concern with a Library staff member. Patrons who wish to continue their requests for review of Library programs may submit the Request for Reconsideration form at the front desk. Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials.

Replacement of Lost/Damaged Materials

Replacement of damaged material is the responsibility of the patron who last had the item checked out. Materials are valued at full cover price, which may be found on the item's catalog record. If the catalog record does not show cost, then the full cover cost from the replacement's vendor will be substituted. Magazine issues are valued at \$5 each unless otherwise noted in catalog.

The preferred method of replacement is through payment for the item checked out (and a new title will be ordered) or the donation of a new copy of the same title in the same format. Second choice is with a donation of a new copy of a similar title in similar format, with prior approval of the Library Director. Items returned with live or dead bed insects will be replaced by the library and replacement fines will be assessed; donations will not be accepted. Damaged individual audio cds or dvds that can be repaired will be charged \$1.00 per cd/dvd. From funds received, lost/damaged items will be replaced via the appropriate budget line and in line with Materials Selection Policy.

DVD or CD cases, cassette bags, and other AV accessories are valued at \$6 each.

Replacement of lost material is the same as for damaged material. However, if the patron feels the item(s) may turn up they should be renewed until the maximum fine (which is the cost of the item) is reached, then moved to Lost as per the procedures manual. The patron will then have 60 days before restitution is required.

No return of replaced material or money will be made if the original item is found. Upon paid replacement of damaged material, said item will be deleted from library's catalog and damaged item is given to patron or discarded by Director.

Items not returned in six months will be turned over to the City Office for collections.

Wilson Public Library materials are selected through the process described in the Library's Collection Development Policy with exception of a bulk of materials purchased by the Nebraska OverDrive Libraries Consortium available through the Libby app. This policy states that since the collection reflects contemporary society, it may include material which is controversial or offensive to some. The choice of library materials by a library user is an individual matter. While a person may reject materials for oneself, he or she may not restrict access to those materials by other library users. The Library recognizes that certain materials are controversial and that any given item may offend some library users. The procedures below have been developed to ensure that the requests of those who disagree with the inclusion of specific items in the collection are handled in an attentive and consistent manner. For materials on the Libby app, please see the Collection Development Policy at <http://nlc.nebraska.gov/overdrive/overdriveinfo.aspx#circ>. The Library will handle complaints regarding our physical collection, ensuring that the complainant is respectfully heard and that the fundamental principles of intellectual freedom, as expressed in the Library Bill of Rights and ALA Freedom to Read Statement, are upheld. Complaints shall be handled in the following manner:

1. Informal Complaints:

- a. Individuals or groups may initiate complaints about specific titles or types of material in the collection by talking to or writing to a member of the Library staff or the Director.
- b. This staff member will discuss the Collection Development Policy and the application of selection principles.
- c. No further action is taken by the Library at this point.
- d. If a library user persists in requesting that an item be withdrawn from the collection, the Library's procedure for formal reconsideration will be carefully explained and followed.

2. Procedure for Formal Reconsideration of Library Materials

- a. The library user must ask for a Request for Reconsideration of Library Materials Form (Appendix B) and submit it to the Library Director. This request may not be submitted anonymously. Only one item may be challenged at a time per library user.
- b. Acknowledgement of Request for Reconsideration of Library Materials Form: Once a Request for Reconsideration of Library Materials is received by the Director, it shall be acknowledged by letter. This letter will contain copies of this policy and the Collection Development Policy.
- c. If the complainant has checked out the item, no further action will be taken until said item is returned to the Library.
- d. The Library Board shall be notified by the Director of any formal complaints, usually through the Director's Monthly Report.
- e. Upon return by library user of said item, the Request for Reconsideration will be referred to a committee consisting of the Director, Assistant Director, and another librarian who works with the age range and type of material being challenged to determine whether retention of the item would be in violation of the Collection Development Policy. The committee will read, listen to, or view the material in its entirety.
- f. The committee will reconsider the item using the general criteria of the Collection Development Policy and reviews from recognized sources, and then make a written decision of possible actions:
 - i. Retain the challenged material in the collection
 - ii. Retain the challenged material, but move it to another location
 - iii. Withdraw the challenged material.
- g. The Director will inform the Library Board of the committee's decision.
- h. The Director will respond in writing to the library user regarding the committee's decision. Committee members' comments will not be attributed, although brief quotes may be used in the Director's response. The letter will include the steps to appeal the decision if the library user is unsatisfied with the committee's determination.

3. Reconsideration by the Library Board of Trustees:

- a. If the complainant is not satisfied with the written decision of the committee, he or she may bring the matter to the Library Board.
- b. To initiate consideration by the Library Board, the complainant must write to the Library Director or President of the Library Board and request that the matter be placed on the agenda of the next regular meeting. The letter must be received at least ten (10) days prior to the next regular meeting of the Library Board. If received after that time, the matter may be deferred until the succeeding regular meeting.
- c. The Director or Library Board President shall acknowledge receipt of the complainant's letter in writing, and shall include the date, time, and place of the meeting at which the matter will be considered.
- d. Once the Request for Reconsideration is on the agenda, the Library Board shall decide by a majority vote of the members present whether it wishes to further consider the Request for Reconsideration.
- e. If the Library Board votes to consider the matter further, an ad hoc review panel will be selected to evaluate the challenged material, a public hearing is set, and the matter is placed on the agenda for the next regular meeting.
- f. If the Library Board does not vote to consider the request further, the matter is closed and that title may not be challenged again for three years.

4. Ad Hoc Review Panel:

- a. The ad hoc review panel is composed of at least three members of the Library's Board of Trustees. Members of the review panel will:
 - i. Read, listen to, or view the material in its entirety.
 - ii. Review the material in relationship to the Library's Collection Development Policy and the rest of the collection; and
 - iii. Consider what literary critics and reviewers think of the material.
- b. After coming to individual conclusions, the committee meets to discuss the material and recommend one of several actions to the Library Board, with reference to the fundamental principles of intellectual freedom:
 - i. Retain the challenged material in the collection
 - ii. Retain the challenged material, but move it to another location
 - iii. Withdraw the challenged material.
- c. The ad hoc review panel will inform the Library Director of the panel's recommendation in writing. Panel members' comments will not be attributed, although brief quotes may be used in the written response.
- d. At the regular meeting of the Library Board at least ten (10) days after the Director's receipt of the decision of the ad hoc review panel, the Library Board shall consider the recommendation of the ad hoc review panel.
- e. The Library Board may schedule a public hearing as part of a regular Board meeting or at a special meeting called to address the Request for Reconsideration. Said meeting shall be properly noticed, and the director shall issue a news release to inform citizens of the date, time and nature of the public hearing.
- f. The Library Board shall vote on the disposition of the challenged material. A majority vote of the full Library Board is required to remove materials from the Library's collection, to move materials from one location to another, or to otherwise restrict access to materials.
- g. The decision of the Library Board of Trustees is final. Whatever the decision, the principles of the Library Bill of Rights will be reiterated, as well as how the decision is in accordance with those principles. Once the Library Board votes, the matter is closed and that title may not be challenged again for three years.

WITHDRAWAL FROM COLLECTION AND BOOK SALES

Materials which are no longer useful in the light of stated objectives of the library will be systematically weeded from the collection according to accepted professional practices.

Such materials may then be given to the Cozad Library Foundation for their ongoing book sale based upon free will donations as part of the library's scheduled events, and if in poor condition, materials will be disposed of or recycled at the discretion of the Library Director.

Monies collected through book sales will be recorded in due form and given to the Cozad Library Foundation on a monthly basis.

APPENDIX A

Wilson Public Library Health Emergency Response Plan

I. Purpose

In the event of a public health emergency, this establishes the protocol to be used. The Library must plan for the safety of patrons and staff if a serious infectious disease, epidemic or pandemic arises, including a plan if staff are unable to report to work due to a health emergency. It is possible during a public health emergency, that unique measures may need to be taken in order to slow the illness spread including:

5. Closing by order of local public health/government officials or Two Rivers Public Health Department
6. Limiting or canceling social and public gatherings
7. Requiring quarantines or other social distancing measures

It is vital to ensure that key activities of the library can be maintained for several weeks or more with limited staff and reduced hours due to a public health emergency.

II. Definition

“Health Emergency Response Plan” An emergency preparedness policy assumes that staff will return to the physical site after the crisis (such as a storm, fire, power outage, etc.), while a health emergency plan differs in that with a serious infectious outbreak, limited services and hours may be necessary and staffing may be affected.

III. Library Operations

- **Continuity of Services:** Failing to respond adequately to a health emergency can be disastrous for a community, and there are also consequences for failing to prepare as well. The Library, informed by the best and latest science and public health guidance available, seeks a balanced, responsible approach to operations during times of a health emergency. Marked changes to library services have the potential to disrupt normal operations more than the effects of a health emergency by itself. The Library will weigh costs to patrons and staff of all proposed changes to normal policy, maintaining services in a safe facility to the extent possible while cooperating with public health officials.

- Directed Health Measures: Wilson Public Library is ardent about providing a safe and sanitary facility for public and staff. Based upon recommendations from local public health officials, Two Rivers Public Health Department, the Nebraska State Department of Health, the CDC, or WHO, the Library may:
 - Increase the frequency of cleaning and disinfecting in the building, especially high-use areas and surfaces, acknowledging that a guarantee of absolute safety of public places is impossible no matter the amount of sanitizing
 - Post signs in restrooms and throughout the building encouraging health practices to minimize the spread of germs
 - Provide access to disinfecting wipes, facial tissues, hand sanitizer and/or hand washing facilities to patrons and staff
 - Arrange furniture to encourage physical distancing of at least three feet between people
 - Provide staff with vinyl gloves, and training in their use when handling materials
 - Encourage staff and patrons to follow health guidelines aiming to slow the spread of germs such as:
 - Staying home if sick
 - Keeping sick children home from school or daycare and away from the library
 - Covering sneezes and coughs or coughing into shoulders or bends of arms
 - Disposing of used tissues immediately (and appropriately), then washing hands
 - Washing hands frequently throughout the day for 20 seconds with soap and water
 - Using an alcohol (at least 65%) hand sanitizer if soap and water unavailable
 - Preparing to take care of self or family members at home if sick
 - Getting a flu shot as well as appropriate available vaccines
- Temporary Reduction or Suspension of Services: During the course of a public health emergency, appropriate authorities may advise that gathering places such as libraries minimize or suspend situations where individuals could congregate in confined spaces.
 - a. In such cases the Director may decide to temporarily discontinue library programs, use of library public meeting rooms, and public use of equipment.
 - b. In the event that Cozad Community Schools are closed due to public health emergency, Wilson Public Library will also close. All library programs, outreach, and special events will be canceled on any day in which Cozad Community Schools are closed due to public health emergency
 - c. Non-circulating children's materials and toys will be removed from or covered in public areas, such as Emersyn's Corner, for the duration of the school closure to minimize spread through surfaces frequently touched by children. Disinfecting and/or cleaning procedures issued by public health officials will be followed as possible
- Temporary Library Closure: Wilson Public Library will close due to public health emergency and/or public infection concern in the event that a mandate, order, or recommendation for closure is issued by public health or government officials on the local, county, or state level.

At the discretion of the Library Director or the Library Board President, the Wilson Public Library may close, reduce its operating hours, or limit services temporarily if:

- There is not sufficient staff to maintain basic library service levels
- Low patron visitation justifies limit, reduction, or closure
- Any other condition exists which prevents the Library from operating safely and effectively (example: lack of cleaning supplies to adequately clean and disinfect building)

IV. Minimizing Effects of Limiting Access to Resources and Services

The Library endeavors to minimize effects of limiting access to resources and services resulting from policies adopted in response to a public health emergency.

- **Online Access to Information:** The Library will work to preserve access to its online resources both in the library and remotely. Patrons with internet access at home can use the Library's online resources remotely and when libraries are closed. If the Library closes temporarily, the Library endeavors to maintain access to its Internet site, subscription databases, digital content, and online catalog.
- **Access to WIFI/Computers in the Library:** The Library is aware that many patrons lack home internet/device access and rely upon Wilson Public Library to provide free Internet/device access. While the Library remains open, we will maintain public Internet access insofar as it is possible to do so safely. In coordination with public health officials, the Library will consider alternatives to suspension of public computing, depending upon conditions. Measures might include mandating appointments, setting physical distance measures, providing disinfecting wipes or hand sanitizer, vinyl gloves and facemasks.
- **Suspension of Due Dates and Fines:** If the Library temporarily closes due to a public health emergency, the Library will extend or suspend all due dates and suspend all late fees during that time period. The Library will use its website, social media, library e-mail distribution lists, and work with local media channels to publicize such suspension. Depending on Designated Health Measures, the Library may choose to encourage the public to not return checked out items until further notice. Such suspensions would be advantageous for a number of reasons, including a prevention at the library from being inundated with returned materials while none were getting checked out; and preventing customers from feeling the need to venture to the library to return materials if sick, as no fines would accrue on those items.
- **Access to materials by implementing Books by the Back Door or similar programs** where patrons check out material by putting items on hold via online catalog or by telephone and staff leave items outdoors in a prescribed manner. Materials would be returned via bookdrops and quarantined as necessary.

V. Minimum Staffing Level

Given the size and layout of the library - approximately 12,000 square feet – as well as the fact that the majority of the Wilson Public Library staff are part-time, the minimum staffing level required in order to maintain the safety of library staff and visitors for a temporary period of time is defined as two healthy employees available to be present at the library during all open hours. Thus, at least four employees must be available to be present at the library every open day Monday –Friday, and 2 employees must be available to be present on Saturday.

If the Library is staffed at this minimum level due to a public health emergency, all programs and public meetings may be canceled or postponed, and certain areas of the library, including all meeting rooms and public computer lab, may be closed.

An inability to maintain this temporary minimal level, or a necessity to maintain this temporary minimal level for more than five consecutive days, may result in reduced hours or closing the library.

The level of absence of library staff will determine the ability to carry out services and maintain open hours. Phases may include:

- Cancellation of all programs, outreach, events, and meeting room reservations
- Staff Library at minimum staffing level for a temporary period of time; employees may be reallocated and have shifts reassigned and lengthened to provide coverage during open hours
- Reduction of open hours if number of employees falls below temporary minimum level
- Closing the library for one or more days if number of employees further declines or only minimum level can be met for five or more days
- Prioritization of Services: If a reduction in staffing, open hours, or services is required, employees shall perform priority responsibilities that most directly impact patrons prior to any other work tasks. A minimum of two healthy employees will be assigned to staff front public service desks, regardless of whether these are their typically assigned department, schedule, or responsibilities.

Priority responsibilities shall follow this order:

1. Direct patron assistance: check out; computer and reference assistance; issue library cards; facility and collection supervision/safety
2. Patron-related tasks: check in; incoming delivery; shelving, holds list
3. Essential services: payroll; processing bills for payment; Library Board meetings

Individual tasks beyond those listed above may be completed, if time permits, with projects with significant deadlines or greatest impact given first priority. Employees should consult with the Director or designated administrative authority to determine staffing area assignment and which individual tasks should take priority, or in the event that they feel a responsibility not listed here requires urgent attention.

VI. Communication

In the event of closure necessitated by a public health emergency, effective communication about any reduction in services or open hours is of the utmost importance and will be communicated to the public as such through a variety of means.

VII. Employee Attendance and Non-Essential Activities

General work rules and attendance policies are outlined in the City of Cozad Employee Handbook. The items below are additions to and variations of those policies that may be exercised during a public health emergency.

- If the Library is open, healthy employees are expected to report to work on time as scheduled, according to the City of Cozad Employee Handbook general policies for staff absences, with the understanding that they may be temporarily reassigned during the emergency period
- Some employees may have duties which can be completed through teleworking. During the emergency period, this option may be exercised; with administrative approval
- Employees who come to work sick, or who become sick while at work will be sent home immediately

- In the event of a closure occurring after healthy library employees have reported to work as scheduled, they may complete tasks that are not direct public-service tasks, as appropriate, during their scheduled hours
- Large work events, such as staff development days, will be cancelled or postponed during the emergency period
- Non-essential work-related travel will be cancelled or postponed during the emergency period

VIII. Responsibility for Library Operations

If, for any reason, the Library Director is unable or unavailable to perform the responsibilities and decisions outlined in this policy, administrative authority for this policy and all library operations shall then be Assistant Director in coordination with Cozad City Administrator and/or Library Board President; Youth Services Director; Library Aide I; Student Library Aide.

Based upon Saratoga Springs Public Library Health Emergency Response Plan; Saratoga Springs, NY. March 2020.

APPENDIX B

Request for Reconsideration of Library Resources Form

The Wilson Public Library serves the entire community of Cozad. The Library Board of Wilson Public Library in Cozad, NE, has delegated the responsibility for selection and evaluation of library resources to the Library Director, and has established collection development policies to outline selection of materials including community interest and demand. The choice of library materials by a library user is an individual matter. While a person may reject materials for oneself, he or she may not restrict access to those materials by other library users. However, if you feel that a particular item is not suitable for inclusion in the public library's collection, please complete the form below and return to the Library Director of Wilson Public Library, 910 Meridian Avenue, Cozad, NE 69130. *Updated 8/8/2022 Updated 2/13/2023*

This form must be entirely completed for consideration.

Request initiated by:

Name _____

Phone: _____

Mailing Address: _____

This complaint represents: ____ Individual ____ Organization (Name _____)

Material Information:

Author: _____ Title of item: _____

Publisher: _____ Call # _____

Type of Material:

____ Book ____ DVD ____ Audiobook ____ Other _____

Please answer the following questions about the material:

1. Did you read/view/listen to the entirety of this item? If not, what parts were read/viewed/listened to?

2. What do you believe is the theme or intent of this work and are you aware of judgments of this work by reviewers or critics? _____

3. Please summarize your reasons for requesting reconsideration of the work. Cite pages, scenes, etc.

4. What action would you like the library to take in regards to this work?

5. Do you believe this item serves any of the following purposes? (circle)

- | | | |
|---|-----|----|
| • Promotes understanding of other cultures or lifestyles? | Yes | No |
| • Promotes discussion of societal values? | Yes | No |

6. In its place, what other source would you recommend that would convey valuable information or perspective on this subject? _____

Signature of Complainant _____ Date: _____

THESE POLICIES WERE REVIEWED BY THE WILSON PUBLIC LIBRARY BOARD ON:

February 13, 2023

Library Board Members: (signatures on file at the library)

Larry Harvill, President _____

Barbara A. Fink, Vice President _____

Patty Wolfe _____

Valerie Geiger _____

Dr. Jim Acker _____