

Lester Public Library of Vesper

Policies and Procedures

Mission of the Lester Public Library of Vesper

The mission of the Lester Public Library of Vesper is to provide quality information and technology resources to meet the educational, recreational, and life long learning needs of all community members.

Personnel Policy

Management Policy

The duly appointed library board shall have all management rights, authorities, and responsibilities as stated in *Wisconsin Statutes, Chapter 43*.

The library board shall select, appoint, and when necessary for valid reasons, dismiss the director of the library.

The board shall establish all other positions and all wage and benefit levels for all library staff.

The library board shall provide an effective orientation for new directors to assure that the director understands a) the policies and processes related to the daily operation of the library, b) reporting and budgetary requirements that assure accountability and compliance with the law, c) the expectations of the board in regard to administrative processes and protocol, particularly as they relate to conducting effective and efficient board meetings, and d) rules and requirements for state certification and any assistance which is provided by the library to acquire and maintain appropriate certification.

The library board shall conduct annual appraisals of the library director's performance, at which time personal and management goals can be discussed and negotiated.

Administrative Policy

The person appointed as library director shall be charged with the sole administration of the library.

The director shall be responsible to the library board in matters pertaining to and concerning the library; be present at monthly board meetings and prepare and present such reports and meeting documents as requested.

The director shall maintain financial records in an efficient manner; present periodic reports to the library board and to the municipal governing body; prepare the draft of the annual budget to be presented to the library board, and assist trustees with presentation of the adopted request for appropriation to the municipal governing body.

The director shall hold regular meetings with staff and/or volunteers for training and interpreting board policy.

The director will be responsible for preparing annual performance assessments for library staff and volunteers.

The director shall have the responsibility for overseeing collection development for all materials in the library; this includes selection, ordering, processing, weeding, and inventory of the collections according to the guidelines in the policy.

The director will recommend changes in or additions to library policies as needed.

The director will perform preparatory work to assist the board with regular library planning.

Salaries

Job descriptions and a salary schedule is decided and implemented by the library board. The plan is subject to regular revision so that it will remain equitable for both the library and the staff.

Health Insurance Policy

No health insurance benefits are offered.

Vacation Policy

The director and library staff may request a reasonable amount of time off and as long as enough notice was given to plan for other staff to cover. Staff may trade days worked if both parties are in agreement. The director and library staff do not receive paid vacation time.

Holiday Policy

The director and library staff will not receive pay for hours of work missed because of holiday closings and hours lost may not be made up unless approved by director. The director and library staff do not receive a higher wage (“holiday pay”) when working on a holiday.

Sick Leave / Call in Time

If the director or library staff can not work their scheduled hours they should try to find a replacement to cover their hours and then contact the director. If no replacement can be found, call the director. The director and library staff do not receive paid sick / call in leave.

Leave of Absence

Leaves of absence without pay may be granted to library employees for maternity, adoption, illness, travel, or graduate or certification training. All leaves are considered on a case-by-case basis and must be approved by the director. A leave of absence for the director must be approved by the library board.

Requests for leave should be submitted in writing well in advance of the time when the leave is to begin. Written requests should indicate both a beginning and ending date for the leave.

In some instances it may be necessary to deny requests for leaves of absence. Leaves are a privilege and can be granted only if the best interests of the library can be maintained.

Bereavement Leave

Library employees are eligible for three (3) days bereavement leave with loss of pay in the event of the death in the immediate family, defined as spouse, children, brother, sister, or parents of either the employee or the employee's spouse. Library employees are eligible for one (1) day bereavement leave with loss of pay in the event of the death in the extended family, defined as grandparents, great grandparents, uncle, aunt, nieces, and nephews of either the employee or the employee's spouse. If more time is needed, a leave of absence must be requested and approved.

Military Leave

Library employees who are duly enrolled members of the National Guard, State Guard, or any other organized reserve component of the Armed Forces of the United States shall be allowed a military leave of absence which has been ordered. A copy of the order requiring attendance at military training sites shall accompany all requests for a military leave. The library can assure no loss of wages if the employee wishes to turn all earnings from the training period in to the library board.

Jury Duty

In the event a library employee is called for jury duty, the library will release them and assure no loss of wages. If fees and expenses paid to jurors do not equal or exceed wages normally paid by the library, these fees can be turned in to the library board and the employee will be paid their wages as usual.

Work Schedule Policy

Major changes in the director's schedule or other circumstances may not be made without approval of the library board. Requests for such shall be made in writing to the library board. Requests for changes in the work schedule of other staff or volunteers shall be made in writing to the library director.

Meetings, Conventions, and Workshops

The director, staff and trustees attending continuing education opportunities to aid the library shall be allowed expenses at the discretion of the library board according to the amount appropriated in budget for such. The director, staff and trustees are encouraged to attend and participate in continuing education activities. The director will participate in continuing education requirements for certification. Cost of tuition, mileage (at current state reimbursement rates) and a meal up to \$10.00 if needed will be reimbursed if the training is applied towards the total continuing education hours needed to maintain certification or for improving library operations. The director is encouraged to first consider applying for continuing education grants and take advantage of free training offered before submitting reimbursement for participating.

Disciplinary Policy

An employee of the Lester Public Library of Vesper may be dismissed for any action or behavior that causes the library's image or operation to be diminished. This includes but is not limited to: incompetence, misconduct, inattention to assigned duties, or unapproved absences from work. Normally termination would be a final step which would follow:

- a substandard performance appraisal,
- verbal and/or written warnings,
- suspension, and/or
- extended probation.

It is important that complete and clear records be maintained of all disciplinary processes for the protection of the employee and the library.

The library wants each employee to be successful in his/her job and will work with employees to eliminate deficiencies.

While notice of intent to terminate can be expected, the Lester Public Library of Vesper reserves the right to dismiss an employee without notice in cases involving theft, drug or alcohol abuse, criminal activity, or in instances of significant misconduct.

Resignation and Retirement Policy

A library employee wishing to resign or retire from employment must notify the director or the library board as soon as practicable. The library requests a minimum notice of two weeks. For the library director a notice of at least one month is preferred.

The employee must submit a formal, written resignation statement giving the exact date that employment is to be terminated. Between the time of notice and the time when employment ends a final performance appraisal will be conducted.

Grievance Procedure

It is the intent of the Lester Public Library of Vesper that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works, procedures and conditions of the specific position, relationships with fellow workers or supervisors, and library rules as they apply to staff. A concern or grievance should follow the procedure below:

- If possible, discuss the problem with the director. In the case of the director having a concern, this should be discussed with the board president.
- If the director is part of the problem, or if the board president is part of the director's problem, the concern/grievance should be submitted in writing for the library board and be delivered to the director, who will deliver the statement to the board president. The board president will, in turn, present the concern, during closed session, to the full board at the next or a special board meeting.
- The board's representative will respond to the employee within five (5) days of the board meeting at which the issue is discussed, either providing a determination, solution, or a strategy for how the board will address the issue over time.

Equal Opportunity Employment Policy

It is the policy of the Lester Public Library of Vesper to provide an equal employment opportunity for all qualified and trainable persons. Equal employment opportunity shall be according to the provisions of State and Federal laws and regulations.

Drug-Free Workplace Policy

In compliance with the *Drug-Free Workplace Act of 1988*, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited while performing work for the Lester Public Library of Vesper, whether that work is carried out in the workplace building or not. All employees shall abide, as a condition of employment, by the terms of this notice and shall notify the library director or board within five (5) days of any criminal drug statute conviction for a violation occurring in the workplace.

Failure to comply with the above requirements shall be grounds for appropriate personnel action against such employee up to and including termination or such employee may be required to satisfactorily participate in a drug abuse assistance or rehabilitation program.

Sexual Harassment Policy

Harassment on the basis of sex is a violation of *Title VII* (federal law) and *Statute 111.36(b)* (state law). Sexual harassment, either verbal or physical, is an unlawful employment practice and will not be tolerated by the Lester Public Library of Vesper.

The Lester Public Library of Vesper accepts and adheres to all definitions and procedures outlined in the law as regards to sexual harassment. Any employee who engages in sexual harassment will subject themselves to disciplinary action up to and including discharge.

Public Relations Policy

Public relations goals of the Lester Public Library of Vesper are:

- to promote a good understanding of the Library's objectives and services among governing officials, civic leaders, and the general public;
- to promote active participation in the varied services offered by the library to people of all ages.

The Board recognizes that public relations involve every person who has a connection with the library. The 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.

The director will be expected to make presentations and to participate in community activities to promote library services. A reasonable amount of library time will be allowed for preparation and speaking. Materials to be used by press, radio, or television will be approved by the director. The Board will include in the library's annual budget costs related to printing, publication, supplies, and miscellaneous needs related to the public relations effort.

Disaster Policy

Tornado & Severe Weather Policy

Upon the instance that library staff receives a severe weather or tornado WARNING they shall notify all customers in the library. All activities thus alerted shall make preparations for evacuation to the “Tornado Safety Area” in the back hallway. All activities will be prepared for power outages by having a working flashlight located at the circulation desk. The library staff shall advise all library visitors of the WARNING and request them to take refuge in the “Tornado Safety Area” located in the back hallway. The library will be checked to ascertain that all persons remaining in the building have moved to the evacuation area. Upon the sounding of the WARNING siren or at the direction of the library staff, all library employees shall immediately take refuge in the “Tornado Safety Area”. The library staff shall take an electronic device that has the ability to continue to monitor the situation in the “Tornado Safety Area”. The library staff will notify persons in the “Tornado Safety Area” when the warning has been cancelled or has expired. If the library staff want or need to, they can close the library (as long as there isn't a customer in the library that has no place to go) and go home if that is a safer place to be and there is time to get there before a tornado is projected to hit.

Health Emergencies

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

The Rescue Squad/Police (911) should be called immediately in the event of any serious problem.

No medication, including aspirin, should ever be dispensed to the public.

Bomb threats

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person.

If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.

Pay particular attention to peculiar background noises such as motors running, background music and any other sounds which may indicate where the location from which the call is originating. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, call the police. Clear the building. The police will handle the actual bomb search.

Fire Alarm and Evacuation Procedures

The following procedures should be followed in the event of a fire or an activated fire alarm at the Lester Public Library of Vesper.

If You Discover Smoke or Fire

- Do NOT attempt to combat the fire unless you are trained in fire extinguisher use and fire is very small in size.
- Tell everyone inside library to please exit immediately.
- Call 911. Supply the following information:
 - type of emergency (flames, smoke, odor, etc.)

- the location of the fire or smoke in the building
- your name
- The library's street address (6550 Virginia St, Vesper)

Exit the building using the closest exit and go to the designated gathering place by the stop sign on corner of Cameron Ave. and Virginia St.

Shut – but do not lock – all doors that you pass through. This will help contain the fire.

If the fire occurs when director is not present or outside of normal business hours, use the emergency phone contacts to also notify at least one of the following people:

- Director: Andrea Halbersma, 715-569-4118
- Board President: Andrea Pecher, 715-569-4734
- Library Assistant I: Jeanette Shirek, 715-569-4385
- Village President, Dan Scheunemann, 715-569-4777

Alarm Locations and Procedures

A Smoke Detector is located above the back hall. Alarm triggers automatically when smoke is detected. The alarm is loud. Patrons will be aware of an emergency but should still be told to leave.

Evacuation Procedures

Library employees should notify all patrons and other staff in their immediate vicinity that all occupants must leave the building. When evacuating direct patrons to evacuate using either exit; which ever is closest. Library staff should do a fast sweep of the library but not search the library for patrons before evacuating the building themselves. If a patron refuses to leave the building, the staff should continue with evacuation procedures. Call 911 to inform emergency personnel of the location of people remaining inside the building. Emergency personnel are responsible for checking all locations in the building for people who did not evacuate. Safely evacuating patrons is NOT staff responsibility.

- Do NOT remain in the building for any reason.
- Do NOT open a door that is hot to the touch (use the back of your hand to test the temperature of the door.) Find another way out of the building if the door is hot.
- Exit the building using either exit.
- Keep the lights on to provide additional visibility for emergency personnel.
- Close any doors that you pass; this will help contain the fire.
- Go outside the building and congregate by the stop sign on the corner of Virginia St. and Cameron Ave. Remain there until your safety is verified by library staff. In poor weather conditions, gather in Winch Oil, Inc. You MUST leave the library regardless of weather conditions or perceived lack of danger.
- Help defray confusion by informing the people in charge of the whereabouts of your colleagues–were they at work at the time of the emergency? Did you see someone still in the building as you evacuated?
- Once you have evacuated the building, stay clear of entrances to provide access for emergency personnel.

People with Disabilities

People with disabilities should use the exit closest to them. If they are unable to evacuate the building without assistance they should go to door and wait for help to arrive. The person(s) with disabilities should wait by the door for library staff or emergency personnel to assist him/her with evacuation, if necessary. Inform emergency personnel and other library staff of the presence and location of a person with disabilities if you are unable to assist them.

Emergency Response Staff at the Main Entrance

A library staff member will remain in front (but not inside) of the library to serve as contacts for emergency personnel and to inform patrons not to enter the building.

The Fire Department will announce when it is safe to re-enter the building. They will be responsible for turning off the fire alarm.

If the fire alarm or emergency continues after the library's regular closing time, the library staff in charge will determine which employees will remain until it is safe to re-enter the building and lock up.

Reference Service Policy

The Lester Public Library of Vesper:

- will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence;
- will assist patrons in the use of the library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the library would be worthwhile for individuals who telephone);
- will provide bibliographic verification of items both in the library and not owned by the library and will assist patrons in obtaining materials through interlibrary loan, when appropriate;
- may refer library users to other agencies and libraries in pursuit of needed information;
- may use not only the library's resources in printed form, but consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.

Programming Policy

A "program" is a planned interaction between the library staff and the program participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience.

Programming includes such activities as story times, films and activities on no-school days, summer library program for children, speakers for young adults and adults, craft times and book or author discussion groups.

The board, in conjunction with the library director, will include funds in the library's annual budget and set goals for programming to facilitate the effective implementation of this service

Materials Selection/Collection Development Policy

Objectives

The purpose of the Lester Public Library of Vesper is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time.

Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs.

The materials selection/collection development policy is used by the library staff in the selection of materials and also serves to acquaint the general public with the principles of selection.

The Library Bill of Rights and The Freedom to Read Statement have been endorsed by the Lester Public Library of Vesper Board of Trustees and are integral parts of the policy.

The materials selection/collection development policy, like all other policies, will be reviewed and/or revised as the need arises.

Responsibility for Selection

The ultimate responsibility for selection of library materials rests with the library director who operates within the framework of the policies determined by the Lester Public Library of Vesper Board of Trustees. This responsibility may be shared with other members of the library staff; however, because the director must be available to answer to the library board and the general public for actual selections made, the director has the authority to reject or select any item contrary to the recommendations of the staff.

Criteria for Selection

- The main points considered in the selection of materials are:
 - individual merit of each item
 - popular appeal/demand
 - suitability of material for the clientele
 - existing library holdings
 - budget
- Reviews are a major source of information about new materials. The primary sources of reviews are Amazon, Best Seller Lists, Publisher Weekly, and Book Award Lists.
- The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title which is in demand. Consideration is, therefore, given to requests from library patrons and books discussed on public media. Materials are judged on the basis of the work as a whole, not on a part taken out of context.

Interlibrary Loan

Because of limited budget and space, the library cannot provide all materials that are requested. Therefore, interlibrary loan is used to obtain from other libraries those materials that are beyond the scope of this library's collection.

An Inter Library Loan (ILL) or Outer Library Loan (OLL) request is a process in which the library staff will search for a desired item that we do not currently have and is 6 months past publishing date in our library system using linkcat from the South Central Library System and/or within the state of Wisconsin using the Outer Library Loan system ILLiad if needed.

In return for utilizing interlibrary loan to satisfy the needs of our patrons, the Lester Public Library of Vesper agrees to lend its materials to other libraries through the same interlibrary loan network, and to make an effort to have its current holdings listed in a tool that is accessible by other libraries throughout the state.

Gifts and Donations

The library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as he/she sees fit.

The same criteria of selection which are applied to purchased materials are applied to gifts.

Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the criteria established by the Board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. Book selection will be made by the director if no

specific book is requested. The Lester Public Library of Vesper encourages and appreciates gifts and donations.

By law, the library is not allowed to appraise the value of donated materials, though it can provide an acknowledgment of receipt of the items if requested by the donor.

Weeding

An up-to-date, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of weeding is the responsibility of the library director and is authorized by the Board of Trustees. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

Potential Problems or Challenges

The Lester Public Library of Vesper recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated in this policy. Responsibility for the reading of children rests with their parents or legal guardians. Selection of library materials will not be inhibited by the possibility that materials may come into the possession of children.

Library materials will not be marked or identified inappropriately to show approval or disapproval of their contents, and no library material will be sequestered except to protect it from damage or theft.

Challenged Materials

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Patrons requesting that material be withdrawn from or restricted within the collection may complete a "Statement of Concern: Library Resources" form which is available in the library. The inquiry will be placed on the agenda of the next regular meeting of the Lester Public Library of Vesper Board of Trustees.

Who May Use the Library

The library will serve all residents of the community and the public library system area. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.

The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.

Patron Responsibilities and Conduct

It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to the law.

Young children

The Lester Public Library of Vesper encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.

Therefore, it is library policy that all children under age six must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain with the child throughout the program.

Disruptive children

Children of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.

Circulation Policy

Registration

All borrowers must be registered and must have a valid local or system patron card to borrow library materials.

Patrons must fill out an application form to register for a new library card. The following statement will be printed on the registration form for the patron's information and acceptance:

Acceptance of Responsibility:

I will be responsible for all materials checked out on my patron number.

I will report any change of personal information immediately.

I will comply with all library rules and policies.

I understand that I will be charged for overdue, lost, damaged, and stolen library materials.

I understand that the library provides access to a broad range of resources and that it is my responsibility to judge for myself and for my children or minor dependants what resources are appropriate for my/our personal use

Identification is required. A driver's license or student ID is preferred; however, any other official ID or recent non-personal piece of mail may be acceptable. Identification will not be copied or kept on file; it will only be viewed by library staff to verify identity of applicant at time of registering.

Applicants under 18 years of age must have a parent or guardian give their consent on the application form and sign it before a new card can be issued. Parent or guardian will be held responsible for fees acquired the child's account. If the signing adult has a patron card, it must be free of suspensions. A parental signature is not required for children who are renewing cards. Materials cannot be checked out until a library card number is issued.

Lost cards

If a patron loses his/her library card, he/she should notify the library as soon as possible and request a replacement. Replacement cost will be \$1.00 after first replacement card.

Loan periods

- 28 days for books and audio books.
- Generally, reference books do not circulate. Upon request, some reference materials may be checked out overnight.
- Interlibrary loans are due the date indicated by the lending library. They may be renewed once if not on hold.

- 28 days for compact discs and computer software.
- 7 days for videocassettes, DVDs or Blu-rays.
- 28 days for puzzles.
- Items may be renewed up to five times if there is not a hold on the item.
- Current issues of newspaper periodicals do not circulate.
- Magazine periodicals may be checked out for 28 days and may not be renewed.

The director may establish the loan period for special collections, materials which are temporarily in great demand, such as for student projects, or materials added to the collection which are in a new format, e.g., computer software.

There is a 99 item limit on the number of items a patron can borrow at one time.

Fines and charges

- \$0.10 per day on books and periodicals
- \$0.50 per day on compact discs, computer software, puzzles, and audio books
- \$1.00 per day on videocassettes, DVDs, and Blu-rays.
- \$1.00 per day on Interlibrary and Outerlibrary Loan materials.
- \$10.00 maximum fine per item.

Patrons who provide their email will be sent an advance notice, item due, overdue notice, and 2nd overdue notice automatically through our library catalog system. Patrons will be notified by phone, as a courtesy, of overdue items when they are approximately 1 week overdue if an email address is not provided. Patrons will receive a bill if the items are still missing one month after the due date. The amount of the bill will be the replacement cost and a processing fee of \$5.00 for each outstanding item. Checkout privileges will be suspended until all materials are returned or paid for and unpaid fines are less than \$5.00. Items that are not returned within one month of mailing notice are regarded as stolen property and the bill will be turned over to local law enforcement at the library director's discretion. Payment plans for fines and replacement materials may also be utilized based on each individual's situation and director's discretion.

Damaged materials

If materials are damaged so as to be judged by the library staff as being unsuitable for the collection, the patron must pay the replacement cost and a processing fee of \$5.00 for each item damaged.

Circulation of Materials: Minors

Any child is eligible to receive a patron card. Applicants 18 years of age and under are required to obtain a parent or guardian's signature on the card application. If the parent or guardian is present the child will receive a card at that time. If the signing adult has a patron card, it must be free of suspensions. A child that resides in two households may hold one Library Card. The parent or guardian of the household of primary residence provides address verification.

Borrowing Restrictions for Minor Children

The Lester Public Library of Vesper does not restrict access to the material in its collection based on the age of the borrower. According to Wisconsin State Standards it is the responsibility of the parent or guardian to monitor the selection of materials of his or her minor children. The parent may request that the Lester Public Library of Vesper restrict borrowing on a minor's library card to particular area of the library (children's department, teen/YA room) or rating categories, such as: Unrated Children, G, PG, PG13, R or Unrated, by filling out a Borrow Restriction for Minors form. Please ask for this form at the circulation desk.

Hold

A hold is a process in which the library will not allow an item to be renewed by the current borrower, the patron to which the item is currently checked out to will not be notified of the request, but will not be able to renew it.

Placing a Hold Request

Patrons may request a hold for any item that is not on the shelf and whose status in the library's catalog, KOHA, is listed as checked out.

To request a Hold, patrons are asked to speak to a staff member of the Lester Public Library of Vesper. Patrons must have an active and non-suspended library card to request a hold on any item. Patrons who have set up their own account using the library's catalog online may also place holds on items themselves using their patron account.

Requested items will become available to the patron when they are returned to the library.

When an item a patron requested through a hold becomes available, the library will notify the patron by electronic or regular mail or by telephone. The library will hold the item for 10 days after notification. Unclaimed items will be re-shelved, and will become available for use by all library users.

Receiving a Hold Notice

Items currently checked out to patrons are subject to holds. Patrons may not renew items that have holds placed on them. Fines will be assessed and charged if you fail to return the item by the due date.

Placing an Interlibrary Loan or Outerlibrary Loan Request

Patrons may request any item 6 months past the publishing date that is not on our shelves but can be found at other libraries throughout Wisconsin.

To request ILL or OLL, patrons can ask a staff member of the Lester Public Library of Vesper. Patrons must have an active and non-suspended library card to request any item.

Requested items will become available to patrons after they are received by our library and logged into our records.

When an item arrives that was requested through ILL or OLL and becomes available for requesting patron's use, the library will notify the patron by electronic or regular mail or by telephone. The library will hold the item for 10 days after notification. Unclaimed items will be sent back, and the patron will have to request the item again.

Renewing ILL or OLL Items

Interlibrary Loan or Outerlibrary Loan items may be only renewed one time, if library staff is able and there are no other holds on that item within the linkcat or ILLiad system.

Receiving an Overdue ILL or OLL Notice

Fines of \$1.00 per day, to a maximum of \$10, will be assessed if the item is not returned by the due date. If item(s) are not returned, patrons will be charged for replacement of item and processing fees from the item's owning library.

Confidentiality of Patron Records Privacy Policy

A patron's right to privacy is a primary concern of the Lester Public Library of Vesper. Patrons have the right to be able to choose and use materials and services without fear of these records becoming public knowledge.

Statutory Reference

Pursuant to Wisconsin State Statute 43.30 “Public Library Records,” the public library is responsible for maintaining the confidentiality of all patron registrations, circulation records, and materials use and service usage.

43.30 Public library records. (1) Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library’s documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records, or to libraries as authorized under subs. (2) and (3).

(2) A library supported in whole or in part by public funds may disclose an individual’s identity to another library for the purpose of borrowing materials for the individual only if the library to which the individual’s identity is being disclosed meets at least one of the following requirements:

(a) The library is supported in whole or in part by public funds.

(b) The library has written policy prohibiting the disclosure of the identity of the individual except as authorized under sub. (3).

(c) The library agrees not to disclose the identity of the individual except as authorized under sub. (3).

(3) A library to which an individual’s identity is disclosed under sub. (2) And that is not supported in whole or in part by public funds may disclose that individual’s identity to another library for the purpose of borrowing materials for that individual only if the library to which the identity is being disclosed meets at least one of the requirements specified under sub. (2) (a) to (c). 43

(4) Upon request of the custodial parent or guardian of a child who is under the age of 16, a library supported in whole or part by public funds shall disclose to the custodial parent or guardian all library records relating to the use of the library’s documents or other materials, resources, or services by that child. (State Stat. 43.30 (4)).

Privacy Policy Statement

The Lester Public Library of Vesper champions the protection of personal privacy. Protecting library user privacy and keeping confidential information that identifies individuals or associates individuals with their use of library books, materials, equipment, programs, facilities, and/or staff assistance is an integral principle of the library. This policy affirms the library's commitment to privacy, explains the information that the library collects, and alerts visitors to library facilities and users of remotely accessed library services to the privacy choices they face.

The library will keep all such information that it purposefully or inadvertently collects or maintains confidential to the fullest extent permitted by federal, state and local law, including the USA PATRIOT Act.

Protection of confidentiality extends to information sought or received, and materials consulted, borrowed, and received.

Protection of confidentiality includes database search records, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities or services.

The library does not collect personal information about a library user when a user visits the library's website, registers for a program, or registers for a library card unless the user authorizes the library to have that information. The user has the option to participate or not participate.

Any information the library user chooses to provide will be used only to provide or improve library services, such as information gathered through voluntary library user surveys. The library protects library user account information by placing it on a secure server.

Staff responsibility

When linked with a person's name; library registration, circulation information, materials usage and service usage are confidential. Employees have a legal responsibility not to reveal information about our patrons or their use of the library and should access patron information only when it is necessary to complete their job responsibilities.

Patron's registration, circulation details, or materials and service usage must never be discussed with any individual except when needed in the performance of one's job. Such information should never be discussed with anyone outside the library. Gossip and careless remarks regarding a patron's uses of the library, in or out of the library, are violations of trust and the library's confidentiality policy. Such violations may be cause for immediate dismissal, regardless of position or length of service.

Requests for information

The normal reply to any request for patron information or materials and service usage, outside the described above should be that this information is confidential. If the requester is persistent, please refer to the library director. All requests from law enforcement personnel should be referred to the director.

Internet Acceptable Use

Purpose and Disclaimer

The Lester Public Library of Vesper provides access to a broad range of information resources, including those available through the Internet. The library makes these services available as part of its mission to provide quality information and technology resources to meet the educational, recreational and life long learning needs of all community residents.

The Internet offers access to ideas, information, and commentary from around the world that can be personally, professionally, and culturally enriching. However, not all resources on the Internet are accurate, complete, or up-to-date. The Lester Public Library of Vesper assumes responsibility only for the information provided on its home page. The Library Board, Director, and staff do not monitor, have no control over, and do not accept responsibility for material in other sources on the Internet.

Responsibilities of Users

In choosing and evaluating Internet sources, users should evaluate them just as they do print materials, questioning the accuracy and completeness of the information.

Users must search the Internet at their own risk, realizing that beyond the library's home page and supporting documents they may encounter material they find offensive.

In supervising children's use of the Internet, parents or legal guardians must assume responsibility for deciding what materials are appropriate for their children. The Lester Public Library of Vesper – unlike schools – does not serve *in loco parentis*. Library staff cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet.

General Guidelines

All users of the Internet via the library's public workstations must have a current individual library card in good standing.

Users of the Internet are responsible for all copyright compliance in accordance with the U.S. Copyright law (Title 17 US Code). All consequences of copyright infringement lie with the user. The Lester Public Library of Vesper expressly disclaims any liability or responsibility resulting from such use.

In order to insure that all patrons have equal access to its public workstations, the Lester Public Library of Vesper has set a maximum of 60 minutes per day per patron, on a first come, first serve basis. If there is no patron waiting for service at the end of the session, the user may extend their session by requesting more minutes at the main desk before their time runs out. Any override of the 60-minute per day time limit on library workstations must be justified by the patron and shall be made only at the discretion of the staff member on duty. Because they are not relying on the library's public workstations, patrons who provide their own wireless-enabled devices for Internet access are not held to these time limitations.

Persons who use the Library's public workstations assume responsibility for the software during their use. Files may not be saved to a library computer's hard drive. The Lester Public Library of Vesper assumes no responsibility for execution of malware and/or damages—direct or indirect—to a user's data, devices, drives, discs, files, and breaches of information arising from the use of the library's computers or the library's wireless connection.

Visitors and other non-residents are allowed access to the library's computers by the library staff using the guest log in accounts.

Wireless Internet Access

Wireless Internet access is a free public service provided by the Lester Public Library of Vesper for its patrons and the larger community. Users may request the password to log onto our wireless access. Patrons are responsible for knowing how to configure their own equipment for wireless access.

Unacceptable Internet Use

Users of all ages must abide by the following restrictions. A patron accessing the Internet at the Lester Public Library of Vesper may use the Internet only for legal purposes, whether accessing it from the library's public workstations or using the library's wireless network with his / her own wireless-enabled mobile device. These restrictions also apply to e-mail environments accessed through the library's public workstations or the library's wireless network. Unacceptable uses include - but are not limited to - the following:

- Transmitting of threatening or harassing materials
- Libeling, slandering or maliciously offending other users
- Misrepresenting oneself as another user
- Attempting to modify or gain access to files, passwords, or data belonging to others
- Attempting to crash, degrade the performance of, or gain unauthorized access to the library's computer systems and networks
- Modifying or damaging equipment, software, or data belonging to the library or other users
- Using another patron's library card
- Exposing children to harmful materials. *Sec. 948.11 of the Wisconsin Statutes*, among other things, makes it a crime to expose children to pictures or images of nudity, sexually explicit conduct, or physical torture or brutality that appeal to the prurient, shameful or morbid interests of children, are patently offensive to prevailing adult standards regarding materials suitable

for children, or lack serious literary, artistic, political, scientific or educational value for children.

The Lester Public Library of Vesper reserves the right to terminate a patron's Internet session if a staff member observes any behavior which he / she judges to be in conflict with any part of this policy, inappropriate for a library setting, or in other ways disruptive to library services. If an individual or group of Internet users creates a disturbance that limits the effective use of the library by others, they will be asked to correct their behavior, disband, and / or leave the building. Violations may result in loss of Internet or library privileges. Illegal use of the library's public workstations will be subject to prosecution by local, state, or federal authorities.

Online Privacy Policy

The Lester Public Library of Vesper is committed to protect the privacy of those who use its websites and other electronic services.

The following notice discloses the type of information gathered when visitors use electronic services provided by the Lester Public Library of Vesper and how that information is used.

General information gathered

Individual visits to electronic services are logged automatically by servers and software programs are used to summarize data from those visits. The data summaries do not identify individual visitors by name.

Server logs and statistical summaries are reviewed to learn how individual electronic services and Web pages are used in order to improve website content, better manage network traffic and troubleshoot server problems. Examples of statistics that may be gathered include:

Website:

- Referring site or site last visited
- Time and date of user sessions or visits
- Browser types and versions in use
- Operating systems in use
- Internet Protocol (IP) addresses assigned to Internet service providers

Library Catalog System:

Patron log-in totals

- Number of hold requests placed
- Number of renewals

Personal information

Individuals may choose to submit their names, email addresses, postal addresses or telephone numbers in order to receive library services, such as registering for library cards, ordering materials, receiving personal responses to questions or being added to specific mailing lists. The library does not sell, rent or otherwise distribute information to outside companies or organizations unless legally required to do so. For example, library records may be subject to disclosure to law enforcement officials under provisions of the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT Act) and librarians may under some circumstances be forbidden from disclosing that certain records have been requested or obtained.

Members of the public may be mentioned by name on the website, for example, in public meeting agendas and minutes, library event descriptions or photos, as bidders on public projects

or as contributors to Web page content. If identified at all, children are mentioned by first name or name of school/group only.

Cookies

Cookies are small text files placed on user computers by a website to enable customization of individual visits. Some Library electronic services, such as the library catalog and remote databases, place temporary cookies for current sessions. These cookies do not capture personal information or compromise visitor privacy, and are deleted when sessions are ended. Visitors can refuse the cookie by using instructions provided in browsers, which may result in an inability to access some library services from computers outside the Library.

Children's Privacy

The library is very concerned about the issue of children's privacy. We ask all children using services on our website or on websites affiliated with the library to limit the amount of personal information they provide. We do not ask for more personal information from children than is necessary to participate in the activity in question.

We encourage all parents and guardians to learn about their children's online activities and to join in their children's exploration of the Internet. We also encourage parents and caregivers to tell their children about the importance of not revealing personal information online and asking for permission before giving their last name or personal information to any website.

We want to help parents and guardians make sure that their children have a safe and fun online experience.

Library online

Library users have many opportunities to interact with the library online. We treat our customers with respect and expect the same in return. Here are some guidelines for online conduct.

Social Media

The library invites people to follow and interact with information it publishes on social media venues such as Facebook, Pinterest, Twitter and YouTube. We encourage comments and hope people will join in the discussions.

The library's social media pages provide a family-friendly open forum. We ask that everyone follow our posting guidelines. Inappropriate messages and comments will be removed from public viewing.

Social Media Guidelines

By publishing any comments, posts or other materials (including photos) on the library's social media pages, you give the library the right to reproduce, distribute, publish, display, edit, modify, delete and otherwise use your submissions for any purpose in any form on any media. As a form of government, all comments are considered public comment and therefore retained and archived. You participate at your own risk, taking personal responsibility for your comments, your username and any information provided. Appearance of external links does not constitute official endorsement on behalf of the library.

You also agree that you will not:

Post graphic, obscene, explicit, or racial comments or submissions, nor comments that are abusive, hateful, or intended to defame anyone or any organization.

Post solicitations or advertisements. This includes promotion or endorsement of any financial, commercial, or non-governmental agency. Similarly, we do not allow attempts to defame or defraud any financial, commercial or non-governmental agency.

Post chain letters or pyramid schemes.

Post comments that suggest or encourage illegal activity.

Impersonate another person.

Post the same note more than once, or "spam."

The library reserves the right (but is not obligated) to do any or all of the following:

- Edit or delete any communications posted, regardless of whether such communications violate these standards.
- Remove communications that are abusive, illegal or disruptive, or that otherwise fail to conform to these guidelines.
- Terminate a user's access to the comment feature upon any breach of these guidelines.

Finally, you agree that you will indemnify the library against any damages, losses, liabilities, judgments, costs or expenses (including attorneys' fees and costs) arising out of a claim by a third party related to any material you have posted.

What You Can Expect of Us

We exercise editorial control on our social media platforms to support our aim to create online communities around the library and its services. We will keep our library communities like our libraries: a safe and supportive environment.

Public postings do not indicate library endorsement of the ideas, issues, hyperlinks or commentary posted. Additionally, endorsement is not implied via "following," "friending," or otherwise linking to other online entities.

What We Expect of You

The following will not be tolerated when interacting with the Library and/or its users online:

- Potentially libelous comments
- Profane language or content
- Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Obscene or racist comments
- Sexual content or links to sexual content
- Conduct or encouragement of illegal activity
- Personal attacks, harassment, insults or threatening language
- Comments not topically related to the particular issue presented
- Repetitive posts of the same material that disrupt normal operation of the forum
- Hyperlinks to material not directly related to the discussion or library
- Information that may tend to compromise the safety or security of the public or public systems
- Content that violates a legal ownership interest of any other party
- Postings of, or request for, personal information, such as phone number, address, financial accounts, etc.
- Impersonation of someone else
- Commercial messages, including advertisements and solicitations and spam
- Support for or opposition to political campaigns or ballot measures

Posts, reviews or any public commentary containing any of the above will be deleted. Multiple violations may result in the restriction of your ability to interact with the library on social media. In the case of chat, text or e-mail services, if you use abusive or inappropriate language, we will terminate the session and take appropriate action. We respect the privacy of your identity;

however, persons making threats or using offensive language may be reported to the appropriate authorities.

By posting a review or comment, participants agree to indemnify the library and its officers and employees from and against all liabilities, judgments, damages and costs (including attorney fees) incurred by any of them which arise out of or are related to the content that you post. All postings are public records under RCW Chapter 42.56.

Third-Party Partners

The library has teamed up with reputable third-party partners to provide certain online services to its patrons, such as Overdrive, Flipster, Calendar, Homework Help and Koha. The information you submit to the library may be provided to those third parties on a confidential basis so they can assist us in providing these services. In cases where patrons leave the library's website to visit one of its partners' websites, they are encouraged to learn about the privacy policies of the websites they visit.

Outside Sites

The library's website includes selected links to outside sites. Those sites may have different privacy statements and the library's notice does not apply. The library is not responsible for protecting personal information gathered by outside websites.

Security

The Lester Public Library of Vesper has taken reasonable steps to safeguard the integrity of its data and prevent unauthorized access to information it maintains, including but not limited to authentication, monitoring, and auditing. Security measures have been integrated into the design, implementation and day-to-day practices of the entire operating environment as part of its continuing commitment to risk management. These measures are intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

Devices for In-Library Use

The Lester Public Library of Vesper has the following devices: Kindle, Kindle Touch, Kindle Fire, iPad, Laptop, and Nook Color that may be used in the library. These devices are not available for check out.

These devices may be signed out at the circulation desk for 30 minute increments at a time with a valid library card. If no other patron wants to use a device currently in use, the original patron user may continue using the device until it is requested. The devices may not be taken out of the library for any reason. The devices are all subject to the same policies as the patron use computers.

Copy Machine / Printer / Fax

A photocopy machine is available for customers who wish to copy or print for a charge per page or fax documents for a charge per fax. Charge amounts are determined by the library board. Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the user printing or requesting copies.

Inclement Weather Policy

The Lester Public Library of Vesper shall remain open to the public during inclement weather as long as an employee can make it to the library for the scheduled operating hours. If inclement weather does occur and an employee feels they cannot reach the library, they shall try to find a

replacement that can reach the library and call the director. If no one feels they can safely make it to the library, then the director may decide to close the library.

In the event that schools are closed due to severe cold temperatures, the library will also be closed during that time period.

Holiday closing policy

The library will be closed on the following days:

- New Year's Day
- Saturday before Easter
- Saturday before Memorial Day
- Memorial Day
- July 4th
- Saturday immediately after or before July 4th if it falls on Friday or Sunday
- Saturday before Labor Day
- Labor Day
- Thanksgiving
- Friday after Thanksgiving
- Saturday after Thanksgiving
- Christmas Eve
- Christmas
- New Year's Eve (open until noon)

Staff will not receive pay for hours of work missed because of holiday closings and hours lost may not be made up unless approved by director.

History / Meeting Room Use Policy

The History / Meeting Room is available during normal operating hours for non-library sponsored events and may be used for no fee. Meetings must adjourn 15 minutes before closing time. The room may be reserved by contacting the library. Otherwise, it may be used on a first come first serve basis.

Public Use of Meeting Rooms

The History / Meeting room may be used for educational, cultural, informational or governmental/civic activities and may include public lectures, panel discussions, workshops and other functions. The History / Meeting room is intended for small groups, and therefore the room holds a maximum of 8-10 people.

Who can use meeting rooms

Preference is always given first to Lester Public Library of Vesper programs. After that preference may be given to the Village of Vesper, Wood County government agencies, Representatives of State of Wisconsin or United States government agencies and local non-profit/community groups.

In publicizing a meeting to be held in the library meeting room, the sponsoring group must be clearly identified. Groups must not imply library sponsorship of their program or organization in their publicity.

Rooms are not available for classes conducted for profit, selling of goods or merchandise, or groups or individuals requiring an admission fee. Direct sales groups or parties may be allowed to use the meeting room based upon number of participants and description of event.

Meeting Room User Responsibilities

Patrons and users must adhere to all library policies. Staff will use their best judgment in determining inappropriate use and discuss with patrons and users any activities that are unsuitable for a public gathering place. The Library retains the right to monitor all meetings, programs and events conducted on the premises to ensure compliance with Library regulations. Library staff will have free access to the meeting room at all times.

With appropriate notice, staff members may be available to provide a brief orientation to the available technologies.

Light refreshments may be served, but groups may not prepare food on library property. Groups are responsible for cleanup.

Meetings held in library meeting rooms must not disturb library operations. The Library reserves the right to stop meetings that are disruptive to library operations. Groups that disturb library operations may be denied future use of meeting rooms.

The library is not responsible for theft of or damage to property brought into a library meeting room.

Groups and individuals using the rooms are responsible for any necessary set up or clean up following use. Damages to furnishings and equipment as a result of misuse will be charged to groups or individuals responsible.

Group Visits Policy

Purpose of the Group Visit Policy

This policy defines the purpose and scope of youth programming for groups and classes. This policy also defines the eligibility for this service.

Definition and Purpose of Programming for Groups

The Lester Public Library of Vesper will provide story time programming and/or tours for groups and classes that come to the library. Any library staff can provide these programs and tours.

The purpose of providing programs to classes and groups is twofold; to introduce children to the Lester Public Library of Vesper and its services, and to provide age-appropriate literary experiences.

Availability of Service

Programming and tours are available to any eligible group. Eligible groups include, but are not necessarily limited to, public and private schools, day care centers, preschools, Head Start, Even Start, home schooling families, and troops associated with the Girl Scouts and Boy Scouts.

Groups of fewer than five children cannot schedule a program, but may request a tour. The final determination of eligibility is left to the discretion of the library director.

Appointments for tours are appreciated. Programs must be scheduled at least two weeks prior to the date the program is requested. Groups and classes may request a program or tour as often as once a month. Lester Public Library of Vesper staff may refuse a program or tour request if the group does not provide two week's notice, another program is being held at the same time or there is not staff available at the time requested.

Responsibility of Group Leaders

While at the library, children in the group are the sole responsibility of the teachers, group leaders and chaperones, and these adults must remain with the group at all times. Inappropriate behavior by any child in the group will be brought to the attention of the group leader. If the inappropriate behavior continues, the group may be asked to leave the library.

Public Notice Bulletin Board Policy

Materials meant for the front entrance bulletin board may be submitted for posting by nonprofit organizations for civic, educational, or cultural purposes. Such organizations or individuals may submit literature publicizing a specific event. Limited space generally allows only short-term notices. Library staff must approve all postings and may prohibit postings which do not meet library standards. Library staff will place and remove postings promptly. A second bulletin board located in the hall by the rest rooms is available for local businesses and individuals to post services and items for sale. Each item posted must be dated and initialed by library staff. A request for return of items, along with name and telephone number of person to be contacted, should be printed on the back of each article. Unless such arrangements are specified, items must be picked up the day following the date of the publicized event if the owners want them returned. Otherwise, the library will not be responsible for returning materials.

Displays and Exhibits Policy

As an educational and cultural institution, the Lester Public Library of Vesper welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The director shall accept or reject material offered for display based on its suitability and availability.

The library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are there at the owner's risk.

Areas available to the public for displays and exhibits are on top of book shelves, the meeting room, and the bulletin boards. A release must be signed by the exhibitor before any artifact can be placed in the library.

Revision of Library Policies

The statements contained within these policies of the Lester Public Library of Vesper shall be subject to review and revision at least every five years by the Library Board. Individual policies will be reviewed or added as needed.

Reviewed and Proposed- August / September 2015

Adopted – October 12th, 2015