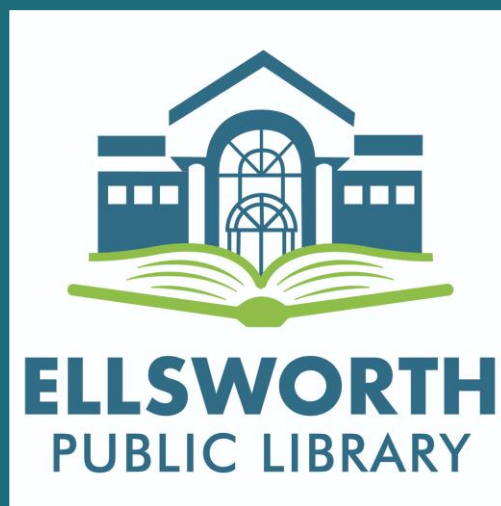


# ELLSWORTH PUBLIC LIBRARY POLICY MANUAL



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# **POLICIES OF THE ELLSWORTH PUBLIC LIBRARY**

## **I. Mission and Goal Statements**

- a. The mission of the Ellsworth Public Library is to provide quality materials, services, resources and lifelong learning opportunities which fulfill educational, informational, cultural, and recreational needs of the entire community in an atmosphere that is welcoming, respectful, and businesslike.
- b. The general library goals of the Ellsworth Public Library shall be:
  - i. To serve all residents of the community and the surrounding region.
  - ii. To build and maintain diverse, accessible collections as will address patron needs to
    - 1. become well informed,
    - 2. locate answers to important questions,
    - 3. cultivate the imagination and creative expression,
    - 4. develop skills for career and vocational advancement, and
    - 5. enjoy leisure by means of reading and other media services.
  - iii. To acquire the means to provide the most frequently requested material locally and upon demand.
  - iv. To maintain a program of service which
    - 1. locates information, guides reading, organizes and interprets material for people of various backgrounds, and stimulates thinking and intellectual development in individuals of any age
    - 2. provides outreach beyond conventional limits to particular segments of the community
  - v. To strive consistently to discover new methods and improvements for better service for the library's customers.
  - vi. To review regularly these goals of the Ellsworth Public Library and, if necessary, revise them in light of new developments.
  - vii. To seek to identify community needs, provide programs and services to meet such needs and to cooperate with other organizations and institutions that can provide programs of service to meet community needs.

## **II. The Library Board**

### **a. Structure**

- i. The Library Board shall consist of seven members. Members shall be residents of the municipality, except that not more than two members may be residents of other municipalities.

- ii. One trustee shall be a school district administrator or his/her representative. This person shall represent the interest of the public schools and students.
- iii. One trustee shall be an Ellsworth Village Board member.
- iv. Appointments are for three years, with staggering terms for continuity. Vacancies shall be filled for unexpired terms in the same manner as regular appointments are made.
- v. Election of the officers shall take place in May of each new year. The officers shall be President, Vice President, Secretary, and Treasurer.
- vi. Board vacancies are filled by appointment by the Mayor.
- vii. The Library Board meets monthly at a date and hour set by the Board at its annual meeting.

**b. Responsibilities and Authorities of the Library Board**

The Ellsworth Public Library encourages each library trustee to take advantage of training opportunities for trustees offered by the public library system or statewide agencies and organizations. Likewise, the Library encourages trustees to be active in the state library organization and its efforts to inform the governor and legislature of the benefits and needs of public libraries.

- i. All trustees are voting members.
- ii. The director will prepare an annual budget to be approved by the Library Board for submission to the Village Board for the annual budget request.
- iii. The Library Board shall have exclusive control of the expenditures of all monies collected, donated or appropriated for the Library and shall audit and approve all library expenditures.
- iv. The Library Board shall select, appoint and have the power to discharge the Director of the Library.

**III. Who May Use the Library**

- a. 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.
- b. Access to 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 conduct deemed objectionable by library staff on library premises.

#### **IV. 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 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 after being instructed to do so by the staff, will be denied access to the library and its facilities.

##### **a. Photography and Videography in the Library**

The library is a designated (or limited) public forum, which is a place purposefully opened by the government for designated expressive activity by part of the public or all of the public. As such, the library has this policy for photographers and videographers, whether professional or amateur:

- The taking of photographs or videos can take place only in public areas of the building.
- The taking of photographs or videos must not interfere with anyone's enjoyment of the library or impede on people's access to information.
- The photographer or videographer will honor the requests by patrons in the library who do not wish to be photographed or recorded.
- Minors may not be photographed or recorded without the consent of a parent or guardian, except by library staff during library-sponsored programs and except incidentally in group or crowd photos.

##### **b. Animals in the Library**

No pets or animals other than service animals as defined under the Americans with Disabilities Act (ADA), or service animals in training, are allowed in the library. All service animals must be under the control of their handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. Upon approval by the Library Director, or designee, the Library may have animals in the building as part of its educational or recreational offerings.

##### **c. Young Children**

The Ellsworth Public Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Therefore, it is library policy that all children age eight or under must be accompanied by a parent or designated responsible person while in the library. A caregiver (responsible person) must be at least 12 years of age or older. The responsibility for the care, safety, and behavior of children using the library rests with the parent/guardian or caregiver.

Parents/guardians or caregivers are always responsible for the actions of their children. Library staff are not expected to assume responsibility for the care of unsupervised children in the library.

**d. 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 comply with behavior expectations or will be asked to leave the library. If the child who is asked to leave needs to contact a parent, guardian or responsible adult for transport, they may do so and then wait with a staff person until the parent arrives.

**V. Services of the Library**

- a. The library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The library should endeavor to:
  - i. Select, organize, and make available necessary books and materials.
  - ii. Provide guidance and assistance to patrons.
  - iii. Sponsor and implement programs, exhibits, displays, book lists, etc., which would appeal to children and adults.
  - iv. Cooperate with other community agencies and organizations.
  - v. Secure information beyond its own resources when requested (using the MORE consortium, interlibrary loan and other resource sharing methods provided through the system and state).
  - vi. Lend to other libraries upon request.
  - vii. Develop and provide services to patrons with special needs.
  - viii. Maintain a balance in its services to various age groups.
  - ix. Cooperate with, but not perform the functions of, school or other institutional libraries.
  - x. Provide service during hours which best meet the needs of the community, including evenings and weekend hours.
  - xi. Regularly review library services being offered.
  - xii. Use media and other public relations mechanisms to promote the full range of available library services.

**VI. Volunteers and Friends**

The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the Ellsworth Public Library. In appreciation of volunteer services, the Library

acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the library and the communities it serves. Individuals and student volunteers must fill out a volunteer application and abide by the rules outlined in the Ellsworth Public Library Volunteer Policy.

The Friends of the Ellsworth Public Library is a non-profit 501(c)(3) organization whose goals are to support, improve and promote library services through fundraising, assisting with programs and fun events with a team of volunteers. Friends groups always serve at the pleasure of the library board which is the only body with legal authority to set policy for the development of the library. A memorandum of understanding exists between the library and the Friends of the Ellsworth Public Library.

## **VII. Personnel Policy**

### **a. Management Policy**

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

- i. The library board shall select, appoint, and have the power to discharge the director of the library.
- ii. The Board shall establish all other positions and all wage and benefit levels for all library staff.
- iii. The library board shall provide an effective orientation for new directors to assure that the director understands
  1. the policies and process related to the daily operation of the library,
  2. reporting and budgetary requirements that assure accountability and compliance with the law,
  3. the expectations of the board in regard to administrative processes and protocol, particularly as they relate to conducting effective and efficient board meetings, and
  4. rules and requirements for state certification and any assistance which is provided by the Library to acquire and maintain appropriate certification.
- iv. The library board shall conduct annual appraisals of the library director's performance, at which time personal and management goals shall be established and reviewed.

### **b. Administrative Policy**

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

### **c. Personnel Policy**

See Ellsworth Public Library Personnel Handbook for further details.



## **VIII. Materials Selection/Collection Development Policy**

See stand-alone Collection Development Policy approved 4/26/23.

## **IX. Circulation Policy**

### **a. Standard Card 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:

- I hereby apply for the right of borrowing privileges at libraries within the MORE library consortium. I agree to comply with library rules and regulations, to pay all fines, to make good any loss or damage to books or materials incurred by me, and to give immediate notice of any change of residence.
- In the event my library card is lost or stolen, I understand that I am responsible for charges on my account until the date the library is notified of its loss or theft.
- If signing a library card application for a juvenile, I accept responsibility for fines and charges on that child's card and acknowledge that it is my responsibility, not the library's, to monitor and approve my child's choice of library materials and/or other information resources.
- I understand that I can request library records for my custodial child/ward under age 16 (*WI Statute 43.30*).

Identification and proof of address are required. Acceptable forms of identification include:

- current driver's license
- state issued ID card
- student ID with photo
- U.S. Passport
- Unexpired foreign passport, with I-551 stamp or attached INS Form I-94 indicating unexpired employment authorization
- Permanent Resident Card or Alien Registration Receipt Card with photograph (INS Form I-551)
- Unexpired Temporary Resident Card (INS Form I-688)
- Unexpired Employment Authorization Card (INS Form I-688A)
- Unexpired Employment Authorization Document issued by the INS which contains a photograph (INS Form I-688B)

- I-766 Employment Authorization Document
- Driver's license or ID card issued by a state of the U.S. provided it contains a photography and information such as name, DOB, gender, height, eye color and address
- School ID card with photograph
- Voter's registration card
- U.S. Military ID
- Native American tribal document
- Driver's license issued by a Canadian government authority

Applicants under 16 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. This parental signature is not required for children who are renewing cards.

Materials cannot be checked out until a library card is issued. Library cards must be presented at checkout. If a patron does not have their library card on their immediate person, a current photo ID can be used for a one-time checkout. Library cards for out-of-state residents will be issued for a \$25.00 annual fee. This fee will be waived for Minnesota residents.

All library cards expire after one year. In order to renew a library card, patrons must produce identification and must clear any replacement costs.

**b. Temporary Card Registration**

Any person without street address, or living in temporary accommodation, may obtain a temporary card. Identification is required (see acceptable forms of identification above); proof of address is not.

- Allows check out of up to two items at a time
- Use of public computers
- Access to streaming, downloads and research databases
- No holds
- No interlibrary loans
- No kits, hotspots, or other equipment
- For use at issuing library only
- Expires after three months

If a person does not have proof of address with them at the time they apply for a card, but has an acceptable form of identification, a temporary card will be given to allow immediate, limited services as stated above. Staff will mail a postcard to verify the current address. Once the postcard is received and the applicant returns to the library

with the postcard as proof of address, a regular card will be issued. A temporary minor card will be issued following the same procedures if accompanied by a parent or guardian.

**c. Loan Periods**

- i. Four weeks for caregiver kits and puzzles.
- ii. Three weeks for books, non-current periodicals, audiobooks, and music CDs.
- iii. Two weeks for TV series DVDs and high-demand new materials.
- iv. One week for DVDs, games and special equipment.
- v. Most materials may be renewed twice if there is not a waiting list.
- vi. Interlibrary loans are due the date indicated by the lending library. Renewal of interlibrary loans is at the discretion of the lending library. Renewal requests should be initiated at least three days prior to the due date.
- vii. Generally, reference books do not circulate. Upon request, some reference materials may be checked out for three days.
- viii. Current issues of periodicals do not circulate.

The director may establish the loan period for special collections, materials in great demand, or materials added to the collection which are in a new format.

A patron can borrow up to 200 items at a time.

**d. Holds**

Holds may be placed by patrons either in person, over the phone, or via the Internet. Patrons will be notified by telephone, email, or text when the materials are available. Once notified, items will be available at the library for pickup for one week. A patron can have up to 100 items on hold at a time. There is no charge to the patron for placing a reserve or for interlibrary loan services.

**e. Fines and Charges**

The library adopted a fines free policy effective April 1, 2018. Materials are expected to be returned by the specified due date. If material is not returned by the specified due date, an overdue notice will be sent the first and second weeks, and on the fourth week a replacement bill will be sent. If the materials are not returned, this matter may be turned over to the police department for collection. Patrons whose accounts exceed ten dollars shall be denied borrowing privileges until overdue materials are returned or paid for if lost and/or damaged. The fines free policy does not apply to cellular hotspots.

**f. Damaged Materials**

If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the replacement cost. The materials that are damaged can be given to patron at that time.

**g. Confidentiality**

The Ellsworth Public Library adheres strictly to all sections of *Wisconsin Statute 43.30* regarding the protection of the confidentiality of its users.

**X. References Service Policy**

The Ellsworth Public Library:

- a. 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;
- b. 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);
- c. 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;
- d. May refer library users to other agencies and libraries in pursuit of needed information;
- e. May use digital resources in pursuit of “ready reference” information.

**XI. 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. A budget for programming will be established by the board in conjunction with the library director.

**XII. Public Relations Policy**

- a. Public relations goals of the Ellsworth Public Library are:
  - i. To promote a good understanding of the library’s objectives and services among governing officials, civic leaders, and the general public;
  - ii. To promote active participation in the varied services offered by the library to people of all ages.
- b. The Ellsworth Public Library Board of Trustees recognizes that public relations involves 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.

- c. The director and staff members 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 or digital media will be approved by the director.
- d. The board will establish a publications budget to cover costs related to printing, publication, supplies, and miscellaneous needs related to the public relations effort.

### **XIII. Equipment Use Policy**

#### **a. Computer Use Policy**

- i. Each patron must sign in with his/her own library card. Guest passes are available for adults if needed.
- ii. Individuals may sign up for one-hour sessions, and if there is no one waiting, time may be extended. Limit of two sessions or two hours per day.
- iii. One user per computer. Exceptions may be made for a group homework project. Please ask permission from the library staff.
- iv. Parents are advised to supervise children's use of the Internet. There are items available on the Internet that some people may find objectionable.
- v. Because these computers are located in a public space the library reserves the right to restrict visual images. If a patron is viewing images determined to be objectionable by a library staff member the patron will be asked to exit from that site. A second offense will cause a patron to lose their session.
- vi. The installation of any programs, downloading of software, or changing of ANY settings on public computers is not allowed.
- vii. A printer is available. Printer paper will cost 50 cents per side for color, 10 cents per side for black and white, and must be paid for at the conclusion of a session. It is recommended that the print preview function is utilized as patrons are responsible for what is printed. The Library Board or Director may from time-to-time increase the charge for printing to cover the reasonable costs thereof.

#### **b. Photocopy Machine**

A photocopy machine is available to patrons who wish to have library staff copy materials for them. The cost is 10 cents per side for black and white and 50 cents per side for color. Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user. The Library Board or Director may from time-to-time increase the charge for photocopying to cover the reasonable costs thereof.

**c. Fax Machine**

A fax machine is available. The fee is \$1.00 for the first page, and 25 cents per page thereafter. The Library Board or Director may from time-to-time increase the charge for faxing to cover the reasonable costs thereof.

**XIV. Displays and Exhibits Policy**

As an educational and cultural institution, the Ellsworth Public Library 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 the four designated art walls, the History Room display case, and on top of bookcases. A release must be signed by the exhibitor before any artifact can be placed in the library. An example of the release statement follows:

I, the undersigned, hereby lend the following works of art or other material to the Ellsworth Public Library for exhibit purposes only. In consideration of the privilege of exhibiting them in the Library, I hereby release said Library from responsibility for loss, damage, or destruction while they are in the possession of the Library.

**XV. Public Notice Bulletin Board Policy**

Bulletin board materials may be submitted for posting by nonprofit organizations for civic, educational, or cultural purposes. Such organizations may submit literature publicizing a specific event. Limited space generally allows only short-term notices. Staff will review all postings and may prohibit postings which do not meet library standards. Library staff will place and remove postings promptly.

Each item posted must be dated and signed. 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.

## **XVI. Disasters Policy**

### **a. Emergency Situations**

Where a person's actions present an imminent danger to the life or safety of themselves, others or to library property the police shall be called for assistance. Incidents presenting imminent danger include, but are not limited to, assault and other crimes of violence, or the threat or attempt to commit such crimes.

### **b. Fire**

Staff will follow the R.A.C.E. procedure before attempting to extinguish any fire.

Rescue/Remove: Rescue or remove any persons from the immediate scene.

Alert/Activate: Pull the nearest alarm and call 911 to report the location and current extent of the fire.

Contain/Confine: Close all doors to the hazard or fire area.

Extinguish/Evacuate: Extinguish using the closest fire extinguisher if the fire impedes your evacuation. Evacuate to designated meeting location.

### **c. Inclement Weather**

In the event of inclement weather, such as tornadoes or severe storms, staff should escort patrons to the History Room, restrooms, or either of the two windowless storage rooms. Persons shall stay away from doors and windows until the all clear is sounded. In case of unattended children, staff assumes "loco parentis," and directs them to shelter. Adults who do not wish to take shelter may leave the building at their own risk.

### **d. Health Emergencies**

Staff will exercise caution when administering first aid.

911 should be called immediately in the event of any serious problem.

An AED is located above the fire extinguisher near the front door. Follow visual and/or audio prompts given by the device when caring for a non-breathing person.

All injuries, whether on the job or witness to an injury, must be reported to a supervisor immediately, after taking necessary action to prevent further injury or death. An appropriate report shall be completed, either the "Employee Report of Incident or Injury Report" and OSHA Form 301 "Injury and Illness Accident Report" (for library staff) or "Report of Accident Other Than Automobile" (for citizens), and left for a supervisor by the end of the same day. The supervisor will fill out the "Supervisor's Injury Investigation Report" and will follow up appropriately.

**XVII. Services from System and County Libraries**

**a. IFLS Library System**

The Ellsworth Public Library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries and to provide to any resident of the system area the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library.

**b. Pierce County Library Plan**

The Pierce County Library Plan provides open access for township residents at the public libraries. See current Pierce County Library Plan for additional details.

**XVIII. Review and Revision of Library Policies**

The preceding statements of the Ellsworth Public Library’s policies shall be subject to review and revision not less than every three years by the Library Board. Individual policies will be reviewed or added as needed.

- Adopted: Feb 25, 2003
- Updated: March 31, 2015 – circulation policy regarding library cards
- Updated: March 27, 2018 – circulation policy regarding fines and charges
- Updated: February 26, 2019 – full review of entire policy
- Updated: March 19, 2019 – omitted paragraphs in sections IV and XII reinstated
- Updated: December 17, 2020 – circulation policy regarding hold and checkout limits
- Updated: March 18, 2021 – circulation policy regarding acceptable forms of identification; addition of temporary card policy
- Updated: April 15, 2021 – circulation policy regarding cards for MN residents
- Updated: March 30, 2022 – Library Board meeting date; behavior policy regarding photography and videography in the library, and animals in the library; collection development policy regarding diversity of collection; interlibrary loan policy regarding item limits; circulation policy regarding loan periods for puzzles and kits, and fines on cellular hotspots; equipment use policy regarding color printing costs
- Updated: November 29, 2022 – displays and exhibits policy relevant to exhibit space in new building; disasters policy procedures relevant to new building
- Updated: April 26, 2023 – approved new Collection Development Policy (stand-alone)
- Updated: January 30, 2024 – circulation policy regarding age for library card registration without parent or guardian consent
- Updated: February 27, 2024 – computer use policy regarding guest passes for adults and length of time on public computers



## Appendices

1. Internet Use Agreement
2. Pierce County Library Plan