

**NEENAH PUBLIC LIBRARY  
BOARD OF TRUSTEES**

*Library Policies*

**Neenah Public Library**  
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[www.neenahlibrary.org](http://www.neenahlibrary.org)

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## **An American Value**

Libraries in America are cornerstones of the communities they serve. Free access to the books, ideas, resources, and information in America's libraries is imperative for education, employment, enjoyment, and self-government.

Libraries are a legacy to each generation, offering the heritage of the past and the promise of the future. To ensure that libraries flourish and have the freedom to promote and protect the public good in the 21<sup>st</sup> century, we believe certain principles must be guaranteed. To that end, we affirm this contract with the people we serve:

- We defend the constitutional rights of all individuals, including children and teenagers, to use the Library's resources and services;
- We value our nation's diversity and strive to reflect that diversity by providing a full spectrum of resources and services to the communities we serve;
- We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the Library and its resources and services;
- We connect people and ideas by helping each person select and effectively use the Library's resources;
- We protect each individual's privacy and confidentiality in the use of Library resources and services;
- We protect the rights of individuals to express their opinions about Library resources and services;
- We celebrate and preserve our democratic society by making available the widest possible range of viewpoints, opinions, and ideas, so that all individuals have the opportunity to become lifelong learners—informed, literate, educated, and culturally enriched.

Change is constant; but these principles transcend change and endure in a dynamic technological, social, and political environment.

By embracing these principles, libraries in the United States can contribute to a future that values and protects freedom and speech, in a world that celebrates both our

similarities and our differences, respects individuals and their beliefs, and holds all persons truly equal and free.

*05.19.99*

**Free Public Library Services—Resolution of Affirmation**

**WHEREAS**, the State of Wisconsin adopted a Statute in 1872 providing that public library service shall be free to the inhabitants of those communities that establish and maintain them; and

**WHEREAS**, providing free access to the information people need in their daily lives and for an understanding of the world today is central to the preservation of democracy; and

**WHEREAS**, the information needed in the 21<sup>st</sup> century comes in many forms and formats and no one format meets the needs of all of our citizens; and

**WHEREAS**, a Wisconsin Library Association goal, "Open Access," means the people of Wisconsin shall have the broadest possible access to information resources and materials; and

**WHEREAS**, the Neenah Public Library was established by the Neenah Common Council on August 13, 1884; and

**WHEREAS**, the founding ordinance states, in Section One: "That there be established and maintained in said City of Neenah, a Public Library and Reading Room for the use of the inhabitants of said city; free of charge, except as to the tax hereinafter mentioned,"

**NOW THEREFORE, BE IT RESOLVED**, that the Neenah Public Library Board of Trustees affirms the Library's founding ordinance; and

**BE IT FURTHER RESOLVED**, that the Neenah Public Library Board of Trustees supports the 131-year fundamental principal of free and open access to library materials to all Wisconsin citizens; and

**BE IT FURTHER RESOLVED**, that the Neenah Public Library Board of Trustees encourages resistance to any attempts to change the 1872 free library statute principles for free access to public libraries and information services, and

**BE IT FURTHER RESOLVED**, that a copy of this Resolution for Free Public Library Services be transmitted to all state and federal legislators representing constituents within the Neenah Public Library service area and to Governor Jim Doyle.

APPROVED BY VOTE OF THE BOARD OF TRUSTEES,



The 16<sup>th</sup> day of April 2003

SIGNED BY:

Judith A. Malueg, Neenah Public Library Board President

Jeffrey W. Hanes, Neenah Public Library Board Vice-President

*04.16.03*

## **Mission statement**

*Inspiring ideas, enriching lives, creating community, celebrating literacy.  
09.18.91/06.17.09/07.22.15*

## **Roles**

### **Popular Materials Library**

The Library features current, high-demand materials and electronic resources in a variety of formats for persons of all ages with sufficient duplication to meet demand. *09.18.91/06.17.09*

### **Children's Door to Learning**

The Library encourages children to develop an interest in reading and learning through services for children, and for parents and children together. The collection has a variety of materials and formats for children and for adults working with children. Materials and tools include computers, electronic resources, and audiovisual formats to help children expand their imaginations and improve sensory skills. Popular titles are available in multiple copies. *09.18.91/06.17.09*

### **Reference Library**

The Library actively promotes timely, accurate, and useful information, emphasizing materials that support individual, business, government, and community interests. Materials are available for all ages and reading levels. The reference collection includes such materials as electronic resources, indexes, atlases, encyclopedias, handbooks, and directories. The Library uses Internet resources, and has an up-to-date periodicals collection. Development of local history archives and collecting local documents and photographs are emphasized. *09.18.91/06.17.09*

## Neenah Public Library Board of Trustees Bylaws

### Article 1

#### Identification

This organization is the Board of Trustees of the Neenah Public Library, located in Neenah, Wisconsin, established by the City of Neenah and existing by virtue of the provisions of Chapter 43 of the Wisconsin Statutes, and exercising the powers and authority and assuming the responsibilities delegated to it under that statute.

### Article 2

#### Board of Trustees

**Section 1. Number and qualifications.** The governing body of the Library is composed of eight members appointed by the Mayor and confirmed by the City Council; the local school district administrator or his or her designee, as by law; and members who qualify under Wisconsin Statutes 43.60(3), relating to funding received by a county.

**Section 1.a. Teen Representative.** By a majority vote of the Board, up to two Teen Representatives, aged 13-18, nominated by the Youth Services Manager, may serve as ad hoc members of the Library Board for a one-year term to run from June 1 of the current year through May 31 of the following year. The Teen Representatives may be reappointed by the Library Board for a second one-year term. The Teen Representatives shall not be official members of the Board and shall not have voting rights but shall serve in an advisory capacity and are encouraged to contribute to the discussion of any matter that comes before the Board. The Teen Representatives shall be excluded from closed sessions. The Teen Representatives may be removed from this advisory position by a majority vote of the Library Board. *10.21.20*

**Section 2. Term of Office.** The term of office of trustees shall be three years or as provided by City Ordinance.

**Section 3. Disqualifications, Vacancies.** Members who move out of the political subdivision they represent shall be responsible for notifying the mayor. When any trustee fails to attend three consecutive Board meetings without a reasonable excuse, the president shall notify the appointing authority to request disqualification of the trustee.

### Article 3

#### Officers

**Section 1.** The officers shall be a president, a vice-president, and a chairperson of the Finance & Personnel Committee, elected from among the appointed trustees at the January meeting. Officers may succeed themselves once only and may be re-elected to the same office after a lapse of at least one year. Vacancies in office shall be filled by vote at the next regular Board meeting after the vacancy occurs. Removal from office shall be by a two-thirds vote of all members of the Board.

**Section 2.** A nominating committee shall be appointed by the president at the November or December meeting and shall present a slate of officers at the following January meeting. Additional nominations may be made from the floor at that time.

**Section 3.** Officers shall serve a term of one year from the January meeting at which they are elected and until their successors are duly elected.

**Section 4.** The president shall preside at all meetings of the Board, authorize calls for any special meetings, appoint all committees, execute documents authorized by the Board, sign vouchers for disbursements from the City's Library funds, serve as ex-officio voting member of all committees, serve on the Frances Sawyer Hefti Scholarship Committee, and generally perform all duties associated with that office. *03.17.2021*

**Section 5.** The vice-president, in the event of the absence or disability of the president, or of a vacancy in that office, shall assume and perform the duties and functions of the president.

**Section 6.** The chairperson of the Finance & Personnel Committee shall preside over that committee and shall assume and perform the duties and functions associated with that office. In the absence of the president and the vice-president, the chairperson of the Finance & Personnel Committee shall preside at any Board meeting.

#### **Article 4 Meetings**

**Section 1.** The regular meetings shall be held at 4:00 p.m. on the third Wednesday of each month. Any change in the regularly scheduled day and time must be approved by the Board and noticed as required.

**Section 2.** Meeting agendas and notices shall include time, date, and location of meeting and indicate subject matters intended for consideration at the meeting.

**Section 3.** Minutes of all meetings shall indicate Board members present, all items of business, all motions, and the result of the votes taken. Current meeting minutes shall be posted in the Library and shall be available on the Library's website.

**Section 4.** The order of business for regular meetings shall include, but is not limited to, the following items:

- Call to order
- Public questions & comments
- Library Board consideration of public questions & comments
- Consideration of minutes of any Board or committee meeting since the previous Board meeting
- Library statistical reports
- Bills for consideration
- Library Director's report
- Business for consideration
- Reports:
  - Winnebago County representative
  - Neenah City Council representative
  - Neenah Joint School District representative
  - Teen representative(s)
- Announcements/future agenda items
- Next regularly scheduled meeting time and date
- Closed session (if needed and if properly noticed)
- Adjournment

**Section 4.a.** Under agenda item (2), above, "public questions & comments," such questions and comments shall be limited to five minutes per speaker, unless additional time is approved by a two-thirds majority vote of those Board members present. The Board may, by a simple majority vote of those Board members present, impose further restrictions on speakers, such as requesting a group of like-minded citizens to elect a single representative to give its viewpoint, changing the time limit for each speaker, or closing the "public questions and comments" forum.

**Section 5.** Special meetings may be called by the president, or at the request of any two members, for the transaction of business as stated in the call for the meeting.

**Section 6.** A quorum for the transaction of business at any meeting shall consist of a majority of the Board, except that three or more members may constitute a quorum if

attending members at that meeting so vote unanimously. A meeting to approve the annual budget request, however, must have a majority of the members present.

**Section 7.** All Board meetings and all committee meetings shall be held in compliance with Wisconsin's open meetings law (Wisconsin Statutes Sections 19.81 to 19.98).

**Section 8.** *The latest edition of Robert's Rules of Order Newly Revised In Brief* shall govern the parliamentary procedure of the meetings.

## **Article 5 Committees**

**Section 1. Finance & Personnel Committee.** This committee shall consist of the chairperson of the Finance & Personnel Committee, the president, the vice-president, and one other Board member, to be appointed by the president. The Committee shall perform the duties and functions generally associated with that committee.

**Section 2.** Nominating Committee. (See Article 3, Section 2.)

**Section 2. Ad Hoc Committees.** Ad hoc committees for special situations will be appointed by the president, with the approval of the Board, to serve until the final report of the work for which they were appointed has been filed. These committees may also include staff, citizen, or municipal representatives.

**Section 3.** No committee will have other than advisory powers unless, by suitable action of the Board, it is granted specific power to act.

## **Article 6 Duties of the Board of Trustees**

**Section 1.** Legal responsibility for the operation of the Library is vested in the Board of Trustees. Subject to state and federal law, the Board has the power and duty to determine policies and regulations governing Library operations and services.

**Section 2.** The Board shall select, appoint, and supervise a properly certified, competent Library Director and determine the duties and compensation of all Library employees.

**Section 3.** The Board shall have exclusive control of the expenditure of all moneys collected, donated, or appropriated for the Library fund and shall audit and approve all Library expenditures.

**Section 4.** The Board shall advise in the preparation of the budget, approve the budget, and support Library funding.

**Section 4.** The Board shall, through the Library Director, supervise and maintain buildings and grounds, as well as review various physical and building needs to see that they meet the requirements of the total Library program.

**Section 5.** The Board shall study and support legislation that will bring about the greatest good to the greatest number of Library users.

## **Article 7**

### **Library Director**

The Library Director shall be appointed by the Board of Trustees and shall be responsible to the Board. The Director shall be considered the executive officer of the Library and shall have sole charge of the administration of the Library under the direction and review of the Board. The Director shall have the authority to perform the duties and functions associated with the position of chief executive officer of the Library. The Director shall be held responsible for the care of the buildings and equipment, for the employment and direction of the staff, for the efficiency of the service to the public, and for the operation of the Library under the financial conditions set forth in the annual budget.

The Director shall be invited to attend all Board meetings (but may be excused or excluded from closed sessions) and shall have no vote. In the event of the absence of the Director from a Board meeting, the Deputy Director shall serve in that capacity.

## **Article 8**

### **Conflict of Interest**

**Section 1.** Board members may not in their private capacity, negotiate, bid for, or enter into a contract with the Library in which they have a direct or indirect financial interest.

**Section 2.** A Board member shall withdraw from Board discussion, deliberation, and vote on any matter in which the Board member, an immediate family member, or an

organization with which the Board member is associated has a substantial financial interest.

**Section 3.** A Board member may not receive anything of value that could reasonably be expected to influence his or her vote or other official action.

## **Article 8 General**

**Section 1.** An affirmative vote of the majority of all members of the Board present at the time shall be necessary to approve any action before the Board. The president may vote upon and may move or second a proposal before the Board.

**Section 2.** Any rule or resolution of the Board, whether contained in these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting a which two-thirds of the members of the Board shall be present and two-thirds of those present shall so approve.

**Section 3.** These bylaws may be amended at any regular meeting of the Board by two-thirds majority vote of all members provided written notice of the proposed amendment shall have been distributed to all members at least five days prior to the meeting at which such action is proposed to be taken.

*Bylaws revised 06.16.2010.*

*Teen Representative section added 12.21.2011.*

*Agenda items changed 03.21.2012.*

*Bylaws reviewed and revised 08.15.2018.*

*Teen representatives revised 10.21.2020.*

*Hefti Scholarship revised 03.17.2021.*



### **Patron accounts**

A Library account (library card) is a valuable asset, providing access to books, magazines, movies, music, and other materials, as well as to services and resources in the Library and remotely. A Library account is also a responsibility: Account holders are financially responsible for items checked out on their account.

Accounts are free and available to any Wisconsin resident. Proof of residency is required. A patron may have only one account within the Winnefox Library System. Prospective patrons without current identification or a permanent address may be issued a temporary account.

Children under 16 years of age must have a parent/guardian signature when applying for a Library account.

Patrons are responsible for notifying the Library of account changes, such as change of address or name change.

Patrons are responsible for notifying the Library when a Library card is lost, misplaced, or stolen. A replacement fee may apply.

Periodically, Library accounts will expire. Account renewal requires address confirmation.

Cards need not be presented at checkout. In lieu of a card, another form of ID or verification of account may be requested at checkout.

### **Library Use by Children**

Library use by minor children (under 18 years of age) is the responsibility of the parents/guardians. Library staff do not act *in loco parentis* (in place of a parent). Parents/guardians are financially responsible for materials checked out on a minor child's account (children under 18 years of age). Parents/guardians have the right and the responsibility to make decisions about what materials are suitable for their family. Library staff are happy to provide suggestions and guidance on the selection of reading, viewing, and listening materials to parents/guardians and children at any time.

If specifically asked to do so by a parent/guardian, and if the child is under 16 years of age, the Library will restrict a child's ability to check out materials.

The Library follows the motion picture industry's standard (MPAA) for R-rated films by restricting R-rated film checkout to those aged 17 and older. Parents/guardians may give permission for their children under age 17 to check out R-rated films.

Parents/guardians are advised that the Library's collection includes materials, such as unrated films, that may be unsuitable for their children. Parents/guardians are also advised that children using the self-checkout machines are not supervised and could potentially check out materials that may be unsuitable. Parents/guardians are encouraged to participate in a child's selection and use of Library materials.

### **Teacher Accounts**

Teacher accounts are available for educators, including home-schooling parents, student teachers, daycare teachers, and teachers in public, private, and parochial schools. Teacher accounts are for curriculum-related materials only. Teachers must use their personal account for personal check-outs. Teachers should consult with staff regarding materials available for checkout, circulation periods, renewals, etc. Teachers will be charged for lost, unreturned, or damaged items.

### **Homebound Accounts**

Delivery service is available to the homebound or those living in a residential facility within the City of Neenah. Checkouts may be for extended periods of time. Homebound patrons and residential facilities will be charged for lost, unreturned, or damaged items.

### **What Can Be Checked Out**

The Library's collection includes a wide variety of books, movies, music, and magazines, along with non-traditional items such as puzzles, kits, knitting needles, cake pans, ukuleles, Roku, WiFi hotspots, air quality monitors, etc. Some Library materials and equipment are intended for in-Library use only.

### **Returning Materials**

The Library's bookdrop is available for returns 24 hours a day, every day. Items returned before the Library opens will be checked in using the last open date.

### **Lending Periods**

The Library sets checkout periods based on factors such as demand or collection size. High demand items may have a shorter loan period with no renewals.

### **Item Renewals**

Many items may be renewed twice. Renewals can be done in-person, by phone, or online. Some items may not be renewable because of demand (waiting list/hold list) or limited collection size.

### **Item Limits**

Patrons with valid accounts in good standing may have up to 100 items checked out at a time. Some collections have other limits on the number of items that can be checked out.

### **Item Holds**

Patrons may place holds on up to 50 items. Patrons who wish to exceed the 50-item hold limit should contact Library staff. Patrons will be notified when an item is available for pickup.

### **Interlibrary Loans**

Materials not available in the Winnefox Library System may be available from other libraries in the United States. Staff at the Adult Services desk will help patrons find and request items from other libraries. Wait times may be longer and checkout periods may be shorter for items borrowed through interlibrary loan. Fines for overdue items accrue at a higher rate. Replacement costs for unreturned, lost, or damaged items borrowed through interlibrary loan are based on the lending institution's policy and may be higher.

### **Public Internet Stations**

A Library account from within the Winnefox Library System is needed to use the public Internet computers. Visitors who do not have an account may request a guest pass for the day.

### **Electronic Resources**

A Neenah Public Library account in good standing is required to access online resources, such as Overdrive and hoopla.

### **Overdue Items**

The Library and the Winnefox Library System have established loan periods for materials. Patrons are responsible for returning materials on time and in good condition. Patrons are notified of overdue items via email, phone, mail, and for those who have registered, via text messaging. Items checked out at Neenah will generally not have overdue fines assessed for late returns. Items overdue for an extended period beyond the due date (currently 30 days overdue) will be considered lost and the patron will be billed the replacement cost of that item. The bill will be removed when the item is returned. Accounts with long overdue items (currently 45 days overdue with a value of \$50 or more) will be referred to a collection agency. *See Collection Agency Policy.* Interlibrary loan items and items checked out at other Winnefox Library System libraries may have overdue fines assessed for late returns. Library accounts will be suspended

when accumulated bills and fees reach \$25.00. Accounts will be reinstated when the charges are resolved, or the balance drops below \$25.00.

*05.19.21/07.21.21*

### **Damaged, Lost Items, and Unreturned Items**

Fees are charged for repairing or replacing damaged, lost, and unreturned items. If an item is damaged beyond repair or is lost or not returned, the patron will be charged the cost of replacing the item. The original list price will be charged whenever possible.

When the original price is not known, the replacement fee is determined by the Winnefox Library System default price. If the item is found and returned within 30 days after paying for the item, the patron will receive a refund, minus a service fee. *09.16.20*

A patron may choose to replace an item with a new, exact copy. A processing fee may be assessed. Refunds are not given when the damaged or lost item has been replaced by the patron.

Library accounts will be suspended when accumulated fees and charges reach \$25.00. Accounts will be reinstated when the charges are resolved, or the balance drops below \$25.00. *05.19.21*

Library staff may waive fees and bills for extenuating circumstances.

### **Claims Returned**

If a patron claims an item has been returned, Library staff will search for the item. If the item is not found in the Library, the patron will be billed for the cost of the item.

### **Collection Agency**

The Library has contracted with a collection agency for accounts with long overdue or lost item charges of \$50.00 or more. An additional fee of \$10.00 is added to the account when referral to a collection agency is necessary. Items in good condition may be returned to the Library during the collection process and may reduce the amount billed to the patron.

The Library has designated Unique Management Services, Inc. (UMS), as an agent of the Library for the collection of Library materials and fines and fees. UMS is required to observe the confidentiality of library records, Wisconsin Statute 43.40. The Library may choose a different collection agency at any time.

*01.15.19*

### **Loss of Privileges/Blocked Status/Barred Status**

Library supervisors may limit the checkout of materials to customers who abuse Library privileges or who don't treat items responsibly. Supervisors may suspend or restrict privileges to individuals and/or facilities when such use may jeopardize the health and cleanliness of Library facilities, collections, and users. Borrowing privileges will be restored when the patron can verify that the situation has been remedied.

The Library reserves the right to withdraw borrowing privileges from any patron who has provided false registration information, who does not follow the Library's code of conduct, who engages in illegal activities on Library property, who consistently fails to return borrowed materials, or who accumulates excessive fines.

### **Confidentiality of Library Records**

The Library protects the privacy of Library records and the confidentiality of Library use as specified by law. The Library supports the principle of freedom of inquiry for Library customers and protects against unwarranted invasion of Library users' personal privacy.

All records of individuals who borrow or use the Library's collections, resources, or services are considered as Library records.

The Library distinguishes between formal requests for customer use records based on a desire to uncover substantive information; and informal requests, by family members only, based on a desire to perform simple housekeeping tasks for other family members. Patrons may pick up holds and pay bills and fees on a family member's card.

Except for the exceptions listed below, no one may have access to the Library record of another Library patron. Exceptions:

1. Persons acting within the scope of their duties in the administration of the Library.
2. Persons authorized by the patron to inspect his/her records.
3. By court order.
4. Custodial parents or guardians of children under the age of 16.

No personal information (name, age, address, telephone number, email address, caregiver/parent name, etc.) about a Library patron will be released without a court order to any party except for employees acting within the scope of their duties in the administration of the Library. This scope includes staff investigations of alleged criminal behavior by patrons while at the Library or while on Library property, as well as staff exchanging information with local authorities or other libraries in an effort to enforce appropriate behavior in the Library.

The following Wisconsin Statutes apply:

**Wisconsin Statute 43.30(5)(a)**

(a) Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at a library supported in whole or in part by public funds, the library shall disclose to the law enforcement officer all records pertinent to the alleged criminal conduct that were produced by a surveillance device under the control of the library.

**Wisconsin Statute 43.30(5)(b)**

(b) If a library requests the assistance of a law enforcement officer, and the Director of the library determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance, the library may disclose the records to the law enforcement officer.

**Library Theft**

The following Wisconsin Statute applies to theft of library materials:

**Wisconsin Statute 943.61** Theft of library material.

Whoever intentionally takes or conceals library materials without the consent of library staff with intent to deprive the library of possession of the material may be found guilty of theft.

If the value of library materials does not exceed \$2,500, the charge is a Class A misdemeanor. If the value of library materials exceeds \$2,500, the charge is a Class H felony.

*3.21.18/01.15.19/05.19.21*

### **Customer Code of Conduct**

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

Staff are committed to:

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

Patrons have an obligation to:

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

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

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

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

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

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

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

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

10.14.91/5.19.04/04.15.09/10.18.17

### **Unattended children**

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

*12.20.13*



## Days and Hours of Operation

The Library shall be open as follows:

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

## Holidays

The Library shall be closed on:

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

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

*1.17.90/3.20.90/4.17.91/8.21.91/3.15.00/11.15.17*

## **Administration of the Library**

### **Introduction**

The relationships between the Library Board and the Director, and between the Director and Library staff are governed variously by the following: all relevant federal and state laws, Wisconsin Statutes Chapter 43, the Library Board's bylaws, these policies, City Human Resources' rules and practices, and the City's Employee Guidelines.

### **Hiring and dismissal**

The Director shall have the authority to hire and to dismiss Library employees. The Director shall consult with the City Human Resources Director and/or the City Attorney before dismissing a regular employee. The Director shall inform the Library Board president and the chair of the Finance & Personnel Committee as soon as possible of any dismissals of regular employees. The Director shall inform the Board, in a timely manner, of any hirings, resignations, or dismissals of regular employees.

### **Library regulations**

The Director is authorized to establish reasonable rules of conduct and regulations to maintain order in the Library and on Library property.

### **Disposal of Library materials**

The Director is authorized to dispose of all Library materials withdrawn from the collections.

### **Procedures & discretion**

The Director has the authority to make and change procedures to implement Library Board policies. Under exceptional circumstances, the Director may make exceptions to Library Board policies.

### **Overtime policy**

The Director is authorized to approve overtime for non-exempt employees on an as-needed basis.

### **WALS purchasing policy**

The Director is authorized to purchase computer- and automation-related equipment, software, etc. from the Winnefox Automated Library Services technology reserve fund account.

**Fiscal control policy**

The Director is responsible for staying within the overall budgeted amounts for the operating, capital outlay, and capital improvement budgets, respectively. If additional funds in excess of \$1,000 are needed, the Director shall seek approval from the chair of the Finance & Personnel Committee (or, in his or her absence, the Board president) for any over budget expenditure in excess of \$1,000. The chair of the Finance & Personnel Committee (or, in his or her absence, the Board president) shall receive approval from the Library Board for any over budget expenditure in excess of \$5,000.

If a budget is overspent beyond the above amounts and/or without the above approvals, the Director shall report that fact and the reason(s) for the overspending at the board meeting following the discovery of the over expenditure.

**Position descriptions and position titles**

The Library Board sanctions the Director’s authority to update position descriptions and change position titles as necessary.

**Invoices**

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

**Emergency powers**

In the event of an emergency (bomb or other threat, hostage-taking or assault on the Library, physical plant problem or power outage, wind or storm damage, local or pandemic disease outbreak, etc.), the Director, or his/her designee, shall have broad powers to close the facility, change hours, establish temporary rules for use, direct staff to perform duties other than their normal duties or to perform nonlibrary duties, select staff who will work and/or who will not work during the emergency, prohibit staff from coming to work, change employee work hours, etc.

The Director shall work in coordination with local authorities and shall be a member of the City’s Emergency Operations Center (EOC) staff. If the Director is unavailable, the Deputy Director shall act in the Director’s place at the EOC.

If the Director is unavailable, the person in charge of the Library shall be (in this order): Deputy Director, Library Department Heads in order of seniority, Librarians in order of

seniority. If none of these persons are available, the Library shall close until a person in charge is available to assess the situation and take charge.

If at any point, there is an inadequate number of staff available to work, the Library may reduce services, reduce hours, or cease operations until adequate staff are available to operate the Library safely.

The Director shall report emergency actions taken to the Library Board at an emergency board meeting or at the next regular board meeting, depending on the severity of the circumstances and actions taken.

*12.20.80/10.14.91/01.19.94/05.16.01/12.17.03/03.15.06/11.14.07/03.18.09/05.20.09/12.17.14/Reviewed 04.18.18/Revised 07.15.20/Revised 10.21.20.*

## **Director Evaluation**

The Library Director shall prepare, and the Library Board shall formally approve, goals and objectives for the year at the January or February Library Board meeting. It is understood that the Director and/or the board may set challenging goals to be achieved. It is understood that outside factors may influence the level of accomplishment of the goals and objectives. The Library Director shall keep the Library Board informed of progress toward completing the goals and objectives.

The Library Director shall regularly survey staff regarding staff regarding job satisfaction, library operations, etc. The survey's questions shall be open-ended and free of built-in bias.

When the City Human Resources Department begins the annual performance evaluation process, the Library Director shall meet with the Finance & Personnel Committee in closed session. The Library Director shall present the following items:

- The Library Director's job description.
- A self-evaluation.
- The end of the fiscal year library statistical report.
- The end of the fiscal year library financial report.
- Progress in achieving the year's goals and objectives.
- Survey data.

The Finance & Personnel Committee will dismiss the Director to discuss the Director's performance.

The Committee may ask the Library Director to return to the meeting or attend another meeting to answer further questions or to provide more information.

The Committee shall prepare a formal annual performance appraisal, using City Human Resources Department form(s).

At the following Library Board meeting, in closed session, the Finance & Personnel Committee shall discuss the Director's performance with the Library Board.

The Committee shall recommend the formal annual performance appraisal form for board approval.

If the Library Board approves the recommendation, the Chair of the Finance & Personnel Committee shall conduct the Director's annual performance review within seven days of the board meeting.

If the Library Board does not approve the recommendation, the board may either make its own determination of the Director's performance or refer the matter back to the Committee, with stated reasons for the referral and/or recommendations for changes.

*08.21.02/04.15.09/05.16.12/1.18.17*

## CONTINUITY PLANNING - GUIDELINES FOR HIRING A NEW LIBRARY DIRECTOR

### Introduction

These guidelines frame a procedure for hiring a new Library Director. The board is free to change any part of them as circumstances require or points of view change.

### Roles

The existing Director.

If the existing Director is still employed by the Library, he/she will coordinate the board's effort to hire a new Director. The existing Director, shall not, however, try to unduly affect the selection process. The existing Director shall not be a member of the selection committee or attend its meetings. However, the selection committee (or any of its members) is free to consult with the existing Director on any matter relating to the committee's work.

The Assistant Director.

If the existing Director is no longer employed by the Library, the Assistant Director shall be in charge of the Library until an Interim Director or new Director is named.

### Resources

- The DPI's Trustee Essential #5 - *Hiring a Library Director*.
- The Winnefox Library System.
- The Winnefox Coordinator may have helped other boards hire new Directors.
- The City of Neenah Human Resources Department (HR).
- HR shall be involved in most aspects of hiring a new Library Director to make sure that applicable federal and state laws are followed during all aspects of the hiring process. HR will answer candidates' questions about HR policies, benefits, compensation plans, etc.
- The City Attorney
- The City Attorney will offer any needed legal advice, such as on what qualifies as an open or a closed meeting for deliberations on candidates, when it is legal to release the final candidates' names, etc.

### Naming an Interim Director

(In the event that the former Director has departed or leaves before his/her permanent successor takes over as Director.)

If the Assistant Director is applying for the directorship:

The Assistant Director shall not be made Interim Director and a temporary Interim Director shall be hired. The Library Board shall take applications from qualified persons, preferably former Wisconsin public Library Directors, to be the Interim Director. The

Interim Director shall help coordinate the selection process. The Interim Director shall not be a candidate for the permanent director job.

HR is authorized to negotiate the salary and work week of the Interim Director within the parameters set by the full board.

If the Assistant Director is not applying for the directorship:

The Assistant Director shall be made Interim Director, with a negotiated salary increase for the period of time as Interim Director.

The board authorizes the Assistant Director/Interim Director to hire sufficient temporary employees to take over most of the Assistant Director's regular job duties while he/she is Interim Director.

### The Hiring Process

The advertisement for the new Director shall be posted on the state public library electronic mailing list, national library internet job sites, the City's web site, and any other site that HR believes is necessary or promising.

The Library Board has the discretion whether or not to pay the travel expenses of candidates who wish to interview for the job.

### The Selection Committee

The Selection Committee shall consist of:

As many members of the Library Board as wish to participate and can commit the time, but in any case, a minimum of five board members, shall be appointed by the Library Board president (the president may appoint him/herself). (Voting members.)

The members of the committee, at its first meeting, shall elect a chair from among those present. The chair is a voting member.

City of Neenah Human Resources (HR). (One non-voting member.)

As needed during the selection and/or interviewing process, the Interim Director, if he/she is not the Assistant Director, or a paid consultant who is currently a Wisconsin Library Director or a retired Wisconsin library director with considerable library director experience. (It is essential that a disinterested library professional is available to judge the depth and breadth of professional knowledge displayed by the candidates when answering interview questions.) (Non-voting member.)

If a paid consultant is used, he/she shall be appointed by the Selection Committee. The Library Board shall set guidelines for the consultant's remuneration.

### Candidate minimum requirements

A Master's degree from an American Library Association-accredited Master's degree program in Library Science, Library & Information Studies, or an equivalent library degree.



Eight years of progressively responsible library experience, preferably including a position as a Director or Assistant Director of a public library.  
Evidence of leadership roles in local, state, or national library or civic organizations.  
Evidence of extensive human resources experience and training.

#### Application process

Applicants shall use the City's online application system and attach the following to a fully completed online application form:

A résumé.

A cover letter setting forth why the applicant is well-qualified for the directorship.

Proof that the candidate qualifies for or is already certified as a Grade One certified librarian as specified by the Wisconsin Department of Public Instruction's certification requirements. (A copy of the DPI Certificate or a copy of a diploma from an American Library Association-accredited Master's degree program in Library Science or Library & Information Studies, or a similar library degree shall constitute sufficient proof.)

#### Background/Reference/Previous employers' checks/Psychological evaluation

Before an offer is made to the chosen candidate:

The Neenah Police Department or a reputable national firm shall perform a complete background check.

If necessary, HR shall check with all available references listed by the candidate, and with previous employers, if possible.

Upon a contingent offer of employment, a psychological evaluation of the chosen candidate shall be required. The candidate must achieve a "Pass" grade from the psychologist in order to be hired.

#### Compensation and benefits

The salary offered shall be between the minimum and the midpoint of the Library Director's pay grade, depending on qualifications.

If that salary does not attract sufficient well-qualified applicants, the Library Board shall set a higher salary as it sees fit and in consultation with HR.

The Library Board shall authorize HR to make an offer to the successful candidate.

HR is authorized to negotiate a salary up to the maximum previously authorized by the Library Board.

HR is authorized to negotiate beginning vacation benefits of up to four weeks after completion of the first full year of employment.

*02.18.09/08.15.12*

### **Displays, Handouts, Notices, and Petitioning Policy**

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

#### **Library displays, handouts, notices, etc.**

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

#### **Community displays**

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

#### **Community handouts & notices**

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

- Display items should be of reasonable size for the display space available. The appearance and content of the notice must be suitable for the Library's public area.
- Handouts and notices shall be submitted to staff for approval and posting. Staff reserve the right to limit the size, number of items, and length of posting; duration may be limited by the volume of incoming materials. Removed materials will be discarded. Materials may not be posted indefinitely.
- Items not accepted for posting or display:
- Materials with the primary purpose of serving as campaign literature or those advocating a position on a public issue will not be displayed.
- Materials devoted to the sale, advertising, solicitation, or promotion of products or services will not be displayed. (Staff may make exceptions for commercial publications containing information of general interest to the community.)
- Personal notices will not be displayed.

### **Donations/Collection site**

The Library occasionally acts as a donation site for organizations to assist community members in need. The donations may be accepted in conjunction with Library programming, e.g., Food for Fines, Give-a-Kid-a-Book, or may be independent of the Library, e.g., Movers for Moms, Kimberly-Clark Hygiene Drive. The Library will allow a single collection box for one outside (non-library) organization at a time. Collection receptacles must be of reasonable size and suitable for the Library's public area. Staff reserve the right to limit the types of items collected, the frequency, and the duration of the collection. The Library will not collect funds for outside organizations, nor allow for the collection of those funds on Library property, with the exception of organizations that use those funds to benefit the Library and Library sponsored or co-sponsored events, e.g., Fox Cities Reads, Fox Cities Book Festival."

*3.21.18*

### **Signs**

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

*05.16.01/04.19.17*

### **Petitioning & solicitation**

Groups or individuals who wish to petition, solicit, canvass, or distribute information to the public on the Library's grounds outside of the building may do so if they do not impede public access to the building or interfere with use of the building (such as through excessive noise, threatening behavior, or disorderly conduct). The Library Director, designee, or ranking librarian, must be informed of an individual's or group's desire and intent to petition, solicit signatures, or distribute literature. Signs and placards are prohibited. Non-library or non-governmental petitioning, solicitation, distribution of literature or leaflets, canvassing, or similar types of direct appeals by members of the public are not allowed in the Library.

*05.16.01/04.15.09/07.16.14/2.15.17*

Outside organizations, such as the League of Women Voters, may schedule Voter Registration drives at the Library and may assist individuals in the use of the Online Voter Registration system. If available and not disruptive to Library operations, public space may be designated for this purpose.

*09.19.18*

## **Fundraising**

Fundraising by organizations to benefit the Library and Library-related activities is allowed, e.g., The Friends of the Neenah Public Library, Fox Cities Book Festival, Fox Cities Reads. Other fundraising and events that include fundraising activities by outside organizations is not permitted.

*3.21.18*

## **Dress and Grooming Code**

### **Introduction**

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

### **Clothing**

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

### **Hair and grooming**

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

### **Tattoos, piercings, and body modification**

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

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

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

Contact lenses must be a natural eye color.

### **Supervisor responsibility**

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

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

*9.21.11/9.16.15*

## **Internet & Email Policy – Staff**

### Purpose statement

The Library supports the use of the Internet and email systems as work-related tools for research, communications, and customer service to support library work processes, goals, and objectives. This policy establishes acceptable work practices, uses, and the responsibilities of employees as they utilize these tools. The Library's staff Internet access is a tool established for employees to enhance their abilities and knowledge, to increase their productivity, to serve customers, and to provide opportunities for professional growth. The Library's email system, administered by Winnefox Automated Library Services (WALS), is intended to be used to conduct Library business.

The Library is a department of the City of Neenah. The City may be held legally liable and its reputation as a municipal leader severely damaged if its facilities are used for illegal or unethical purposes, or if confidential information is divulged in an unauthorized manner.

Library employees use the Internet in ways that are not common in other government office settings. Those employees who help customers use the Internet or who do research for customers to answer reference questions have much more leeway in using the Internet because, occasionally, such library use may violate standard employee business use rules (e.g., researching hate groups, showing customers how to get to chat or dating sites, maintaining the Library's or a personal professional Facebook page, using chat to answer reference questions, etc.). Such Internet use by employees serving customers (in the broadest sense) is subject to the Library's Internet Safety Policy, not to this policy.

### Policy

To obtain access to the Internet the employee must have a business need or an acceptable use. The Library Director shall determine which jobs require Internet access.

While the overall intent of the Internet and email systems are as business tools, incidental and occasional personal use of the systems are permitted. However, if it is determined that an excessive amount of work time is being spent on non work-related email or Internet usage, or if an employee has sent inappropriate messages or visited inappropriate websites even infrequently, disciplinary action will result.

If you are asked to provide a user ID or password to access an Internet site, do not use any IDs or passwords you currently use for WALS applications as doing so may

jeopardize security to the WALs network. Do not disclose Library or your employee logins or passwords to any non-authorized person.

Do not distribute graphics or other proprietary or copyrighted material from the Library or the City of Neenah without explicit permission from the Library Director. Unauthorized distribution could put The City of Neenah at risk of a lawsuit.

Do not download or install any unauthorized computer software/programs including but not limited to: games, access to radio stations, screensavers, weather updates, stock notices, news feeds, streaming sites, or any like product. If you have a business need to add a computer software program, contact the Library Director for approval. Installation of any unauthorized computer software or program on any Library PC is against Library policy.

WALS has installed and configured virus detection software. It may not be removed or disabled from any PC accessing the Internet. If a virus is detected, notify the Library's Adult Services Librarian in charge of Library computing resources, who will decide whether or not to notify WALs. If he/she is not available and more than one virus notice is received, contact WALs' staff immediately.

Computers and associated software are the property of the City of Neenah Public Library and the Library and/or the City reserve the right to monitor this property, including email messages and Internet activity, at their discretion. Employees should not have an expectation of privacy regarding these activities. Monitoring information will be available to management, if it is determined or suspected that a violation of this policy has occurred or if a business need necessitates it.

No commercial messages, employee solicitation, or messages of a religious or political nature are to be distributed using Library e-mail. In addition, messages that contain content that may be considered obscene, offensive, or harassing are strictly prohibited.

Operating or promoting a personal business using Library staff computers or other equipment is prohibited.

Sending electronic cards, non-business graphic files, and jokes are not allowed. These items pose a serious virus risk and can deplete storage space.

Although the Library provides access to the Internet, it does not have control over what is available on the Internet. Therefore, it is the responsibility of the employee to limit Internet usage to appropriate content. The Internet contains material that is not



suitable to be displayed in a library work setting. Searching and displaying such information is strictly prohibited. The following list of sample websites and Internet activities are banned from use through Library systems for personal employee use. (Some of these sites/activities may be legitimately used by employees performing their normal job duties—primarily Adult Services Librarians, Assistant Librarians in the Youth Department, and their supervisors.) The following is not an all inclusive list:

Online chat/chat rooms

Social Networking Sites, e.g., Facebook, MySpace, etc.

Online gambling & games

Online personal & dating services

Pornography & obscenity

Engaging in illegal, fraudulent or malicious activities

Visiting websites that promote criminal activities (e.g., how to break into a business web site)

Accessing and/or viewing websites containing information considered threatening, obscene, or harassing. This is inclusive of any kind of derogatory or inflammatory remarks regarding race, religion, national origin, sexual orientation, or other protected attributes and is strictly prohibited.

Websites promoting file sharing, e.g., Kazaa, etc.

If an employee with a valid job duty has any questions about the propriety of visiting certain websites or performing certain activities on the web, that employee should ask his/her department head, the Assistant Director, or the Director for guidance.

Additional policies and guidelines

Unless necessary to perform a specific task, staff shall not use the Microsoft Internet Explorer web browser.

Tasteful and appropriate desktops and screensavers, including personal photo slide shows are allowed if they do not disturb other staff, damage Library hardware or software, or use significant computer resources.

Staff who wish to use their own PC or web-based device at the Library during work time may do so only with the Director's permission. Personally-owned devices shall not be connected to the WALs staff network, either via a hard-wired port or via the WiFi network.

For rules governing use of the Library's laptops, see the Laptop Computers (Library) Procedure.

WALS guidelines allow staff to use personal web-based email accounts on their own time (breaks, lunches, etc.). Extreme care must be taken, however, in opening email attachments because they may contain viruses or other malware.

The Library has allowed staff to take Library-related coursework using work computers on the employee’s own time. Any such use must be pre-approved by the Director.

WALS Responsible Use of Computing Resources Policy

All employees are also subject to the WALS’ Responsible Use of Computing Resources Policy. Any violation of that policy is considered a violation of this policy.

Violation of this policy

Any employee who discovers a violation of this policy shall notify the Library Director who will decide on what action to take. If it is found that an employee is in violation of this policy an investigation will be conducted in conjunction with the Library Director and Human Resources. Upon the conclusion of the investigation, disciplinary action, if warranted, will be based on the severity of the infraction, which may be, but is not limited to any of the following or any combination thereof:

- an oral warning
- a written warning
- suspension
- termination

05.20.09

Staff Internet & Email Policy

I acknowledge and accept the conditions of Internet and email access provided to me by the City of Neenah Public Library.

(Please keep this policy and return the signed acknowledgement to Human Resources.)

\_\_\_\_\_  
(Signed)

\_\_\_\_\_  
(Date)

\_\_\_\_\_(Printed Name) (Library Position Title)

Internet/Email Policy Enforcement Plan

The following chart details the varying degrees of violations and the notification process within each tier. Policy violations within any tier are subject to discipline including an oral warning, a written warning, and/ or suspension or termination depending upon the severity of the infraction.

<u>Violation Tier</u>	<u>Violation Examples</u>	<u>Notification</u>
Tier 3  Inappropriate Actions/Content	<p>Accessing/viewing inappropriate and/or prohibited sites</p> <p>Accessing/viewing sites containing information considered threatening, obscene, or harassing</p> <p>Accessing/viewing sites that promote illegal or criminal activities</p> <p>Repeated tier 2 violations</p>	<p>A meeting will be held with the employee, the department head, the director, and Human Resources.</p> <p>Discipline will be administered as stated above.</p> <p>Documentation of the meeting will be placed in the employee’s personnel file.</p>
Tier 2  Utilization of Software not Endorsed by WALIS or the Library / Email content and language	<p>Download/Install non-library or non-business unauthorized software. (File sharing programs, shopping aids, etc.)</p> <p>Utilizing inappropriate and/or offensive language in Emails</p> <p>Repeated tier 1 violations</p>	<p>A meeting will be held with the employee, the department head, and the director.</p> <p>Discipline will be administered as stated above.</p> <p>Documentation of the meeting will be placed in the employee’s personnel file.</p>
Tier 1	Excessive durations of work	

<p>Productivity Abuses</p>	<p>time spent on personal Internet surfing/personal email accounts Work time (excluding breaks or lunch) spent playing computer games (Solitaire, Free Cell, etc.)</p>	<p>The library department head will discuss the violation with the employee.</p> <p>The department head, after consultation with the director, will place a note in the employee's personnel file.</p>
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## **Public Internet Policy**

### **Introduction**

All users of the Internet shall use it in a responsible, safe, and appropriate manner, consistent with the educational, recreational, social, business, and informational purposes for which it is provided. These regulations apply to any device, including personal devices, connected to the Internet via the Library's Internet connections, including the Library's Wi-Fi.

*Minor, in this policy, is defined as a child under 18 years of age.*

### **Prohibited Uses**

- Viewing, sending, receiving, printing, distributing, or displaying visual depictions that are obscene.
- Viewing, sending, receiving, printing, distributing, or displaying visual depictions that are pornographic.
- If a minor; or in the presence of minors; or in communicating with minors: viewing, sending, receiving, printing, distributing, or displaying visual depictions that are harmful to minors.
- Misrepresenting oneself, for fraudulent or illegal purposes, as another user.
- Unauthorized attempts to modify or gain access to files, passwords, or data belonging to others.
- Transmitting threatening or harassing material.
- Engaging in any activity that is deliberately offensive or creates an intimidating or hostile environment.
- Dissemination of an adult's personal identification information without the adult's permission. Dissemination of a minor's personal identification information without the minor's parent's or guardian's permission.
- Altering, modifying, hacking, etc. data, software, hardware, network, system, or database.
- Illegal use of copyrighted or licensed material.
- On Library computers, using software not installed by the Library.

### **Cautions**

Information on the Internet may be false or misleading; information found on the Internet cannot always be trusted. Users should carefully evaluate the truthfulness and the quality of information found on the Internet.

Adults should be cautious when giving personal identification information; children should not do so without a parent's or guardian's permission.

Be alert to phishing schemes, scams, etc., and attempts by others to gain access to personal user names, passwords, financial data, account information, etc. The Library assumes no liability for any loss or damage to customer's data or equipment or any other injury that may occur from the individual's use of the Library's Internet or computer services.

### **Filtering**

The Library Board has chosen to filter public use Internet computers.

Youth department computers, located on the first floor, are filtered for content suitable for children. Filtered categories include gambling, pornography, obscenity, hate groups, illegal activities, etc. Staff also set guidelines for usage and have the authority to make rules as appropriate limiting access to some sites, e.g., those that portray violence, first-person shooter games, etc. These computers are to be used by:

- children under age 13
- a parent or guardian with young child(ren) present
- (infrequently) a child aged 13-15 whose parent or guardian has restricted the child's Internet privileges to the Youth Department.
- 

Adult department computers, located on the second floor, are filtered for obscenity and pornography. They are to be used by patrons aged 13 and over, except for patrons aged 13-15 who are restricted by a parent or guardian. Per Wisconsin Statute 43.30 (1m), which protects the identity of any individual who uses Library collections, resources, or services, Library staff cannot disclose usage by children aged 16 and over, nor enforce restrictions by parents or guardians placed on children aged 16 and over.

No filter is 100% effective in that there is both under-filtering (some sites that should be blocked get through) and over-filtering (some sites that should not get blocked are blocked). Patrons who believe that a site falls in either category should inform desk staff, who will attempt to rectify the situation. Because the filtering is done off-site, a remedy may not be immediate.

Because of the inherent imperfections of filters, a parent or guardian who wishes to completely control what a child sees on the Internet must be with that child when the child uses the Internet.

### **Internet use by children under age 16**

Children under the age of 16 should have parental permission to use the Internet. Parents or guardians are responsible for what their children read or see on the Internet.

It is not possible for Library staff to control information children may locate on the Internet. Just as the Library does not vouch for or endorse viewpoints of written or AV material in its collections, it does not do so for the Internet. The Library's Materials Selection Policy does not apply to the Internet.

### **Notice to children**

All children:

- Must follow the rules in this policy.
- Should be very careful when using e-mail, instant messaging, social media, and any other form of electronic communication.
- Should not use their real names.
- Must not give out their address, telephone number, city or area in which they live, school they attend, etc., to any person on the Internet without a parent's or guardian's permission.
- Must not agree to meet with anyone contacted over the Internet without a parent or guardian present.
- Must not disclose personal identification information of any other person.

### **Staff monitoring**

Library staff are authorized to monitor Internet use for compliance with this policy.

### ***Penalty for misuse***

Misuse of the Internet will result in consequences such as suspension of access, permanent termination of access, expulsion from the Library.

*04.16.03/09.15.04/04.15.09/03.20.19*

## **Collection & Resource Management Policy**

### **Introduction**

Collection and Resource Management is the ongoing selection and maintenance of the Library's materials and resources. Collection and resource management is the responsibility of the Library Director, within the context of policies adopted by the Library Board. The work of evaluation, selection, acquisition, maintenance, and deselection is conducted by librarians under the direction of the Director and Department Heads.

The Library provides materials and resources reflecting a wide range of topics, views, and opinions, selected to satisfy the tastes, needs, and interests of the community. The collection and resources include literary, cultural, educational, informational, and recreational items.

Differing viewpoints on controversial issues will be included. Items may be added to the collection that may be unorthodox or unpopular or may be controversial to some in the community, yet meaningful and significant to others. Works should be viewed as a whole, evaluated as complete works and not on the basis of particular parts or passages. The Library's acquisition of these items does not constitute endorsement of their content.

The Library will not exclude items on the basis of race, creed, color, nationality, sexual orientation, sexual identity, or the expressed political or social views of the author, actor, artist, etc., connected to the work. No group or individual may impose restrictions to access, standards of taste, morality, subject matter, or partisan emphasis upon the library's collection, since all political, religious, and social opinions may be represented in a public library.

Library patrons make their own choices as to what they will read, watch, view, and use. The Library supports the right of each family to decide which items are appropriate for use by their own children and within their family. Responsibility for a minor's use of library materials lies with the parent/guardian. Selection of adult materials will not be restricted by the possibility that these materials may come into the possession of minors. The Library does not act in place of the parent/guardian (*in loco parentis*). To build a collection of merit, materials and resources are evaluated according to various criteria, including, but not limited to:

- Popular interest or demand; Current and anticipated needs and interests of the public



- Awards or critical acclaim; authoritative, published reviews
- Creative, literary, or technical quality
- Accuracy of information
- Professional or literary reputation of the author, publisher, producer, artist, creator, etc.
- Timeliness; permanent value
- Relation to existing collection and other materials on the subject
- Social significance
- Availability of space
- Physical durability, format characteristics
- Quality of the production
- Cost and availability
- Suitability of the format for Library use
- Professional judgement of selector
- 

Budget and space limitations, as well as local needs, preclude the Library from duplicating the specialized and comprehensive collections that exist elsewhere in Wisconsin. Materials that have not been selected for the Library's collection may be accessed and available through the Winnefox Library System, through cooperative networking, through interlibrary loan, and by direct referral.

Library staff will systematically and regularly review and evaluate the existing collection and resources with the goal of maintaining quality and vitality. Library staff will routinely remove items that are worn, obsolete, infrequently used, and/or no longer deemed useful or relevant. Discarded materials may be donated to the Friends of the Library for disposal as they see fit.

The Library will not restrict access to any library materials in public areas. All library cardholders may check out materials in accordance with circulation policies and procedures. The decision to place Library materials in age-related categories and to house materials in designated areas of the Library is based on the targeted audience for the material, reading level, language comprehension, etc. Determining the appropriateness of materials for minors is the sole responsibility of the parent/guardian. The Library also maintains collections and resources that are specialized, rare, not readily available elsewhere, and/or of special interest to the community. Special collections are established and maintained by Library staff based on space, funding, local interest, and other selection criteria. Many items in these collections require special handling. Access to these items may be restricted. Some materials and resources will be designated for use in the library only.

The Library does not house private collections unless the collection is presented as a gift and meets the necessary criteria for inclusion. Unless otherwise agreed upon in writing, gift materials are accepted with the understanding that if they will not be added to the collection they may be donated to the Friends of the Library for disposal as they see fit. Gifts to the Library are subject to evaluation, deselection, disposal, etc. when the collection or items within the collection are worn, obsolete, infrequently used, and/or no longer deemed useful or relevant, or if the cost to maintain such a collection exceeds its value to the community.

The Library encourages input from members of the community. A suggestion for purchase procedure enables patrons from the community to request that a particular item or subject be purchased by the Library. All suggestions for purchase are subject to the same selection criteria as other materials and resources. Not all suggested items will be purchased by the Library; items not purchased may be available through interlibrary loan.

The Collection and Resource Management Policy does not apply to the Internet.

The Library does not purchase films rated NC-17 by the Motion Picture Association of America (MPAA). The Library will purchase films rated R. R-rated film checkout is restricted to those aged 17 and older. (Parents/guardians should note, however, that self-checkout machines may be used by any patron to check out any item. Staff do not monitor minors' use of the Library, including in-house use and checkout of library materials and resources.) The Library will attempt to ascertain a film's MPAA rating and will attach a label to films rated R. New releases of older films, films with "Director's Cuts," which may be released as "unrated," will be rated the same as the original video release. Library staff will not attempt to rate films but will rely on MPAA ratings. Other unrated films (feature, standup comedy, made-for-television, nonfiction) will be selected based on the above selection guidelines. *See "Library Use by Children" for more information.*

Members of the community wishing to recommend the removal or reclassification of a particular item or resource may submit a *Request for Reconsideration of Library Materials* form. The request will be reviewed by the Library Director and staff. After evaluating the request, the Library Director will respond to the patron. If not satisfied with the Director's decision, the patron may appeal to the Library Board. The Library Board's decision is final.

Requests for Reconsideration may only be made on items owned by the Neenah Public Library. Electronic resources and items available digitally/electronically, either through

direct subscription or via consortium, including but not limited to Overdrive and hoopla, cannot be considered for reconsideration. An individual requesting a change to an electronic item must appeal to the owning entity.

The following Reconsideration of Library Materials and Resources policy details the procedure for requesting a review of library materials or resources.

### **Reconsideration of Library Materials**

Procedures have been established that will ensure consideration of any request for restriction or removal of any item in the library's collection. However, until such an examination has been made and a decision has been reached by the Library Director, no such restriction or removal shall take place.

If, for any reason, a patron or person from the community objects to a Library material's presence in the Library or to its placement in the Library, the patron has the right to question that presence or placement. If a complainant charges a particular item is not protected under the First Amendment of the U.S. Constitution, the onus of proof rests with the complainant.

Patrons may speak to a Library supervisor or to the Director about their concerns and they may fill out a **Request for Reconsideration of Library Materials** form. (A separate form must be filled out, completely enough to understand the specific objection(s) put forth, for each item requested for reconsideration.) If a form is submitted, the patron will receive a formal written response from a Library supervisor or from the Director. Patrons not satisfied with the response may appeal the decision to the Library Board. The decision of the Library Board shall be final.

The Library Board may hold a public hearing at which testimony for and against a reconsideration issue would be taken. Library Board members should not engage in discussion or debate on the issue at the hearing; the purpose of the hearing is to receive input from the public. Board members may answer clarifying questions during the public hearing but should place the matter on a future meeting agenda for additional discussion or deliberation. The reconsideration issue is not decided at the public hearing, but at a future open Library Board meeting.

Any deliberations involving a reconsideration by the Library Board will be made at open Library Board meetings. Individual Library Board members may not comment on, debate, or indicate how they might vote on a reconsideration issue before the Library Board meeting at which the issue is to be voted on. Comments

by the public on the reconsideration issue shall be governed by Article 4, Section 4(a), of the Library Board's bylaws.

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

The official spokesperson for information regarding a reconsideration issue shall be the Library Director.

*Fully revised/rewritten  
02.16.22*

## **Meeting Room Policy**

### **Introduction**

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

### **Availability and Use**

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

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

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

### **Rules for use:**

- Individuals and groups using a meeting room must follow the Library's Code of Conduct Policy.
- Groups are responsible for compliance with the Americans with Disabilities Act provisions.
- Groups are responsible for ensuring that attendance does not exceed posted occupancy limits.
- Individuals and groups using a meeting room are responsible for set-up and for tidying the room prior to leaving. If staff must provide cleaning services, a \$50 fee will be charged.
- Windows must remain uncovered. Hanging, tacking, and posting items on meeting room walls is not permitted.
- Staff reserve the right to transfer an individual or group to another meeting room.

- Reserved rooms will be held for 15 minutes beyond the scheduled start time. After 15 minutes, the reservation will be cancelled and the room will be available for use by other individuals and groups.
- Refreshments and meals may be served. Cooking is prohibited. (Cooking is permitted at Library-sponsored events.)
- Alcohol use is prohibited.

### **Liability**

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

### **Endorsement**

The Library provides meeting rooms as a community service and the use of a room does not constitute Library endorsement of the viewpoints expressed by presenters or participants. Anyone using a room shall not publicize the event in any way that implies that it is sponsored, co-sponsored, endorsed, or approved by the Library unless permission has been granted in advance by the Library Director or designee.

### **Piano**

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

### **Rules for use:**

- The piano must be reserved for use. It must be used in the Shattuck Community Room.
- The piano must be covered when not in use. Nothing may be placed on top of the piano.
- The piano may only be moved by Library personnel. It may not be moved with the lid up.
- No food or beverages are allowed on or near the piano.
- Any group or individual damaging the piano in any way is liable for the cost of repairs.
- "*Prepared piano*" modifications (modified by objects placed on or between strings, etc. to produce percussive effects and unusual timbres) are not permitted.
- If a musician, piano teacher, etc., requests piano tuning for a program, the Library will employ its regular tuner/technician and the requestor will reimburse the Library for the tuning.
- Professional musicians may practice on the piano prior to a concert. In general, the piano is not available for practice or lessons.

- Persons not following these regulations may be denied access to the piano by the Library Director.

**Piano Maintenance**

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

*04.25.01/12.17.08/07.15.09/06.21.17/02.16.22*

## **Patron Services Policy**

The Library provides a variety of quality services to the community through knowledgeable, personalized assistance to patrons and guests. Patron services include but are not limited to the following: Ready reference, Research assistance, Reader's advisory, Internet assistance, Teacher/educator services, Meeting room bookings and setup/takedown, Bibliographic instruction, Library tours, Genealogical instruction/assistance, Interlibrary loan, Proctoring, Notarizing, Faxing, Homebound delivery, Curbside delivery, Public presentations, Outreach to the community, Instruction in the use of Library equipment, Assistance in the use of personal electronic devices, and serving as a distribution point for Tax products (forms and publications). Auxiliary services hosted by the Library include but are not limited to Tax Preparation Assistance and Legal Assistance Clinics.

All patron requests for services are treated confidentially, courteously, and without regard to age, sex, sexual preference, gender, gender identity, religion, race, national origin, ethnicity, political affiliation, refugee or immigration status, intellectual or physical ability, level of literacy, and educational, social, or economic status.

### **Limitations**

The Library may establish service limitations to ensure the effective use of limited resources and to provide patrons with fair and equitable access to services. *Not all services are available at all times.*

While every effort is made to provide authoritative information, the Library is not responsible for the accuracy of information as found in its resources or presented by staff.

Library staff do not provide services in other areas of professional practice beyond the scope of the library's service responsibilities. Staff do not:

- Provide interpretation, advice, or personal recommendations in any area other than the use of library resources or services. This includes, but is not limited to legal, political, medical, financial, or tax advice.
- Conduct personal business for patrons.
- Provide editorial, typing, or translation services.
- Provide appraisals of books, artwork, antiques, or collectibles.
- Conduct genealogical, patent, trademark, or other in-depth research.

New services may be offered when staff determine a need, the service supports the Library's mission, and the Library has the resources available to provide the service.



Library staff may discontinue or modify a service when it no longer fulfills a community need, demand wanes, and/or resources no longer support the service.

To deliver relevant services that are responsive to the evolving needs of the community, the Library will:

- Solicit and act on patron feedback.
- Seek insights and experience from other libraries and other organizations as new services are designed and delivered.
- Establish formal and informal relationships with other organizations to innovate and develop services.
- Continually evaluate services to ensure services remain relevant to the community, are cost effective, and meet desired outcomes.

*12.15.21 (new policy)*

## **Personal Property Policy**

Library staff can erect temporary structures, such as tents or canopies, and place furniture, such as tables, chairs, and equipment, on Library property for the purpose of a program or event. Other structures, furnishings, and equipment placed by individuals and organizations not affiliated with the Library are not permitted on Library property. In addition, personal property of individuals and organizations not affiliated with the Library may not be stored in the building or on Library property. For safety purposes and to reduce the risk of theft, personal property should be in the possession of the owner at all times while at the Library.

*06.19.19*

## **Personnel Policies**

### **Introduction**

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

### **Compensation plans**

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

### **City Human Resources Director and City Attorney**

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

### **Breaks**

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

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

### **Call time**

Non-exempt employees who are called in to work receive a minimum of two hours of paid or compensated time. Call-ins include those from a supervisor, the police or fire departments, the alarm or security companies, a vendor or contractor doing work at the Library, or an employee acting in a bona fide capacity due to a situation that needs

immediate attention. Custodians may call themselves in to clear snow and/or spread salt or for other major clean-up events. *02.15.06/03.18.15*

**De Minimis Rule**

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

**Memberships**

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

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

**Premium Pay**

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

For work on a Sunday.

For work on an official Library paid holiday (in addition to normal holiday pay).

For work on other unpaid/closed days (e.g., New Year's Eve).

For work past 5:00 p.m. on a Saturday. *10.20.10*

**Staff recognition**

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

**Library program**

Years of service recognition for continuous regular part-time or full-time employment (anniversary date as determined by the City):

- 5 years - \$25
- 10 - \$50
- 15 - \$75
- 20 - \$100

**City program for Library employees**

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

**Funding**

Marshall Schroeder Staff Recognition Fund (trust fund) is used for the Library monetary awards. The city program is paid from Library operating funds.

*11.17.04/06.18.08/07.15.09*

**Awards**

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

**Continuing education, meetings, and professional activities**

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

*10.14.91*

**Eligibility**

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

The Library Director will decide who may attend based on supervisor recommendations, needs and interests of the employee and the Library, benefit to the Library, costs, etc. Attendance at national conferences must be approved by the Library Board.

**Expenses**

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

Staff must follow city compensation policies regarding meal costs, modes of transportation, etc.

*04.18.12*

City travel expense report forms must be completed and submitted per city procedures.

*08.17.05*

**Compensation**

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

**Lodging**

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

**Vacation time before/after the event & other travelers**

Staff may use vacation time before or after an event. No costs associated with additional travel, non-business-related activities, or vacation expenses may be paid for out of city or trust funds. A spouse/significant other, and/or companion, and/or children may travel with an employee, but the additional costs, including but not limited to, hotel, registration, meals, transportation, etc. are at the employee's own expense. Employees are expected to make full use of the conference or event and the guest(s) must not inhibit or limit the employee's ability to attend conference sessions, meetings, meal events, exhibits, etc. It is expected that the employee will put in a full workday of events and/or travel for each paid day.

**Accountability**

Attendees should share what was learned at events with colleagues and/or the Library Board.

*10.20.04/08.20.08/05.21.14/1.17.18*

## **Library Programming Policy**

### **Overview**

Library programming supports and promotes the Library's mission of inspiring ideas, enriching lives, creating community, and celebrating literacy. Through programs, Library staff strive to offer educational, recreational, and cultural experiences, and expand the Library's role as a valued community resource.

Programs may include, but are not limited to, story times, puppet shows, workshops, classes, live concerts, movie screenings, book discussions, history programs, seminars, author events, etc. Programs may be held on site (indoors or outdoors), at other locations designated by the Library, or virtually, and may be held during regular operating hours or before or after hours.

### **Program Management**

Programming responsibility rests with the Library Director, who administers under the authority of the Library Board of Trustees. The Library Director delegates the authority for program planning and management to the Youth Services and Adult Services supervisors and their departments.

Programs are generally free for attendees. Programming is generally funded through the Trust Fund (see Trust Fund Policy), by donations from the Friends of the Neenah Public Library, and by direct donations from individuals and organizations. Supplies and equipment needed for programs, such as linens, refreshments, craft supplies, etc. may be funded by Trust Fund, regular operating funds, or by donations. At the discretion of the Director, a fee may be permissible for certain Library programs to cover the cost of supplies, etc.

Programs utilize Library staff expertise, Library collections, services, and facilities. Library staff will consider the following criteria when making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Staff time and resources
- Budget
- Availability of programming space
- Treatment of content for intended audience

- Presentation quality and requirements
- Presenter background and qualifications
- Historical or educational significance
- Connection to other community programs, exhibitions, or events
- Relation to Library collections, resources, exhibits, and programs

In addition, the Library draws upon community resources in developing programs and actively partners with other community agencies, organizations, educational and cultural institutions, and individuals to develop and present co-sponsored programs. Professional performers and presenters who reflect specialized or unique expertise or talent may be hired for Library programs.

Individuals and organizations interested in presenting a Library program may submit an online *Library Program Proposal* that will be reviewed according to the above criteria. External organizations or individuals partnering with the Library on programs must coordinate publicity and marketing with Library staff.

Library staff who present programs for the Library do so as part of their regular employment with the Library and are not hired as outside contractors.

Library programs, whether presented by Library staff or outside performers and presenters, may not be used to support or oppose any political candidate or political party, ballot measure, or specific religious conviction. Programs whose purpose is to provide information about religious traditions are permitted. The Library does not offer (or allow) programs of a commercial nature or for the solicitation of business.

The sale of products at Library programs is prohibited, except as follows:

- Writers, performers, and artists may sell their own works in conjunction with a Library program in which they are featured.
- The Friends of the Library may sell items at Library programs they sponsor.

Animals that are part of Library-sponsored programs must be accompanied by their handler at all times.



The Library and/or City will maintain site licenses/public performance licenses for the purposes of showing films, hosting concerts/live music, and playing recorded music.

Library sponsorship of a program does not constitute an endorsement of the content of the program, or the views expressed by the presenter(s) or the participants. Program topics, presenters, and resources are not excluded from consideration because of possible controversy.

The Library may deem it necessary to limit attendance due to space constraints, the nature of the program, or for health and safety reasons. Registration may be required for planning purposes or when space is limited. When limits must be established, attendance will be determined on a first come, first served basis, either with advanced registration or at the door. In some cases, such as with children and teen programs, the nature and success of a program may require limited attendance based on age.

Not all programs are appropriate for all members of the community. Program coordinators may limit attendance and participation to those either over a certain age (R-rated movies, for example) or under a certain age (dance party for preschoolers, for example).

While some programs are designed specifically for children under the age of 9 to attend independently, parents/caregivers must remain in the building for the duration of the program. Supervision of children at programs and events is the responsibility of parents/caregivers.

It is recommended that groups planning to attend a library program contact the Library in advance to confirm that there will be space available for the group.

The Library strives to ensure that programs and events can be attended and enjoyed by everyone in the community. Patrons requesting an accommodation to attend or participate in Library programs in accordance with the Americans with Disabilities Act, should contact Library Administration before a scheduled program to allow staff adequate time to address the request. The Library will make reasonable accommodations to ensure that programs are accessible.

The Library supports the Constitutional right to free speech and will not impose restrictions on what is said or shared during a program. However, the Library will take a strong stance against unwanted or unlawful behavior. Library staff reserve the right to end any program at their discretion, or to eject any attendee(s) from a program if they fail to adhere to Programming, Code of Conduct, or other Library policies.

In-person and virtual programs may be photographed, recorded, or livestreamed by Library staff or their representative. Library staff will make every effort to notify members of the public prior to photographing, filming, or recording a program or attendees at a program. When names or identifiable images are used by the Library for publication, broadcast, or marketing purposes, staff will obtain permission from an individual or group prior to photographing or recording. Written permission from the individual or, in the case of minor children, the parent/guardian, is required when an identifiable photo or videorecording will be published, printed, or posted online. Participants and attendees should consult with the staff in charge of the program if there are concerns about photographing, recording, or livestreaming an event. The Library strongly discourages the recording or livestreaming of in-person and virtual programs by attendees.

The Library welcomes expressions of opinion from patrons concerning programming. Patrons should first address their concerns with the Library staff member in charge of the program. Patrons who wish to continue their request for review may *submit a Request for Program Review form* or speak with the Library Director. Requests for review of Library programs will be considered in the same manner as Requests for Reconsideration of Library Materials as outlined in the Library's Collection and Resource Management Policy.

### **Virtual programming**

Virtual programs are a free service extended to the public. Virtual programs may be hosted on Zoom, Facebook Live, Google Meet, YouTube, or any other virtual meeting platform designated by Library staff.

Library patrons shall not participate in any virtual program in any manner that violates Library policy, federal, state, or local laws. As all virtual programming is made available via the Internet, it is the responsibility of the user to acquaint himself/herself with what constitutes legal/illegal behavior on the Internet. By attending a virtual program, the attendee agrees to indemnify the

Neenah Public Library from any action taken against it as a result of the attendee's illegal behavior.

The Library supports the Constitutional right to free speech and will not impose restrictions on what is said or shared during the course of a virtual program. However, the Library will take a strong stance against the unwanted or unlawful behavior or the sharing of disruptive, objectionable, or harmful material, including but not limited to, images or videos used as part of virtual backgrounds or shared via a virtual meeting platform's chat function.

Library staff reserve the right to end any virtual program at their discretion, or to eject any attendee(s) from a virtual program if they fail to adhere to Programming, Code of Conduct, or other Library policies.

*10.20.21 (new policy)*

**Smoke-Free Environment**

Smoking of any kind, including electronic cigarettes, and the use of tobacco products, is prohibited in the Library and on Library property.

*5.17.89/02/19/14*

### **Surplus property sales policy**

The Director is authorized to dispose of surplus property in the most efficacious way possible, including: by general or Internet auction; by listing on a Library e-mail discussion list; via donation to the Friends of the Library; via donation to local charities; or using any other method that yields the best value for the Library without incurring costly staff hours to dispose of the property.

Surplus property may not be given to staff members. No surplus property may be sold to Library staff or their immediate family unless by a method that ensures that staff (or relatives) have no advantage over other buyers.

The Library occasionally receives incentives from publishers and vendors. The Director is authorized to use those incentives as prizes for Library programs or as prizes for staff, so long as they are distributed in a fair and impartial manner. Incentives may also be given to the Friends of the Library for sale at any Friends' event.

The Director is authorized to discard any item that he/she deems to be of little or no value or that the cost of disposal, in staff time, exceeds the likely value to be received.

*04.19.06/09.16.20*

## **Video Surveillance System Policy**

### **Introduction**

The Library has video surveillance cameras that are a part of the City's video surveillance system. Surveillance video footage is protected as a public record, per Wisconsin Statute 43.30(1m).

### **Authority to view either current or past surveillance data**

The Library's portion of that system may only be accessed by those so authorized by the Director for bona fide technical, Library, or legal reasons (see below).

### **Public Library records**

Video surveillance data are considered to be protected public library records. State Statutes carefully define law enforcement officials' authority to view surveillance data:

43.30(5)(a) Upon the request of a law enforcement officer who is investigating criminal conduct alleged to have occurred at a library supported in whole or part by public funds, the library shall disclose to the law enforcement officer all records pertinent to the alleged criminal conduct that were produced by a surveillance device under control of the library.

43.30(5)(b) If a library requests the assistance of a law enforcement officer, and the Director of the library determines that records produced by a surveillance device under the control of the library may assist the law enforcement officer to render the requested assistance, the library may disclose the records to the law enforcement officer.

In addition, if exigent circumstances exist, i.e., if someone's life or safety is at risk, or if release of the records would stop a crime in progress or one about to occur, the video must be released to law enforcement.

The Director or his/her designee should consult with the City Attorney when surveillance footage has been requested or court-ordered. The request and subsequent release of records, if any, should be documented.

*10.21.09/09.16.20*

## Trust Fund Policy

### Introduction

Trust Fund expenditures shall, in general, be for special projects, programs, or resources, and for start-up funds and building enhancements, that supplement and do not supplant regular city operating or capital improvement budget appropriations.

### Memorandum of Agreement with City of Neenah

The Memorandum of Agreement – Library Trust Fund, executed with the City of Neenah, is hereby incorporated into this Trust Fund Policy.

### Trust Fund accounts

The Library Board shall establish and terminate trust fund accounts as it deems necessary. Existing accounts include the following:

1. The **Library Materials Endowment** consists of bequests or gifts that are legally bound to remain as unspent principal. Income from this account shall revert to the **Library Materials Account**.
2. The **Library Materials Account** includes income from the **Library Materials Endowment**, individual gifts, grant funds, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for library materials only.
3. The **Program Account** includes grant funds, individual gifts, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for programming only. This fund shall have a minimum balance of \$250,000.
4. The **Building Account** includes donations to the new Library fund, additional individual gifts, and sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for the new Library building, large-scale special projects, building remodeling or improvement, an addition to the Library, or a new Library.
5. The **Marshall Schroeder Staff Recognition Account** includes donations made for staff recognition as well as additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be used for staff recognition.

6. The Library Board shall allocate monies not in specific accounts to the **General Account**. Income from this account shall remain in the account. Expenditures from this account may be for any item or service consistent with the general intent of the trust fund. The account may be increased by general gifts, grants, or by action of the Library Board. The Library Board may transfer monies from this account to other accounts, as needed.
7. The **Youth Account** includes individual gifts, grant funds, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for any item or service for the Youth Department.
8. The **Adult Account** includes individual gifts, grant funds, and additional sums transferred to it by the Library Board. Income from this account shall remain in the account. Expenditures from this account shall be for any item or service for the Adult Department
9. The Library shall maintain (and replace as necessary) the Automated External Defibrillator from the **General Account** as long as this type of device is recommended by the Neenah Health Department for use in the Library.

### **Library Director**

1. Without prior Library Board approval, the Library Director is authorized to spend:
  - a. Amounts up to \$1,000 from any account for purposes consistent with that account (subject to the limitations below).
  - b. Amounts up to \$100 to recognize special achievement from the **General Account**.
  - c. Amounts up to the Materials Allowance from the **Library Materials Account** annually, where the Materials Allowance is five percent of the **Library Materials Account** balance as of January 1<sup>st</sup> of that year plus any donations received by the **Library Materials Account** in that year. If expenditures are under the Materials Allowance in any year, unspent funds from that year may be carried over into ensuing years and may be expended in addition to ensuing years' Materials Allowances.

*01.17.07/11.20.19*



- d. Amounts up to the Program Allowance from the **Program Account** annually, where the Program Allowance is five percent of the **Program Account** balance as of January 1<sup>st</sup> of that year plus any donations received by the **Program Account** in that year. If expenditures are under the Program Allowance in any year, unspent funds from that year may be carried over into ensuing years and may be expended in addition to ensuing years' Program Allowances.

*01.17.07/11.20/19*

- e. Amounts, as specified in the Staff Recognition Policy, from the **Marshall Schroeder Staff Recognition Account**, for staff recognition.

- f. Up to \$1,500 annually, from the **General Account**, for a volunteer recognition event.

*04.18.07/09.17.08*

2. The Library Director is authorized to allocate unspecified deposits up to \$1,000 into any authorized account.
3. The Library Director is authorized to request that checks be drawn from and deposits made to the money-market account at the City.
4. The Library Director is authorized to notify the City and/or the financial institution holding securities in the trust fund of cash flow needs so that either one or both can take action to provide for those needs.
5. The Library Director shall distribute to the Library Board, at least quarterly, reports from the City regarding trust fund deposits, expenditures, and balances.
6. The Library Director shall make recommendations for transferring funds from one account to another to the Library Board.
7. The Library Director shall distribute to the Library Board, at least quarterly, the balances of each trust fund account.

*11.15.89/6.19.91/7.17.91/6.20.01/04.19.06/6.21.06/11.20.19*

## **Donor Recognition**

The Donor Recognition Policy establishes the authority and process for recognizing individuals, organizations, businesses, foundations, and any other donors who have supported the Library through substantial financial contributions.

Donors who give \$500 or more will have an engraved plaque installed on the donor wall. The following donation categories have been established:

- \$500-\$1,499: Advocate
- \$1,500-\$4,999: Sponsor
- \$5,000-\$9,999: Benefactor
- \$10,000-\$24,999: Patron
- \$25,000-\$49,999: Philanthropist
- \$50,000 and up: Founder

The Library Board may also recognize the generosity of individuals, organizations, businesses, foundations, and any other donors by a naming right to a collection, an area, a room, furnishings, equipment, programs, artwork, etc. Naming opportunities are also available to honor a person or to honor significant service to the Library or the community.

The Board of Trustees has the sole authority to designate named spaces. The Library Director will recommend naming opportunities and naming inquiries to the Board for consideration.

All naming requests and donations will be assessed on an individual basis by the Board and voted on at a regularly-scheduled Board meeting. The naming request will be determined by the significance of the gift and/or the community contributions by the individual(s), organization, business, or foundation.

Donations made for naming opportunities are made with the understanding that those items will be used and disposed of at the Library's discretion, unless otherwise mutually agreed upon by the donor and the Director at the time the donation is accepted. Naming rights will not extend beyond the normal life of the collection, area, room, etc.

The Board reserves the right to decline any gift or to reject any naming proposals. The Board also reserves the right to terminate or alter a named designation if unusual or extraordinary circumstances arise.

*05/15/19*

## **Memorandum of Agreement Library Trust Fund**

This memorandum of agreement is between the City of Neenah (City) and the Neenah Public Library Board of Trustees (Library). This agreement concerns the Library's trust fund. The receipt, custody, management, investment selection and control, and right of transfer to the city treasurer of the trust fund are governed by Wisconsin State Statutes, chapters 43 and 112.

### **Understandings**

The City recognizes that the Library has exclusive charge, control and custody of its trust fund.

The City recognizes that monies from the Library trust fund shall, in general, be spent for special projects, programs, or resources, as well as for start-up funds and building enhancements that supplement and do not supplant regular city operating or capital improvement budget funds.

The City recognizes that the Library is bound by the terms of bequests that specify how certain trust fund monies shall be used, including amounts specified as endowments, where the principal is never to be spent.

The Library recognizes that the trust fund can supplement City appropriations and provide a measure of tax relief.

The Library recognizes that the trust fund can provide start-up costs and enhancements beyond normal City obligations.

### **Receipt, Disbursement, & Accounting**

The City agrees to accept, receipt, disburse and account for Library trust fund monies.

The Library agrees to make timely requests for receipt and disbursement of funds in the manner required by the City.

The City agrees to include trust funds in the general City audit.

The Library agrees to provide all information needed, in a timely manner, to the City for accounting and auditing procedures.

The Library authorizes the City to honor the Library Director's (or designee's) requests for checks to be drawn from and deposits made to the Library trust fund account.

#### Investment

The Library authorizes the City to invest monies that the Library wishes to remain liquid in the Local Government Investment Pool (LGIP) or equivalent money-market fund.

**Memorandum of Agreement  
Library Trust Fund**

The Library authorizes the City to place monies that the Library wishes to grow through capital growth and the reinvestment of dividends into a separate or sub-account at a City-designated financial institution.

The Library authorizes the City to negotiate fees for investment services and the Library agrees to pay them.

The Library authorizes the Library Board President with the Chair of the Library's Finance & Personnel Committee to act as authorized signatories for any legal documents relating to the trust fund.

The Library authorizes the Library Director, with the Library Finance & Personnel Committee, to choose, control, and change investments at the financial institution according to liquidity needs and market conditions. The Library Finance & Personnel Committee may give the financial institution broad guidelines and allow the institution to make investment decisions under those guidelines.

**Reports**

The City agrees to furnish the Library with quarterly reports of trust fund receipts, disbursements, and balances.

As required by state statute, the City agrees to furnish the Library with an annual report of trust fund receipts, disbursements, and balances. The Library agrees to submit the report to the State as required by law.

[signed]

\_\_\_\_\_  
Ken Harwood      09/20/01  
Mayor, City of Neenah

[signed]

\_\_\_\_\_  
Al Long      09/19/01  
Library Board President

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