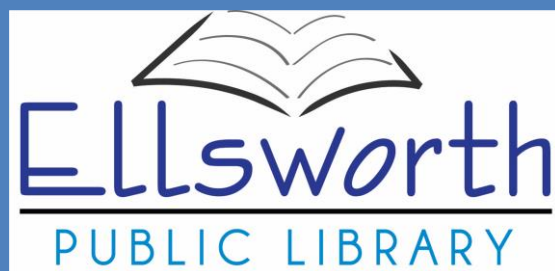


ELLSWORTH PUBLIC LIBRARY POLICY



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POLICIES OF THE ELLSWORTH PUBLIC LIBRARY

I. Mission and Goal Statements

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

II. The Library Board

a. Structure

- i. The Library Board shall consist of seven members; a minimum of four must be residents of the Village of Ellsworth while the others may be residents of the Village of Ellsworth or adjacent townships.

- ii. One trustee shall be a school district administrator or his/her representative. This person shall represent the interest of the public schools and students.
- iii. One trustee shall be an Ellsworth Village Board member.
- iv. Appointments are for three years, with staggering terms for continuity.
- v. Election of the officers shall take place in May of each new year.
- vi. Board vacancies are filled by appointment by the Mayor.
- vii. The Library Board meets the last Tuesday of each month at 5 p.m. at the library.

b. Responsibilities and Authorities of the Library Board

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

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

III. Who May Use the Library

- a. The library will serve all residents of the community and the public library system area. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.
- b. The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.

IV. Patron Responsibilities and Conduct

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

a. Young Children

The Ellsworth Public Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Therefore, it is library policy that all children age eight or under must be accompanied by a parent or designated responsible person while in the library. A caregiver (responsible person) must be at least 12 years of age or older. The responsibility for the care, safety, and behavior of children using the library rests with the parent/guardian or caregiver. Parents/guardians or caregivers are always responsible for the actions of their children. Library staff are not expected to assume responsibility for the care of unsupervised children in the library.

b. Disruptive Children

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

V. Services of the Library

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

- xii. Use media and other public relations mechanisms to promote the full range of available library services.

VI. Volunteers and Friends

The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the Ellsworth Public Library. In appreciation of volunteer services, the Library acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the library and the communities it serves. Individuals and student volunteers must fill out a volunteer application and abide by the rules outlined in the Ellsworth Public Library Volunteer Policy.

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

VII. Personnel Policy

a. Management Policy

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

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

b. Administrative Policy

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

c. Personnel Policy

See Ellsworth Public Library Personnel Handbook for further details.

VIII. Materials Selection/Collection Development Policy

a. Objectives

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

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

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

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

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

b. Responsibility for Selection

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

c. Criteria for Selection

i. The main points considered in the selection of material are:

1. individual merit of each item
2. popular appeal/demand
3. suitability of material for the clientele
4. existing library holdings
5. budget

- ii. Reviews are a major source of information about new materials. The primary sources of reviews are Booklist, Library Journal, and Baker & Taylor.
- iii. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title which is in demand. Consideration is, therefore, given to requests from library patrons and books discussed on public media. Materials are judged on the basis of the work as a whole, not on a part taken out of context.

d. Interlibrary Loan

Because of limited budget and space, the library cannot provide all materials that are requested. The Ellsworth Public Library has entered the MORE Consortium to expand the number of materials available to its patrons. Traditional interlibrary loan may also be used to obtain from other libraries, those materials that are beyond the scope of the consortium's collection. Damage of interlibrary loan items are subject to the replacement policies of the lending libraries.

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

e. Gifts and Donations

i. Donations

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

ii. Memorial Gifts

Memorial gifts of materials or money are also accepted. Specific memorial titles can be ordered for the library on request of a patron if the request meets the criteria established by the board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. The director will make item selections if no specific titles are requested. The Ellsworth Public Library encourages and appreciates gifts.

iii. Appraisal

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

f. Weeding

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

g. Potential Problems or Challenges

The Ellsworth Public Library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated in this policy.

Responsibility for the use of materials by children rests with their parents or legal guardians.

Selection of materials for the library collection will not be inhibited by the possibility that materials may come into the possession of children.

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

h. Challenged Materials

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

IX. Circulation Policy

a. Registration

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

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

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

Identification is required. A driver's license or student ID is preferred, however, any other official ID or recent nonpersonal piece of mail may be acceptable.

Applicants under 18 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. This parental signature is not required for children who are renewing cards.

Materials cannot be checked out until a library card is issued. Library cards must be presented at checkout. If a patron does not have their library card on their immediate person, a current photo ID can be used for a one-time checkout.

Library cards for out-of-state residents will be issued for a \$25.00 annual fee.

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

b. Loan Periods

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

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

A patron can borrow up to 100 items at a time.

c. Holds

Holds may be placed by patrons either in person, over the phone, or via the Internet. Patrons will be notified by telephone, email, or text when the materials are available. Once notified, items will be available at the library for pickup for one week. A patron can have up to 50 items on hold at a time. There is no charge to the patron for placing a reserve or for interlibrary loan services.

d. Fines and Charges

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

e. Damaged Materials

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

f. Confidentiality

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

X. References Service Policy

The Ellsworth Public Library:

- a. Will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence;
- b. Will assist patrons in the use of the library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the library would be worthwhile for individuals who telephone);

- c. Will provide bibliographic verification of items both in the library and not owned by the library and will assist patrons in obtaining materials through interlibrary loan, when appropriate;
- d. May refer library users to other agencies and libraries in pursuit of needed information;
- e. May use digital resources in pursuit of “ready reference” information.

XI. Programming Policy

A “program” is a planned interaction between the library staff and the program participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience. A budget for programming will be established by the board in conjunction with the library director.

XII. Public Relations Policy

- a. Public relations goals of the Ellsworth Public Library are:
 - i. To promote a good understanding of the library’s objectives and services among governing officials, civic leaders, and the general public;
 - ii. To promote active participation in the varied services offered by the library to people of all ages.
- b. The Ellsworth Public Library Board of Trustees recognizes that public relations involves every person who has a connection with the library. The board urges its own members and every staff member to realize that he or she represents the library in every public contact. Good service supports good public relations.
- c. The director and staff members will be expected to make presentations and to participate in community activities to promote library services. A reasonable amount of library time will be allowed for preparation and speaking. Materials to be used by press, radio, or television or digital media will be approved by the director.
- d. The board will establish a publications budget to cover costs related to printing, publication, supplies, and miscellaneous needs related to the public relations effort.

XIII. Equipment Use Policy

- a. **Computer Use Policy**
 - i. Each patron must sign in with his/her own library card.

- ii. Individuals may sign up for ½ hour sessions renewable for an additional ½ hour if no one is waiting. Limit of 2 sessions or 1 hour per day.
- iii. One user per computer. Exceptions may be made for a group homework project. Please ask permission from the library staff.
- iv. Parents are advised to supervise children’s use of the Internet. There are items available on the Internet that some people may find objectionable.
- v. Because these computers are located in a public space the library reserves the right to restrict visual images. If a patron is viewing images determined to be objectionable by a library staff member the patron will be asked to exit from that site. A second offense will cause a patron to lose their session.
- vi. The installation of any programs, downloading of software, or changing of ANY settings on public computers is not allowed.
- vii. A printer is available. Printer paper will cost 25 cents per side for color, 10 cents per side for black and white, and must be paid for at the conclusion of a session. It is recommended that the print preview function is utilized as patrons are responsible for what is printed.

b. Photocopy Machine

A photocopy machine is available to patrons who wish to have library staff copy materials for them. The cost is 10 cents per side for black and white and 25 cents per side for color. Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.

c. Fax Machine

A fax machine is available. The fee is \$1.00 for the first page, and 25 cents per page thereafter.

XIV. Displays and Exhibits Policy

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

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

Areas available to the public for displays and exhibits are the front windows, general bulletin board and above the bookcases. A release must be signed before any artifact can be placed in the library. An example of the release statement follows:

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

XV. Public Notice Bulletin Board Policy

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

Each item posted must be dated and signed. A request for return of items, along with name and telephone number of person to be contacted, should be printed on the back of each article. Unless such arrangements are specified, items must be picked up the day following the date of the publicized event if the owners want them returned. Otherwise, the library will not be responsible for returning materials.

XVI. Disasters Policy

a. Emergency Situations

An emergency situation can be defined as any situation in which a person's actions present an imminent danger to the life or safety of him/herself, others or to library property. Such incidents may include assault and other crimes of violence, or the threat or attempt to commit such crimes. The police will be called immediately if such behaviors should occur.

b. Fire

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

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

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

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

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

c. Inclement Weather

In the event of inclement weather, such as tornadoes or severe storms, staff should close the library, locking all doors and escorting any remaining patrons to the lower level of the building making sure to have the senior center key in-hand. Persons shall stay away from doors and windows until the all clear is sounded. In case of unattended

children, staff assumes “loco parentis,” and directs them to the shelter. No one will be allowed to remain in the main library unless time does not allow evacuation to the senior center, in which case the public restrooms and break room are secondary options. Adults who do not wish to take shelter may leave the building at their own risk.

d. Health Emergencies

Staff will exercise caution when administering first aid.

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

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

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

XVII. Services from System and County Libraries

a. IFLS Library System

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

b. Pierce County Library Plan

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

XVIII. Review and Revision of Library Policies

The preceding statements of the Ellsworth Public Library's policies shall be subject to review and needed revision at least every three years by the Library Board. Individual policies will be reviewed or added as needed.

Adopted: Feb 25, 2003
Updated: March 31, 2015 – circulation policy regarding library cards
Updated: March 27, 2018 – circulation policy regarding fines and charges
Updated: February 26, 2019 – full review of entire policy
Updated: March 19, 2019 – omitted paragraphs in sections IV and XII reinstated

Appendices

1. Library Bill of Rights
2. Freedom to Read Statement
3. Statement of Concern About Library Resources
4. Internet Use Agreement
5. Pierce County Library Plan