

- b. Young adults – services which will broaden minds, stimulate the imagination, and expand horizons.
  - c. Students – formation of a close working relationship with schools and other local agencies to provide the resources needed for secondary and higher education.
  - d. Families – materials which focus on the forces in today's world which impact the quality and existence of the family unit.
  - e. Senior Citizens – provide materials in a wide range of subjects. Encourage use of new and unfamiliar services such as online catalogs and internet.
4. A safe and pleasant environment for all library patrons

## 8. Goals, Objectives, and Strategies:

Creating new strategic plan.

## 9. Service Policies

### 9.1 Respect for Human Diversity

The Tonganoxie Public Library maintains a policy for appreciation of and respect for the human diversity that may characterize the people we serve and the people with whom we work. Library employees shall respect differences in race, color, religion, gender, age, national origin, disability, veteran status and any other characteristic of human diversity.

### 9.2 Service Hours

#### Daily Hours

Sunday	1pm - 5pm
Monday	7am - 8pm
Tuesday	7am - 8pm
Wednesday	7am - 8pm
Thursday	7am - 8pm
Friday	7am - 8pm
Saturday	9am - 5pm

### 9.3 Holidays and Closings

The library will be closed for the following holidays:

- New Year's Day
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Eve Day
- Christmas Day

The library may close for other occasions such as in-service training for the staff.

### 9.4 System Membership

The Tonganoxie Public Library is a member of the Northeast Kansas Library System (NEKLS) and adheres to the policies and bylaws of that organization. The Tonganoxie Public Library participates actively in the programs and services offered by NEKLS. The Board of Directors of the Tonganoxie Public Library appoints a System Representative according to the System's bylaws to represent the Tonganoxie Public Library.

### 9.5 Local Library Card

A local library card will be issued to a patron who can show valid proof of identification that includes date of birth, such as a driver's license, and a verified current address. The signed Library Card Application will be kept on file. The patron's name will not appear on the library check out card; only numbers, in the form of a bar code, will be used. Patrons may check out materials without presenting their library card provided they can display another acceptable form of identification. Replacement cards will be issued at a cost upon presentation of an acceptable form of identification. The library should be notified of any lost or stolen card. If not reported immediately the patron could be charged for materials checked out falsely with the card. Children under 18 must have parent /guardian signature.

### 9.6 Kansas Library Card

The Kansas Library Card program provides free remote electronic access to high quality information and research resources for Kansas residents.

The Tonganoxie Public Library will issue Kansas Library cards.

### 9.7 Who May Borrow

All libraries that are members of the Northeast Kansas Library System (NEKLS) have agreed to allow anyone in the 14 county regional system to use their library without charge. Charges made by other libraries for films,

interlibrary loan (ILL), etc. will be passed on to the user. Residents or property owners in the 14 county area are entitled to a free library card by completing a written application. Any cardholder may check out circulating materials on presentation of their library card. If a person does not have their card with them at time of check-out, the person must have identification. The Northeast Kansas Library System card will be honored.

### 9.8 Volunteers

Volunteers are welcome and encouraged in the library. They will receive an initial orientation by the library director. They should be assigned specific duties on a regularly scheduled basis. A job description generally outlining duties and procedures is desirable. Volunteer hours are tracked and appropriate recognition is given. Letters of referral are appropriate to any volunteer so requesting. Volunteers may be organized into a group or organization or remain involved on an individual basis.

### 9.9 Outreach

The library staff or volunteers organized by the staff will deliver and pick up materials to patrons who are homebound or are unable to come to the library temporarily. Regular outreach services will be available to extended care, senior citizen centers, and any other organization requesting the service.

### 9.10 Limits on Borrowing

Borrowing limits for materials are as follows:

Books – fifty (50)

Movies – six (6)

CDs – six (6)

Audiobooks – three (3)

Video Games – two (2)

Playaway Views – two (2)

Reference books and rare or historically valuable books will not be checked out of the library.

Children under 17 must have written permission from a parent or guardian before they can borrow music CDs with explicit lyrics and/or R-rated videos and DVDs. Children under 13 must have written permission before they can borrow PG-13 rated videos and DVDs.

### 9.11 Length of Loan Periods

Materials are loaned for the following lengths of time:

Books - 21 days (3 weeks)

CDs - 7 days (1 week)

Audiobooks - 21 days (3 weeks)

DVDs - 7 days (1 week)

Games - 7 days (1 week)

Playaway Views - 14 days (2 weeks)

Interlibrary loan titles depend upon the lending library (customarily 14 days).

### 9.12 Reserved Materials

The library patron may reserve materials currently in circulation but unavailable at the time of the request. The patron will be notified when the material becomes available. Books and other materials must be picked up within seven days of notification.

### 9.13 Cooperation With Other Libraries

In addition to the Tonganoxie Public Library's membership with the Northeast Kansas Library System (NEKLS), the Board of Directors will be alert to opportunities of cooperation with other libraries to strengthen the services and resources of the library.

### 9.14 Return of Materials

The responsibility to return materials rests with the borrower who will be notified via phone or through email after the materials are 14 days overdue. If items are overdue after two months from the last check out or renewal, the patron may not check out further materials until the missing materials are returned or replacement costs are paid. A hold will be placed on circulation privileges when a patron has over \$10.00 in overdue fines and/or book replacement charges to any library in the system.

### 9.15 Renewal of Materials

Renewals may be made in person, through your personal online library account, or over the telephone. Renewals will be permitted as long as there is not a hold on the item from another patron. Renewals may be requested on overdue materials.

### 9.16 Fines

The library does not charge fines. Replacement costs are covered in the Lost, Damaged, or Non-Returned Materials policy.

### 9.17 Lost, Damaged or Non-Returned Materials

Patrons are responsible for all materials checked out and fines accrued, and are liable for the damages that may occur to library materials. Full cost recovery, including processing costs, will be charged for lost or damaged materials.

Borrowers who have non-returned materials whose value totals \$100 or more will receive up to two phone call reminders and a written notice from the library via certified U.S. mail. If there is no response to the library's requests for return of materials, the patron will be subject to action through the debt setoff procedures provided for in K.S.A. 75-6201 *et seq.*, as amended by 1993 Senate Bill Number 130. According to the guidelines of the Setoff Program, the debtor is notified by a letter of intent to set off the payment in process against his/her debts and is given 15 days in which to request an administrative appeal. If no appeal is requested, final set off is effected. A processing fee will be charged when the final set off is effected.

Borrowers who have non-returned materials whose value totals \$25 or more will receive up to two phone call reminders and a written notice from the library via certified U.S. mail. If there is no response to the library's requests for return of materials, the patron's account will be referred to a collection agency and a processing fee will be charged back to the patron.

If a patron pays for a lost item and subsequently finds it, the library will issue a refund only if the patron returns the item to the library within 1 month of the date when the item was billed.

### 9.18 Use of Equipment (Audio Visual and Office Equipment)

1. The Tonganoxie Public Library will permit patrons to use the Microfilm Reader, iPads, desktops, copiers, and laptops in-house. The user must receive instructions from the librarian before first time use. The individual or organization will be responsible for any damage or loss of equipment occurring while being used if damage stems from misuse or neglect.
2. Copyrighted materials may not be copied or otherwise reproduced without permission of the copyright holder unless the proposed use falls within the definition of "fair use." (United States Code, title 17, Section 107)
3. The copier is available for public use at a cost to help offset the cost of paper and toner. Assistance will be offered by staff if the patron has not used the copier before.
4. Copies printed from the Microfilm Reader are available at a cost.
5. Copies printed from any of the Public Access computers will incur a charge, including mistakes.
6. The Tonganoxie Public Library provides a fax service to the public. Library staff will operate fax equipment; customers are not allowed to fax their documents. Library customers must provide a loose-leaf copy of the document to be faxed. There will be a cost for this service. The library does not offer international faxing.

The library will also receive documents via fax for library customers. It is assumed that the individual is expecting the fax and will come to the library to pick it up. If the incoming fax has a phone number on it for contact, library staff will attempt to notify the customer. No attempt will be made by library staff to contact the recipient if there is no phone number. Fax messages will be kept at the library one week (seven days from the date on the received fax document). Charges for receiving faxes will be payable upon pick up.

Those customers wishing to use this service must understand that library services are the library's first priority and that public library customers and their library needs come first. Faxing will be done as soon as possible.

The Tonganoxie Public Library and staff are not responsible for wrong numbers, lost receipts, and lost transmittals.

### 9.19 Information Access and Internet Safety

In an effort to be responsive to its mission for excellent service, the Library staff and Board are committed to address and meet the information needs of the people we serve. The library strives to meet the expressed needs and preferences of its patrons by providing the greatest possible information access within the means of the Library and within the limitations of policy and law.

Free wireless Internet access is provided to the citizens of Tonganoxie at the Tonganoxie Public Library. As a "hot spot", patrons may connect to the internet with a wireless laptop, PDA, or other portable device within the library. The Tonganoxie Public Library is under no obligation to monitor library workstation usage except to

comply with the Kansas CIPA (Children's Internet Protection Act). The library will ask the filtering service to unblock erroneously blocked websites upon any request by a minor. The library will disable the entire filter upon any request by users 18 or over, for any lawful purpose. This service is provided by OpenDNS through Cisco products. The wireless internet is filtered; however, if other restricted websites are accessed all library policies concerning legal and acceptable use of computers and the internet still apply. The Tonganoxie Public Library internet stations and laptops may be used for any legal purpose or to view only legal content. Access is managed using your library card. Illegal purposes or content includes accessing material that is obscene, child pornography, or "harmful to minors" as established by K.S.A. 21-6402 Promotion to minors of material harmful to minors statute.

The library is concerned for the safety and security of users who access online information while using the library's computers. It should be noted that the library has no control over the content of the Internet and cannot be held responsible for what the user sees or otherwise experiences when connected to the Internet. The restriction of a minor's access to the Internet beyond that required by this policy is the responsibility of that minor's parent or legal guardian.

The safety and security of users accessing the Internet require those persons to be cautious, thoughtful, protective of personal information, and respectful of library policy and state and federal laws.

### **Use of the library's computers**

Library computers will not be used to do the following:

- Access or display information that is obscene as defined by Kansas law;
- Participate in email, chat rooms, or instant messages that use information that is obscene as defined by Kansas law;
- Disclose, use, and or disseminate personal information that could threaten or create a vulnerability for a minor, for any other person, or for the library; and/or
- Attempt to gain unauthorized access to any data, computer, or network.

Using library computer workstations in an inappropriate manner, as defined herein, is prohibited. Members of library staff are under no obligation to monitor library computer workstation usage and accept no responsibility for investigating the manner in which those workstations are used. When, however, a member of the library staff observes a patron using a workstation in violation of the following subsections, the patron will be deemed to be using the workstation in an unacceptable manner, resulting in any or all of the following consequences:

- Immediate termination of the Internet session.
- Additional suspension of computer use or other library use privileges.
- Notification of appropriate law enforcement officials.

Any user who violates this policy may be prohibited from using the library's computers until the user agrees to comply. For repeated violations, any member of the library staff will be required to prohibit that user's computer access for 30 days or longer.

Users may appeal the revocation of Internet use privileges by petitioning the Board. The decision of the Board will be final.

Patrons will use the library's computers and software in a responsible manner and will not use them in a careless and/or abusive way. Misuse of computer equipment and Internet access may result in the consequences described above. Misuse includes, but is not limited to:

- Activities causing damage to library computer equipment, software programs, and data.
- Activities deemed unlawful according to local, state and federal law.
- Unauthorized access to secure data, including so-called "hacking." Violations will be immediately reported to appropriate law enforcement officials.

Violation of individual privacy rights, including unauthorized disclosure, use and dissemination of personal information regarding minors is prohibited. Persons violating this prohibition are subject to the consequences described above. Library staff will not disclose library customers' use of the library with respect to information sought or received, including Internet use, except pursuant to a valid court order or subpoena authorized under federal, state or local law except when reporting unlawful activities as described above.

### **The laws that guide this policy**

The library complies with state and federal laws. We have a particular awareness of Kansas laws relating to obscenity (K.S.A. 21-4301; 21-4301a, and 21-4301c) and federal laws on copyright (U.S. Code, Title 17), the Children's Internet Protection Act (CIPA) and the Neighborhood Children's Internet Protection Act (NCIPA). The library and library users must comply with these laws.

All patrons who use the library's computers will be required to read this policy. They will also be required to sign an instrument attesting to the fact that they have read and understand this policy and promise to abide by the rules herein described.

Parents or legal guardians of children below the age of eighteen years will be required to sign an instrument attesting to the fact that they have read and understand this policy and that they will be responsible for their children's responsible use of the library's computers. These parents or legal guardians agree to hold the library, its staff and the Board harmless in the event their children access to questionable material on the Internet, either accidentally or on purpose.

### **9.20 Friends Groups**

Friends of the Library are groups of citizens who join together to support and promote public libraries. They understand the importance of library service to the community and work in a variety of ways to help the library become more effective. Friends groups shall work with the library director to obtain the goals of the library.

Together they can affect the following:

- Increased library participation and use;
- Increased funding and resources;
- Updated automation equipment; and
- A larger, more up-to-date materials collection.

Funds of the Friends shall be used for the sole support of the library's services, materials, programs, capital, building and infrastructure needs.

### **9.21 Services to Groups and Organizations**



The library will actively assist civil, cultural, and educational organizations in locating and using materials for planning programs, for conducting projects, and for furthering the education of patrons.

### 9.22 Community Room

The Tonganoxie Public Library contains a community room for activities of a civic, cultural, or educational nature and for the discussion of current public questions at no fee as long as the organization is a non-profit. It is also available for additional usage for a minimal fee. It is available to groups regardless of the beliefs or affiliations of their members. No group or organization using the community room will discriminate on the basis of race, color, national origin, gender, age, religion, or handicapped status in the provision of service. Duly constituted continuing political groups may use the room, but temporary committees for the advancement, of an individual's success in a political campaign shall be denied such use. Use of the community room does not constitute library endorsement of the activities, purposes or viewpoints expressed by the groups/individuals involved. Meetings held in the library are considered public meetings, open to all wishing to attend.

The meeting room will only be available for use during the library's regular operating hours. Library-oriented programs will be given preference when scheduling conflicts occur, and a minimum of 48 hours notice will be given to the non-library party for rescheduling purposes. Any group using the community is expected to conduct its proceedings in a quiet, orderly manner and to set up and take down tables and chairs as needed. Trash must be placed in receptacles and the room left clean. Tobacco use and alcoholic beverages are prohibited on library premises. Groups will be held responsible for any damage to, or theft of library property. The library is not responsible for lost or stolen articles. The library is not responsible for any accident or injury occurring during a meeting or event taking place in the community room when rented by a third party. The library reserves the right to refuse future bookings to groups that consistently fail to appear on reserved bookings and that do not abide by the above written policies.

Any exceptions to the community room policy must be approved by the Library Board of Directors. Questions involving meeting-related policies and procedures will be resolved by the Library Board. If a group feels that their application has been unfairly denied or that their use of the community room is limited, a grievance may be filed with the Library Director, who will direct it to the Library Board. The Library Director or designee assumes responsibility to ensure that policies and procedures are followed and will report any problems to the Library Board. For further guidance and procedures on scheduling the community room, complete a [Community Room Application](#) or contact the Library Director.

### 9.23 Public Relations

The library must work for two-way communication with the community. It is a responsibility of the library whose constituency is all the people, to notify them of services that are available. The library is also responsible for designing its services to meet the community's needs. The Library Board, the public and the staff should be involved with better communication between the library and the community and each has a role to play in developing and maintaining good public relations. All three can exercise creativity in promoting the public library. Each employee is a public relations officer. Each board member should be willing to support and adequately fund planned marketing programs to promote library service. The Directors and librarian must assume responsibility for developing and writing the public relations policy. A suggested Board public relations resolution should be adopted and adhered to.



## 9.24 Open Records

The library's records are available to the public in accordance with K.S.A. 45-215 et seq. To inspect and obtain copies of public records which are not exempted from disclosure by a specific law, a patron may request assistance from the library's director. Records will be produced as soon as possible and always within the 3-day period specified by law. To insure accurate response, a document copy request must be written and legible. Reasonable fees, not exceeding actual cost, may be charged for access to records, copies of records, and staff time for processing requests.

## 9.25 Exhibits and Displays

Exhibits and displays in the library will be determined by the director and library staff. Library personnel will make every effort and take every precaution for the safety of material in the library. The library will not be held liable for damaged or stolen property.

## 9.26 Americans with Disabilities Compliance

The Tonganoxie Public Library is handicap accessible and upholds the provisions of the Americans with Disabilities Act of 1990.

## 9.27 Patron Behavior

### **CODE OF BEHAVIOR**

1. Alcoholic beverages, illegal drugs, firearms or other weapons are not permitted in the library or on the grounds.
2. Smoking is not permitted in the library.
3. Food and drink are permitted only in the library meeting rooms during scheduled meetings.
4. Animals are not permitted in the library, except, for those needed to assist a patron with a disability or for use in a library sponsored program that has been authorized by the library director.
5. Behaviors and/or conditions that may be considered disruptive to library users or staff is not allowed and will be addressed by the library director at his/her discretion.
6. Abusive or obscene language is not allowed in the library.
7. Shoes and shirts must be worn in the library.
8. Rollerblades and shoes with cleats may not be worn in the library.
9. Privileges may be limited for damaging library property, stealing library materials, or harming library users or staff.

## 9.28 Disruptive Patrons

A patron whose behavior is disruptive to other library patrons may be asked to leave the library premises. A patron who refuses to leave under these circumstances is trespassing. The staff member handling the problem should first seek assistance from the director. Further action will be to seek assistance from the police, if needed.

Individual access will be restricted only when effective access by others is hindered. The Board of Directors and the Library Director will take all measures available to provide a resource center that is friendly, helpful, and safe for ALL patrons.

## 9.29 Behavioral Standards for Children

The library welcomes and encourages children to explore the library and make use of library services. However, some behavior is considered inappropriate and causes interruptions for others or danger to the child. Parents are responsible for their child's proper behavior in the library and for monitoring their child's behavior. Inappropriate behavior includes loud or disruptive speech, running, climbing on shelves or furniture, and playing with rather than using computers and catalog terminals.

If a child is causing a disturbance or harming library equipment or materials, the parent(s) will be asked to correct the inappropriate behavior. If the behavior continues, the parent(s) and child may be asked to leave.

Children who are in the library alone and who behave in a disruptive manner or harm library equipment or materials will be asked to leave. If the child is unable to go home alone, staff will attempt to locate the child's parents to come for them. If staff is unable to locate a parent, the police will be called for assistance.

### 9.30 Unattended Children

Parents may not leave children under age 7 unattended in the library. Parents or caregivers are responsible for their children's behavior in the library. Disruptive children age 7 or over will be asked to leave after receiving one warning and after parents have been notified.

### 9.31 Distribution of Non-library Information

#### **Policy Statement:**

In support of its role as a community information center, the Tonganoxie Public Library maintains distribution space (a pamphlet rack, bulletin board, and shelf space) for informational materials (flyers, notices, pamphlets, posters, and newsletters) that may be used by non-profit, non-commercial organizations or groups, which share the library's goal of serving the educational, cultural, and civic needs of the community and surrounding area.

#### **Regulations:**

1. The library reserves the right to deny permission to distribute material that is in conflict with this policy.
2. The library reserves the right to determine where and how information will be displayed or distributed. Information is posted at the discretion of library staff and subject to limits of space and time. Information may not be distributed on library grounds, outside the building.
3. The library is unable to accept responsibility for direct, regular distribution of informational materials.
4. The library is not liable for the preservation, protection, or possible damage or theft of any materials.
5. Posting of notices and distribution of material does not imply endorsement by the Tonganoxie Public Library.
6. No organization or individual will be permitted to circulate or post petitions, or to solicit funds or donations for any purpose.
7. The name of the sponsoring organization or agency should be clearly identified on the materials being distributed.
8. Informational materials to be posted and/or distributed should be of an educational, cultural, recreational, or philanthropic nature, or should supply nonpartisan information about the city, county, government, or community.
9. Information about events, opportunities, and services that charge fees may be posted in the library for a period of thirty days.

10. Materials that promote or advocate particular religious organizations or beliefs or specific political groups, issues, or candidates are not accepted.
11. Announcements of events and services offered by local religious organizations, school organizations, local non-profit organizations or agencies, or local governmental bodies may be accepted.
12. No informational material may be placed or removed on the display racks, display shelves, or bulletin board except by authorized library staff in accordance with this policy. Unauthorized non-library materials that are posted or placed in the library will be discarded. Unauthorized removal of items may result in the loss of library privileges.

## **10. Personnel Policies**

### 10.1 Employment Authority

The information contained in this personnel policy applies to all employees of the Tonganoxie Public Library. It is presented as a matter of information only and its contents should not be interpreted as a contract between the library and any of its employees. This personnel policy is not intended to and does not constitute any sort of contract employment, either expressed or implied.

The Tonganoxie Public Library Board of Directors expressly reserves the right to change any of its policies without prior notice, including those covered here, at any time. Employees will be notified of any changes by appropriate means. Amendments or new policies will be effective on dates determined by the Board of Directors. Only the Board, in consultation with the director, has the authority to change any policy. This policy supersedes all previous personnel policies.

It is the responsibility of the Tonganoxie Public Library Board to hire a library director who meets the stated requirements and has the needed skills. Guidance for the director is communicated by a well written and maintained policy manual which is based on local, state, and federal laws that relate to employment practices.

It is the authority of the Board to provide a salary schedule and fringe benefits for all employees.

It is the responsibility of the Director of the Tonganoxie Public Library to hire and supervise staff according to policy and utilize the skills and initiative of the staff members to the library's advantage. It is appropriate for the Director to provide recommendations and materials for review and inclusion in the personnel manual. The Director should suggest improvements needed in compensation, safety, and working conditions. It is the responsibility of the Director to recommend appropriate opportunities and specific needs for training.

### 10.2 At Will Employment

Employees are employed at the will of the library and are subject to discharge at any time, with or without cause or reason, and with or without advance notice. At the same time, these employees may terminate their employment at any time and for any reason.

No library representative is authorized to modify this policy for any employee or to enter into any contract or agreement; oral or written, implied or expressed, that changes the at will relationship. Supervisory and management personnel should not make any representations to employees or applicants concerning the terms