



Policy Manual

Policy Manual
Waupaca Area Public Library

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Mission Vision and Values



Tagline: Imagine...Learn...Connect

Library Mission: The Waupaca Area Public Library is committed to offering opportunities for innovation and engaged learning.

Vision: The Waupaca Area Public Library will be known as a community resource that promotes innovation, technology, collaboration and all forms of literacy.

Values: The Waupaca Area Public Library strives to be:

Inclusive- opening doors for increasing engagement

Responsive- collaborating with partners to meet community needs

Respectful- a welcoming environment, open yet private

Accessible- by offering up-to-date technology and resources

Chapter 1 Adult Gaming Policy

- By using the gaming equipment the patron agrees to this Gaming Policy.
- Patrons wishing to use the gaming systems in the Conference Room must be an adult over 19 years of age and have a valid library card.
- Gaming is only permitted when meetings are not scheduled. Hours available will be posted.
- Gamers may bring their own games to use for available consoles. No personal gaming consoles allowed.
- Game playing may be limited if someone else is waiting.
- All gamers are required to sign up at the Information Desk. Gamers must checkout the games, controllers and other accessories from library staff at the Information Desk with a valid library card.
- Games and accessories will be kept at the main desk when not in use and must be returned after use.
- Staff reserves the right to shut down gaming equipment for administrative purposes or if use interferes with other patrons' use of the library.
- Gamers will be asked to respect others and keep the volume low.
- Gamers are asked to treat the equipment gently. Gamers who do not treat equipment gently will be asked by staff to stop for the day. Gamers who repeatedly abuse equipment will have his/her gaming privileges revoked.
- Gamers agree that any damage to gaming systems and accessories caused by misuse will result in the individual being held monetarily responsible for damage and possible loss of all gaming privileges.
- The room must be returned to its original state after use.

Chapter 2 Bulletin Board Policy

Purpose

The Library provides space on its public bulletin board for announcements and notices of local community events and notices of public concern, and in a literature display rack for distribution of free materials. This service is in keeping with the Library's overall philosophy of providing access to a wide range of information sources.

Policy

1. All notices, posters, and free literature must be approved and placed on the bulletin board by library staff, space permitting. Staff may discard items not approved for placement, and excess copies of any items received. The items must be professionally printed or neatly hand printed and no larger than 11 by 17 inches.
2. Announcements for upcoming events may be posted no earlier than 30 days prior to an event. Items will be posted or made available on an equitable basis, subject to available space. The library staff will discard announcements after the event.
3. Religious and political materials are permissible for informational purposes or special events; materials which have the primary effect to persuade toward a single point of view will not be displayed.
4. In general, no items devoted solely to the sale, advertising, solicitation or promotion of commercial products or services for a single profit making business will be accepted.
5. The Waupaca Area Public Library, governed by the Library Board and the City of Waupaca, reserves the right to remove any item.
6. Posting of a notice or placement of materials in a display rack does not imply endorsement by library staff or Board of Trustees.
7. No free standing signs or personal ads. Signs are to be placed in the library proper. No signs are to be placed in the lobby.

Approved by the Waupaca Area Public library Board Trustees November 9, 1993

Revised by the Waupaca Area Public library Board Trustees September 9, 2003

Revised by the Waupaca Area Public library Board Trustees July 8, 2008

Chapter 3 Circulation of Library Materials and Overdue Schedule

A. Registration

1. Wisconsin residents of all ages are encouraged to apply for their own library card. Individuals under the age of 16 must be accompanied by a parent or legal guardian to register for a card.

2. All borrowers must be registered at an Outagamie Waupaca Library System Member library and show their library card or proof of identity to borrow materials.

3. Patron agrees to the following: I accept responsibility for library materials borrowed with this card until I report the card lost or stolen. I agree to pay fines for materials returned to the library after their due date. I agree to reimburse the library for materials that are lost, damaged or stolen. I agree that this library card may be required to borrow materials.

4. Waupaca Area Public Library will accept any combination of the following forms of identification that verify identity, birthdate and current address:
 - Valid Wisconsin Driver's License or Wisconsin ID
 - Passport
 - Checkbook with local address
 - Any official item mailed to current address (ex. utility bill)
 - Rent Receipt
 - Student ID

5. A replacement fee of \$3.00 is charged for a lost card. Worn or expired cards are replaced at no charge.

B. SEE NEXT PAGE FOR CIRCULATION PERIODS AND OVERDUE SCHEDULE

**CIRCULATION PERIODS
AND OVERDUE
SCHEDULE**

Adult & Teen	Checkout	Late Fee/Day	Renewals
Audio books	28 Days	\$0.10	2
Books	28 Days	\$0.10	2
Short Loan	14 Days	\$0.10	0
Movies	7 Days	\$0.25	2
Music	14 Days	\$0.25	2
Magazines	14 Days	\$0.10	2
CD-ROMS	28 Days	\$0.10	2
ILL	User Specified	\$1.00	Upon request
Equipment	3 Days	\$1.00	0
Children's	Checkout	Late Fee/Day	Renewals
Audio books	28 Days	\$0.10	2
Books	28 Days	\$0.05	2
Short Loan	14 Days	\$0.10	0
Movies	7 Days	\$0.25	2
Music	14 Days	\$0.25	2
Magazines	14 Days	\$0.10	2
Video Games	7 days	\$.25	2
CD-ROMs	28 Days	\$.10	2

1. Maximum checkout limit for all materials is 75 items.
2. Movies, music, audio books, and CD-ROMs are limited to twenty-five per person for the designated loan period
3. Video games are limited to five per person for the designated loan period

4. Card holders are limited to 25 Infosoup holds and 5 Out of System holds at one time.
5. Items that have holds placed on them are not renewable.

C. Overdue library materials

1. No card holder with billed materials or over \$5.00 in late fees will be allowed to check out additional materials.
2. Adult patrons with late fees or bills that restrict their borrowing privileges may not use the card of a minor child to check out adult materials.
3. As a courtesy, patrons will be notified of overdue materials as designated on the application form (by email or postal mail).
4. Maximum late fee per item is \$5.00, not to exceed the cost of the item.
5. Schedule for overdue notices and bills is as follows:
 - a. The first overdue notice for all materials is generated 3 days after the due date.
 - b. Overdue items will be billed if not returned 4 weeks after the due date.
 - c. Items from other libraries will be subject to policies of owning library.
 - d. Patron will be charged postage if a bill or registered letter must be mailed.

D. Lost or damaged Materials

1. If an item is lost or damaged, the patron will be billed for the replacement cost plus the cost of processing.
2. Patron accounts with bills for unreturned or damaged items of \$50 or more will be turned over to a collection agency. A \$10 nonrefundable fee will be added to the account. Library patrons with unpaid bills that have gone to collections will not be allowed to borrow materials from the library until the balance is paid in full.
3. The Library is not responsible for damage done to personal equipment while using library materials.

Refunds

If the lost item is returned within 30 days after the bill is paid, the patron may be refunded the cost of the item less a fee of \$5.00. The decision to refund payment will be made at the discretion of designated library personnel. Materials belonging to other libraries will be excluded from this policy.

Waiving Fees

1. "Food For Fines" drives may be held three times a year. Each drive may not exceed a fourteen day period. Patrons are asked to bring approximately one item per dollar of their fees.
2. Library sponsored programs may be offered to reduce fees.
3. Fees for lost or damaged items or postage will not be waived.

Approved by the Waupaca Area Public Library Board of Trustees September 14, 1993

Revised 2/01 Mary Keefer, Board President and Gerald A. Brown, Library Director

Revised by the Waupaca Area Public Library Board of Trustees March 2003.

Revised by the Waupaca Area Public Library Board of Trustees August 8, 2008

Revised by the Waupaca Area Public Library Board of Trustees February 10, 2009

Revised by the Waupaca Area Public Library Board of Trustees February 9, 2010

Revised by the Waupaca Area Public Library Board of Trustees June 8, 2010

Revised by the Waupaca Area Public Library Board of Trustees May 10, 2011

Revised by the Waupaca Area Public Library Board of Trustees September 13, 2011

Revised by the Waupaca Area Public Library Board of Trustees August 13, 2013

Revised by the Waupaca Area Public Library Board of Trustees April 8, 2014

Revised by the Waupaca Area Public Library Board on April 14, 2015

Revised by the Waupaca Area Public Library Board on September 8, 2015

Revised by the Waupaca Area Public Library Board on November 16, 2016

Chapter 4 Community Outreach/Public Relations

A. The public relations goal of the Waupaca Area Public Library is to promote an understanding of the library's objectives and services to governing officials, civic leaders, and the general public. The Library will promote active participation in the varied services offered to people of all ages.

B. The Library Board recognizes that public relations involves every person who has a connection with the library. The Library Board and staff are expected to represent the Library in every public contact.

C. The library director and staff are expected to make presentations and to participate in community activities to promote library service.

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991

Revised by the Waupaca Area Public Library Board of Trustees July 2007

Revised by the Waupaca Area Public Library Board of Trustees May 13, 2014

Revised by the Waupaca Area Public Library Board of Trustees on July 18, 2018

7/18/2018

Chapter 5 Computer and Internet Use

Please review the following pages **before** agreeing to this policy.

This policy also applies to personal equipment (laptops, etc.) utilizing a library Internet connection.

1. The Library does not censor or filter your access or protect you from information you may find offensive. The Library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content.
2. Access to public computers will be blocked for Infosoup patrons who are delinquent.
3. Minor children under 16 years of age must have a parent/guardian read, agree to, and sign the Internet Policy in person. If accompanied by a parent/guardian minor children without a card may be issued a visitor's pass to use the Internet with permission of the parent/guardian.
4. Use of the Internet computers is on a first come, first serve basis. The Library uses SAM (Smart Access Manager) computer software. The Internet sessions are in 30 minute blocks. Your time may be extended up to 3 hours per day depending on availability.
5. The SAM software requires users to accept the Library Internet agreement. This agreement implies acceptance of the Library Internet Policy, available upon request.
6. The Internet computers will be available during normal library hours, subject to periodic maintenance. Internet terminals in the teen library will be available only when staff is present. The Internet terminal in the children's department is reserved for youth under 14 years of age and parents accompanied by small children.
7. There will be a \$0.10 charge for each printed side. There will be a \$.50 charge for each side printed in color.
8. The Library prohibits
 - use of its computers and network for unauthorized, illegal or unethical purposes.

- use of its computers and network to access material that creates a hostile working environment to patrons or staff, is obscene, contains child pornography, is considered bullying or harassment or is harmful to minors.
 - the misuse of copyrighted material as per state and federal law.
 - misrepresenting oneself for any purpose.
 - invading the privacy of others or interfering with their computer use.
 - Use of another person's library card to access the Internet
9. Any use in violation of this Internet Policy may result in the loss of Internet privileges. First violation may result in the loss of privileges for up to three months. Second violation may result in the loss of privileges for up to one year. For copyright infringement and other illegal offenses the Waupaca City Police Department will be notified.

Non Internet computers and microfilm readers may be accessed by anyone. Signup is required at the Information or Children's Desk. Time limits may be enforced if others are waiting.

Internet Agreement as displayed in SAM

The Waupaca Area Public Library:

- -Does not filter content or control information accessed through the Internet.
- -Holds parents/guardians responsible for use of the Internet by their minor children.
- -Will charge \$0.10 per printed side for black and white copies, \$0.50 for per printed side for color. You are encouraged to use print preview and check the number of copies to be printed.
- -Prohibits the use of its computers and network for unauthorized, illegal or unethical purposes.
- -Prohibits use of its computers and network to access material that creates a hostile working environment for staff or patrons, is obscene, contains child pornography, is considered bullying or harassment or is harmful to minors.
- -Prohibits the misuse of copyrighted material as per state and federal law.

- -Prohibits misrepresenting oneself for any purpose.
- -Prohibits the use of another person's library card to access the Internet.
- -Does not guarantee the security of its computers or network.

A complete copy of the Internet Policy is available upon request.

Minor's name (please print): _____

Barcode: _____

I have read and understand the above policies and procedures. I also understand that misuse or abuse of the computers will result in loss of privileges.

Signature of parent or guardian: (required if applicant is less than 16 years of age.)

Approved by the Waupaca Area Public Library Board on January 13, 1998.

Revised by the Waupaca Area Public Library Board on April, 13, 1999

Revised by the Waupaca Area Library Board December 14, 1999.

Revised by the Waupaca Area Library Board November 2001.

Revised by the Waupaca Area Library Board September 2005.

Revised by the Waupaca Area Library Board November 2007

Revised by the Waupaca Area Library Board February 10, 2009

Revised by the Waupaca Area Library Board May 12, 2009

Revised by the Waupaca Area Library Board April 13, 2010

Revised by the Waupaca Area Library Board February 8, 2011

Revised by the Waupaca Area Library Board September 8, 2015

9/9/2015

Chapter 6 Confidentiality

The ethical responsibility of the Waupaca Area Public Library staff, as well as state statutes, protect the privacy of library users. Confidentiality extends to “information sought or received, and materials consulted, borrowed or acquired,” and includes database search records, reference interviews, circulation records, interlibrary loan records, and other personally identifiable uses of library materials, facilities, or services. It is our responsibility to maintain the integrity of our relationship with each individual cardholder.

Privacy for Patrons

Wisconsin Statute Section 43.30 has been amended to require that a library which is in whole or part supported by public funds must disclose to a custodial parent or guardian of a child under the age of 16 any records relating to that child’s use of the library’s documents, or other materials, resources or services. The role of the parent or guardian is to guide their child’s material choices within their own family. Patrons over 16 years of age will be afforded the same rights as adults. The library’s role is to provide access to materials for all and to insure absolute privacy.

1. The employee receiving the request to examine or obtain information relating to circulation or other records identifying the names of library users, will immediately refer the person making the request to the Library Director, Assistant Director, or Children’s Librarian who will explain the confidentiality policy.
2. The Library Director, upon receipt of such process, order, or subpoena, shall consult with the City Attorney and/or Library Board to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance.
3. If the process, order, or subpoena is not in proper form or if good cause has not been shown, insistence shall be made that such defects be cured before any records are released. (The legal process requiring the production of circulation or other library records shall ordinarily be in the form of subpoena duces tecum [bring your records] requiring the Library Director to attend court or the taking of his/her deposition and may require him/her to bring along certain designated circulation or other specified records.) .
4. Any problems or conditions relating to the privacy of a patron through the records of the Waupaca Area Public Library which are not specified in the policy statement shall be referred to the Library Director, who after study and consultation with the Library Board and/or city attorney, shall issue a written decision as to whether to heed the request for information.
5. The U.S. Patriot Act may overrule all of the above steps in the process.

Signature form for library staff and volunteers with access to patron records

I have read and understand the Confidentiality Policy and agree that I will not reveal any patron information including: Internet use, checked out items, phone, address, names, birthday, holds, fines, circulation history/reading record, PIN #, barcode, email.

Signature _____ Date _____

Confidentiality Policy to be reviewed annually with all staff and volunteers with access to patron information

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991

Revised by the Waupaca Area Public Library Board of Trustees May, 11, 2004

Revised by the Waupaca Area Public Library Board of Trustees March 20, 2007

Revised by the Waupaca Area Public Library Board of Trustees August 8, 2008

Chapter 7 Equipment Use by the Public

The library circulates equipment for use by the public that may be checked out for a three day period. Reserving equipment prior to the date required is recommended. Equipment must be checked out by a library card holder, in good standing. Equipment will be inspected when it is returned. A fine of **\$1.00** per day is charged for the late return of equipment. Some equipment may only be used within the building. A complete list of available equipment is available at service desks.

1. First time users may request instruction on the proper use and hookup of equipment.
2. The user is wholly responsible for any loss or damage to the rental equipment. Repair, replacement and cleaning fees will be charged to user according to the repair cost, retail replacement cost and/or cleaning fees as determined by the Waupaca Public Library.
3. Users will not service, repair or change the set-up of equipment

Approved by the Waupaca Area Public Library Board of Trustees December 13, 1993

Revised by the Waupaca Area Public Library Board of Trustees September 9, 2003

Revised by the Waupaca Area Public Library Board of Trustees May 13, 2014

5/21/2014

Chapter 8 Evacuation

The Waupaca Area Public Library will, to the best of its ability, meet all guidelines for public safety as set by the Occupational Safety and Health Administration (OSHA) and the Department of Industry Labor and Human Relations (DILHR).

The Waupaca Area Public Library is equipped with a fire alarm system and sprinkler system. In the event of a fire, the fire alarm system will be activated at the first detection of smoke. The library staff will post signs at appropriate points in the library showing exit routes.

In the event of a fire or other evacuation emergency, the library staff will follow the procedures listed below:

1. Reference Staff will make an evacuation announcement (please proceed to the nearest exit).
2. Each employee will be responsible for making a quick check for patrons in the area which s/he is working. S/he will help guide any patrons in this area to the designated exit for that part of the building.
3. Floor supervisors are responsible for alerting other floor supervisors and after making a brief inspection of his/her area, exiting the building and closing all doors.
4. At no point will a library employee put his or her safety at risk trying to search the building or extinguishing a fire.
5. Persons who are in charge of the meetings in the lower level meeting room will be responsible for seeing that the meeting attendees exit the building at stairwell # 2 through the City Hall.
6. Persons on the lower level who cannot be evacuated because of physical disability will be escorted to the Northeast stairwell. Staff members who have escorted such people are responsible for alerting emergency personnel.
7. Library staff will meet in the First National Bank parking lot after an evacuation to insure that all staff have exited the building.

Approved by the Waupaca Area Public Library Board of Trustees February 8, 1994
Revised by the Waupaca Area Public Library Board of Trustees October 14, 2003

Chapter 9 Emergency Closure of the Library

Management Team will stay closely tuned to weather circumstances

All Staff should look at the weather and stay tuned to closings in the area and wait for a call or text. When in doubt call your supervisor.

On a morning when weather is an issue (or the Library has opened) a decision will be reached by at least two of the following (if before opening by 7:30 if possible):

Library Director Assistant Library Director
Children's Librarian Teen Librarian
Library Board President (will be consulted and/or informed)

These factors are to be considered:

- Are Waupaca schools closed? Are area schools closed?
- Have other activities been cancelled?
- What are the road conditions from 1 to 10 with 10 being the worst?
- Is it still snowing (raining, storming, etc.)? What are the weather predictions for the rest of the day?
- Will our staff be in danger if they try to come in (or later leave)?
- Will there be enough staff to adequately cover all areas of the library (minimum 5)?
- The decision must be made (by the time the Library is scheduled to be open) to either close for the day or delay opening until 11:00 am.

Once the decision has been reached to close (or to remain open or to open late)

- Full time staff will use the emergency contact list to reach staff & volunteers
- Employees who live in the country should be encouraged to stay home if they will have difficulty getting in to work.

Director or Assistant Director to do the following:

- Contact the media to have them announce that no items will be due that day and if the library will be open, closed or open late.
- Call OWLS and have all items due that day to be due the next.
- Contact WALTCO. Find out if WALTCO will deliver (driver should have key).
- Signs should be placed on outside doors and the electric "OPEN" sign should be unplugged or turned off
- Make an announcement on website, Facebook and phone (see if Josh can have the phone message say we are closed or opening late. Also say that no items will be due that day.)

Circ Staff

- Do not run the holds clearance until 2 days after the closing day to give patrons a chance to pick up holds.

Employee work and compensation (based on City of Waupaca Employee Handbook

If the building is closed:

- Salaried employees will be treated as if they worked eight hours since they regularly work overtime without additional compensation.
- Full time hourly employees may choose to use a personal or vacation day, make up the hours within the two week pay period, or choose unpaid leave.
- Part time people may choose to make up time missed or use PTO (paid time off) if they have that benefit.

Chapter 10 Exhibit Room Mission Statement and Policy

Exhibit Room Mission Statement

The Waupaca Library Exhibit room shall be a space to provide cultural, historical and educational displays free to the general public.

Exhibit Room Committee

The Exhibit Room is run by Committee which includes a paid coordinator, community members, at least one library staff person and a library board member when possible. The Exhibit Room Coordinator and Exhibit Room Committee invite individuals and groups to volunteer their time and efforts in the service of the Exhibit Room.

Exhibit Room Policy

The development of this statement of policy by the Waupaca Area Public Library Board is in recognition of the need for guiding rules or principles which can be followed. The rules, regulations, statements or policies and procedures set forth in this policy are not final answers to any or every given problem and must be studied and interpreted in terms of the changing needs of the library.

The Exhibit Room Coordinator will have regularly scheduled meetings with the Exhibit Room Committee to discuss operations and schedule upcoming exhibits. The policy of the Exhibit Room Coordinator and Exhibit Room Committee will be to support the American Library Association Bill of Rights.

"Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. " (From the Bill of Rights)

The Exhibit Room in the library may be scheduled for exhibits and programs by educational, civic, cultural and governmental groups. There will be no admission charge and purely commercial use of the exhibit room is not allowed. Organizations or individuals sponsoring educational programs of a non-profit nature will be permitted to use the Exhibit Room, provided such exhibits are open freely to the general public.

The Library Exhibit Room Coordinator, Exhibit Room Committee and Library Director will make decisions regarding acceptability and appropriateness of exhibits.

Materials for display may not be displayed in the Exhibit Room, except as prescribed by the Exhibit Room Coordinator, Exhibit Room Committee or Library Director.

Either the exhibitor or a designated representative must be present at setup and dismantling of the exhibit. All artwork shall be submitted ready for exhibit.

Artwork and/or craft items may bear price notations or a list may be available showing the cost of exhibited items. The library Foundation will receive a 20% commission/donation on items sold during a library exhibit. Exhibitors are allowed to provide their personal and/or business contact information. All donations collected in the donation box are considered contributions to the Exhibit Room and Waupaca Area Library Foundation. Any exhibit held for the express purpose of fundraising for a non-profit cause must provide mailing envelopes for donations. Library staff and exhibit personnel are not responsible for the collection or supervision of these funds.

Artwork shall be itemized from the supplier in case of damage or loss (for insurance purposes.) Any one item valued over \$50, 000 will cost more in insurance fees, under the City's current insurance policy. This extra cost will be negotiated between the provider of the item, and the Exhibit Room Coordinator on behalf of the City of Waupaca.

Hours for exhibits will be the operating hours of the library or when docents are necessary as determined by the Exhibit Committee.

People and organizations using the facilities shall leave it in neat, clean, orderly condition: Refer to Waupaca Area Public Library Conduct and Behavior Policies.

Approved by the Waupaca Area Public Library Board of Trustees July, 2007
Updated by the Library Board of Trustees May 10, 2011

Chapter 10 Gifts, Bequests, Memorials and Endowments

The Waupaca Area Public Library Board encourages and accepts gifts, bequests, memorials and endowments that will aid collection development, and program or facility development of the library.

Memorials

A suitable form of memorial would include something that establishes or substantially improves a library function or adds substantially to the esthetic and/or functional environment of the library. If requested, gifts of \$500.00 or over would have the donor's name inscribed on a collective plaque.

Endowments

Endowment funds are gifts and bequests to the Waupaca Area Public Library. They are presented in order that special services, programs and materials be made available by the library. Designated endowment funds shall be used for their specific purpose. It will be recommended to donors that such gifts be put in unrestricted funds. If requested, gifts over \$500.00 will have donor's name placed on a collective plaque.

Allocation of Gifts

The Waupaca Public Library Foundation is a holding and administrative body for monetary gifts to the Waupaca Area Public Library. Funds may be distributed to the Library Foundation, Waupaca Friends of the Library or directly into library accounts as requested by the donor. Unspecified funds will be distributed at the discretion of the library director.

Criteria for acceptance of gifts

Proposed gifts of materials shall be evaluated by the professional library staff and accepted or rejected using the procedures and standards established for selection of new library materials. Materials offered but deemed not usable in the library shall be disposed of according to the wishes of the donor or sold at the Friends of the Library book sale.

Proposed or actual monetary gifts in any form shall be accepted unless the Library Director determines that conditions attached to a gift conflict with the law or library policy. If necessary an appropriate use for the gift shall be determined by the Library Director and his/her administrative staff. This determination shall be communicated to the donor or his/her survivors.

Contribution Records

All contributions over \$250.00 will be acknowledged with a letter compliant with IRS requirements for gifts/donations.

Approved by the Waupaca Area Public Library Board of Trustees February 8, 1994
Revised by the Waupaca Area Public Library Board of Trustees May 11, 2004
Revised by the Waupaca Area Public Library Board of Trustees May 30, 2005

Chapter 11 Library Board

The Waupaca Area Public Library Board has a great deal of responsibility and many important duties to perform. The basic building block for every Library Board is a set of bylaws. Bylaws should be updated at least every five (5) years. Included in the bylaws should not only be the composition of the board, officer's responsibilities, and information regarding meetings, committees, etc., but also terms of office, number of re-appointments allowed, action taken for frequent absence, and procedure for securing, appointing, and orientating new board members. The major responsibilities and duties of the Library board are outlined below:

- a) Create a set of bylaws.
- b) Hold effective meetings.
- c) Hire and evaluate the library director.
- d) Approve the hiring and evaluations of library staff.
- e) Develop the Library budget.
- f) Set library staff salaries and wages.
- g) Develop essential library policies.
- h) Plan for the library's future.
- i) Cooperate with the Outagamie Waupaca Library System

The current Wisconsin Public Library Trustee Manual provides details on the responsibilities and duties of the Library Board.

Revised by the Waupaca Area Public Library Board of Trustees November 2004
Revised by the Waupaca Area Public Library Board of Trustees February 10, 2009

Chapter 12 Lobby Use Policy

The purpose of the lobby is to provide unobstructed access to the Waupaca Area Public Library and Waupaca City Hall.

1. Signage is to be limited to notices or marketing materials for the City of Waupaca or the Waupaca Area Public Library. Bulletin boards and display case are provided for this purpose.
2. No solicitations or loitering.
3. Special events will be handled on a case-by-case basis through the City Administrator or Library Director
4. No bicycles, skateboards, strollers, etc. to be left in the lobby.

As approved by the Waupaca Area Public Library Board on August 8, 2008

Chapter 13 Material Selection Policy

Purpose

The Waupaca Area Public Library selects materials and develops collections in many different formats to provide Waupaca area residents with a wide range of informational, recreational and educational resources which are easily accessible and cost-efficient. The library will acquire materials reflecting the full diversity of points of view on topics of interest to the public. The collection is developed to meet the needs and interests of Waupaca area residents.

Policy

1. An objective of the Waupaca Area Public Library is to select, organize, preserve and make freely available materials that help individuals and groups in the community to:
 - a. pursue continuing education
 - b. develop their creative capacities
 - c. become more responsible members of the community
 - d. understand their cultural heritage and that of others
 - e. become more capable in their occupations
 - f. use their leisure time creatively and enjoyably
 - g. obtain needed information
2. To achieve these ends, the library provides materials and services to residents of all ages. It seeks to direct and stimulate life-long learning by offering a carefully selected collection of materials and skilled professional guidance in their use.
3. In its selection of materials, the Waupaca Area Public Library endorses the Library Bill of Rights and the Freedom to Read Statement, as adopted by the American Library Association.
4. The final responsibility for material selection lies with the Library Director. The responsibility for initial selection of materials is shared by members of the staff. Recommendations from the public are welcomed and given full consideration for acquisition.
5. The library will not promote specific beliefs or views, but will provide enough suitable material to enable the public to make informed and intelligent decisions.
6. Materials judged to be of lasting value will be added to the collection. Those materials meeting present and anticipated user interests may also be provided.
7. Selection of materials may be influenced by many factors, including but not limited to the following:
 - a. budgetary considerations
 - b. physical limitations of the library building
 - c. suitability of the format and construction
 - d. availability of specialized materials in other local libraries

- e. availability of material through interlibrary loan
- f. the need for added materials in subject areas
- g. the special needs of library patrons for materials in accessible formats
- h. age appropriateness for the intended collection

8. The library welcomes gifts of materials, with the understanding that they will be evaluated using the same criteria as those applied to purchased materials. If the gifts do not meet these criteria, the library reserves the right to dispose of them as it sees fit. All gifts of library materials are subject to the Library's Gifts Policy.

9. The library collection will be kept attractive and current by a continual program of repairing, discarding, or replacing worn and outdated materials.

10. Plans for the development of specific collections may be written by library staff as needed. These plans may outline selection and acquisition procedures, reviewing tools, and maintenance of the specific collection. All such plans shall be in compliance with and responsive to the philosophy of this policy.

11. The library will challenge censorship of any materials in order to provide complete and accurate information on all sides of an issue, and to foster a climate of intellectual freedom for area residents.

12. Challenges regarding specific materials will be reviewed upon written request. Such requests will be referred to the Library Director. See "Materials Review Policy."

Adopted by the Waupaca Area Public Library Board of Trustees March 8, 1994

Revised by the Waupaca Area Public Library Board of Trustees July 2007

Revised by the Waupaca Area Public Library Board of Trustees May 2012

Chapter 14 Meeting Rooms

Meetings are scheduled on a first-come, first-served basis. Nonprofit organizations are asked to make a monetary donation for each meeting to cover meeting room expenses. For profit, private parties and meetings that are not open to the public will be charged a fee for using the meeting rooms. (\$10/hour or \$50 per day) This fee is to be paid prior to meeting room use.

The room reservation form must be signed by an adult at least 18 years of age, who will be responsible for adherence to the policy. The person who signs the reservation form will be regarded as the responsible party for the group. Information must be provided at this time regarding the program and AV equipment needs. There must be an adult present at every meeting. The meeting rooms may be reserved by any group up to 6 months in advance. *Use of the meeting rooms does not imply that the Library endorses or supports the viewpoints presented.*

All library or City committees (Library Board, sub-committees, Foundation, Friends group, library programs and city elections) may book the meeting room an unrestricted number of times. If a Library or City event conflicts with another reservation, the group will be contacted as soon as possible.

Room reservations are not confirmed until the reservation form has been completed and signed by the applicant and the library administration. By signing this form, the applicant/group agrees to accept the responsibility and liability relating to the use of the facility. Fees may be charged for damage or cleaning of the room.

Meetings may be held between 9:00 AM and 8:00 PM, Monday through Thursday and during other open library hours. Organizations are responsible for their own room setup, clean up and garbage removal. Due to liability issues no one is to be in the building after the library closes. Participants must be admitted to all meetings free of charge. *A program which involves the sale, advertising, or promotion of products must be clearly stated on the meeting room reservation form.*

Groups may choose the meeting rooms based on expected attendance. Meeting Room A (70) Meeting Room B (40), Meetings Room A & B (120 occupancy) or Meeting Room C (12-15). Meeting Rooms A & B are located in the lower level. Meeting Room C is located on the main level. No refreshments are to be served in Meeting Room C. The Teen Program Room or Children's Story Time Room may be available upon request.

The meeting rooms may not be used for any purpose which may interfere with the regular operation of the library.

There is a snack kitchen available for beverages or other light refreshments. Use of the snack kitchen must be requested and approved in advance. Some serving utensils are provided. No food warming devices, such as electric roasters, crock pots, etc. are allowed, with the exception of coffee and tea pots. The kitchen must be left clean.

Any audiovisual equipment or material needed must be reserved at the time of room booking. The library cannot provide operators for this equipment. If instructions are required, it is suggested that a representative of the group make an appointment with library staff before the meeting. All audiovisual equipment must be checked out at the Circulation Desk by a group representative with a valid library card. The person who checks out the equipment is responsible for any damage incurred. Equipment must be returned to the Circulation Desk at the end of the meeting.

No signs or posters may be attached to the walls. Any signs, informational or directional, must be approved by the library administration. Meetings should end on time. Individuals responsible for the meeting should be sure all attendees know where the fire exits are located. No smoking or consumption of alcohol is permitted.

Exceptions will be made for library programs in all cases. Exceptions may be made for nonlibrary programs with Library Board approval.

By signing the Meeting Room Reservation Form, the applicant:

1. Has read the Meeting Room Policy and understands it.
2. Understands that any failure to abide by these regulations may result in a loss of meeting room privileges. Failure to notify library staff of a cancellation may also result in loss of meeting room privileges.
3. Accepts the financial responsibility for any and all damage caused to the building, furnishings, or equipment beyond normal wear/and or usage as determined by library staff.
4. All meetings must have adult supervision (someone over 18).

Adopted by the Waupaca Area Public Library Board of Trustees July 13, 1993
Revised by the Waupaca Area Public Library Board of Trustees August 9, 1994
Revised by the Waupaca Area Public Library Board of Trustees June 25, 1998
Revised by the Waupaca Area Public Library Board of Trustees February 2001

Revised by the Waupaca Area Public Library Board of Trustees September 13, 2005

Revised by the Waupaca Area Public Library Board of Trustees January 14, 2008

Revised by the Waupaca Area Public Library Board of Trustees November 10, 2009

Revised by the Waupaca Area Public Library Board of Trustees June 8, 2010 Revised by
the Waupaca Area Public Library Board of Trustees December 11, 2012

Revised by the Waupaca Area Public Library Board of Trustees August 16, 2017

Applicants are asked to make a monetary donation for each meeting to cover meeting room expenses.

Return to :Waupaca Area Public Library
107 South Main Street
Waupaca, WI 54981

\$ _____ Date _____ Staff _____

Date _____ Staff _____

715-258-4414

Please Print

Waupaca Area Public Library Meeting Room Reservation Form

Date(s) Wanted _____ Program begins at _____ Ends at _____

Name of Group _____ Expected activity _____

Expected Attendance _____ Responsible Party _____

Address _____

Phone _____ Email _____

Facilitator (if different from Responsible Party) _____

Room Choice (Circle) **A (capacity 70) B(capacity 40) A & B(capacity 120) C (capacity 12-15)**

AV Equipment available. Equipment can be checked out from the Circulation Desk with a valid library card. The person who checks out equipment is responsible for any loss or damage incurred. Equipment must be returned to the Circulation Desk after the meeting.

___ Slide Projector

___ Opaque Projector

___ Overhead Projector

___ VHS/DVDw/TV

___ Laptopw/projector

___ DVD/VHS w/projector

Other Equipment available: Lectern Easel Dry Erase Board

The Library reserves the right to restrict use of the kitchen. Only light refreshments and non-alcoholic beverages may be served. **We will want to use the serving kitchen (yes or no)**

For what purpose _____

The Library will not set up your meeting room. Please arrive 15-20 minutes early to set up chairs and tables as needed. You will be expected to clean up and remove all garbage and recyclables.

I have received and read the Meeting Room Policy and understand the regulations included. I understand that any failure to abide by this policy, by myself, or my group, may result in a loss of future use of the meeting rooms. I accept responsibility for all damage caused to the building, furnishings or equipment beyond normal wear and/or usage as determined by library staff.

Responsible Party Signature

Date

Staff Signature

Date

Use of the meeting rooms does not imply that the Library endorses or supports the viewpoints presented.

Chapter 15 Personnel

A. The Library Board shall be responsible for hiring the Director in accordance with Chapter 43, *Wisconsin Statutes*. The Library Board shall supervise the Director and may choose to dismiss the Director. The Director shall carry out all administrative duties required for the management of the library, except for those required by law to be exercised directly by the Board of Trustees or some other official.

1. The Director shall be responsible to the Library Board in all matters concerning the library, be present at monthly meetings, and prepare and present such reports as requested. The Director is responsible for hiring staff to fill positions established by the Library Board as listed in the Table of Organization.
2. The Director shall maintain financial records in an efficient manner; present monthly reports to the Library Board and to the City Council, and prepare the annual budget for approval by the Library Board and submission to the City Administrator to present along with other city budgets to the Finance Committee of the City Council.
3. The Director shall hold regular meetings with staff for training and interpreting board policy.
4. The Director shall have the responsibility for maintaining the library collection. This includes overseeing the selection, ordering, and processing of materials.
5. The Director shall decide administrative matters not specifically covered by Board policies.
6. Major changes in the Director's work schedule require approval of the Library Board. Request for such shall be made in writing to the Library Board. If the Director should need an extended leave of absence beyond 30 days, the Library Board would appoint an Acting Director. The Library Board would determine and approve a pay increase for the Acting Director, retroactive to the first day of the Director's absence. The Acting Director would receive this pay until the Director returns to work on a full time basis.
7. In the absence of the Director, the line of responsibility will be as follows:
 - Assistant Director
 - Children's Librarian
 - Teen Librarian
 - Assistant Children's Librarian

The Assistant Director will be designated the Acting Director unless otherwise specified by the Library Board.

B. Employee salaries will be determined by the Library Board based upon recommendations from the Director, which shall consider performance evaluations and other relevant factors.

C. The following are all covered by the City of Waupaca Ordinance Chapter 23:

- Health Insurance
- Vacation Policy
- Leave of Absence
- Military Leave
- Jury Duty
- Funeral Leave
- Maternity Leave
- Sick Leave
- Holiday Policy
- Resignation Policy
- Disciplinary Policy
- Grievance Procedure
- Compensatory Time Policy

D. Library staff shall attend such available training as deemed appropriate by the Director. The Director, staff and trustees attending continuing education opportunities to aid the Library shall be allowed expenses at the discretion of the Library Board according to the amount appropriated in the budget for training. The Director, Staff and trustees are encouraged to attend and participate in continuing education activities.

E. Full time employees seeking financial assistance for college credits should request reimbursement prior to the start of the course. If budgeted, the Library Board may approve reimbursement for up to 50% of the cost for library related courses. Reimbursement will not be paid until the course has been completed. The employee must successfully complete and verify that they received at least a rating of satisfactory of a grade of "C" or better. Grades for the course(s) will be sent to the Director and be presented to the Library Board. Employees will give a written or oral report to the Library Board on the content of the course and how the course will be applied to work now and in the future at the Waupaca Area Public Library. If the employee resigns or is terminated within 6 months of the completion of the course, the employee will be requested to repay the full amount and after that according to the scale below:

- 7 months - 90%
- 8 months - 80%
- 9 months - 70%
- 10 months- 60%
- 11 months- 50%
- 12 months- 40%

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991

Revised by the Waupaca Area Public Library Board of Trustees May 2003

Revised by the Waupaca Area Public Library Board of Trustees December 11, 2012

future at the Waupaca Area Public Library. If the employee resigns or is terminated within 6 months of the completion of the course, the employee will be requested to repay the full amount and after that according to the scale below:

- 7 months - 90%
- 8 months - 80%
- 9 months - 70%
- 10 months- 60%
- 11 months- 50%
- 12 months- 40%

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991

Revised by the Waupaca Area Public Library Board of Trustees May 2003

Chapter 15A Personnel Employee Code of Ethics (City of Waupaca)

ORDINANCE NO. 3-90

ORDINANCE CREATING A CODE OF ETHICS FOR THE CITY OF WAUPACA

The Common Council of the City of Waupaca do ordain as follows:

Section 1. Section 2.21 of the Municipal Code of the City of Waupaca is hereby created to read as follows:

2.21 CODE OF ETHICS. (1) Declaration of Policy. The proper operation of democratic government requires that public officials and employees be independent, impartial and responsible to the people; that government decisions and policy be made in proper channels of the governmental structure; that public office not be used for personal gain; and that the public have confidence in the integrity of its government. In recognition of these goals, there is hereby established a code of ethics for all City of Waupaca officials and employees, whether elected or appointed, paid or unpaid, including members of boards, committees, and commissions of the City as well as any individuals who are candidates for elective office as soon as such individuals file nomination papers with the City. The purpose of this code is to establish guidelines for ethical standards of conduct for all such officials and employees by setting forth those acts or actions that are incompatible with the best interests of the City of Waupaca and by directing disclosure by such officials and employees of private financial or other interests in matters affecting the City. The provisions and purpose of this code and such rules and regulations as may be established are hereby declared to be in the best interest of the City of Waupaca.

(2) Standards of Conduct. There are certain provisions of the Wisconsin Statutes which should, while not set forth herein, be considered an integral part of any Code of Ethics.

Accordingly, the provisions of the following sections of the Wisconsin Statutes are made a part of this Code of Ethics and shall apply to public officials and employees whenever applicable, to-wit:

Section 946.10 – Bribery of Public Officers and Employees

Section 946.11 – Special privileges from Public Utilities

Section 946.12 – Misconduct in Public Office

Section 946.13 – Private Interest in Public Contract Prohibited.

(3) Responsibility of Public Office. Public officials and employees are agents of public purpose and hold office for the benefit of the public. They are bound to uphold the Constitution of the United States and the constitution of this state and carry out impartially the laws of the nation, state, and municipality and to observe in their official acts the highest standards of morality and to discharge faithfully the duties of their office regardless of personal considerations, recognizing that the public interest must be their prime concern.

(4) Dedicated Service. All officials and employees of the City of Waupaca should be loyal to the objectives expressed by the electorate and the programs developed to attain these objectives. Appointive officials and employees should adhere to the rules of work and performance established as the standard for their positions by the appropriate authority.

Officials and employees should not exceed their authority or breach the law or ask others to do so, and they should work in full cooperation with other public officials and employees unless prohibited from so doing by law or by officially recognized confidentiality of their work.

(5) Fair and Equal Treatment.

(a) Use of Public Property. No official or employee shall request or permit the unauthorized use of city-owned vehicles, equipment, materials or property for personal convenience or profit.

(b) Obligations to Citizens. No official or employee shall grant any special consideration, treatment or advantage to any citizen beyond that which is available to every other citizen.

(6) Conflict of Interest.

(a) Financial and Personal Interest Prohibited. No official or employee, whether paid or unpaid, shall engage in any business or transaction or shall act in regard to financial or other personal interest, direct or indirect, which is incompatible with the proper discharge of official duties in the public interest contrary to the provisions of this ordinance or which would tend to impair independence of judgment or action in the performance of official duties.

(b) Definitions. (1) Financial Interest. Any interest which shall yield, directly or indirectly, a monetary or other material benefit to the officer or employee or to any person employing or retaining the services of the officer or employee.

(2) Personal Interest. Any interest arising from blood or marriage relationships or from close business or political associations, whether or not any financial interest is involved.

(3) Person. Any person, corporation, partnership, or joint venture.

(b) Specific Conflicts Enumerated. (1) Incompatible Employment. No official or employee shall engage in or accept private employment or render service, for private interest, when such employment or service is incompatible with the proper discharge of official duties or would tend to impair independence of judgment or action in the performance of official duties, unless otherwise permitted by law and unless disclosure is made as hereinafter provided.

(2) Disclosure of Confidential Information. No official or employee shall, without proper legal authorization, disclose confidential information concerning the property, government, or

affairs of the City, nor shall such information be used to advance the financial or other private interest of the official or employee or others.

(3) Gifts and Favors. No official or employee shall accept any gift, whether in the form of service, loan, thing or promise, from any person which may tend to impair his or her independence of judgment or action in the performance of his or her duties or grant in the discharge of his or her duties any improper favor, service or thing of value.

Any official who receives, directly or indirectly, any gift or gifts having an aggregate value of more than \$50 within any calendar year from any person who is known by said official or employee to be interested directly or indirectly in any manner whatsoever in business dealings with the City upon which the official or employee has any influence or input or over which the official or employee has any jurisdiction, discretion or control, shall disclose the nature and value of such gifts to the Ethics Committee by January 20 next following the year in which the gift or gifts are received.

No official or employee may solicit or accept, either directly or indirectly, from any person or organization, money or anything of value if it could reasonably be expected to influence the employee's official actions or judgments or be considered a reward for any action or inaction on the part of the official or employee.

An official or employee is not to accept hospitality if after consideration of the surrounding circumstances it could reasonably be concluded that such hospitality would not be extended were it not for the fact that the guest or a member of the guest's immediate family was a City official or employee. Participation in celebrations, grand openings, open houses, information meetings, and similar events are excluded from this prohibition. This paragraph further shall not be construed to prevent candidates for elective office from accepting hospitality from citizens for the purpose of supporting the candidate's campaign.

Gifts received by an official or employee under unusual circumstances should be referred to the ethics Committee within 10 days of receipt for recommended disposition.

(4) Representing Private Interests before City Agencies. No officer or employee shall appear on behalf of any private person (other than him or herself, his or her spouse or minor children) before any city agency. However, members of the Common Council may appear before City agencies on behalf of constituents in the course of their duties as representatives of the electorate or in the performance of public or civic obligations.

(5) Conflicts of Interest Prohibited. No official or employee shall take any official action substantially affecting a matter in which the official or employee, a member of his or her immediate family, or an organization with which the official or employee is associated, has a substantial financial interest.

No official or employee shall use his or her office or position in a way that produces or assists in the production of a substantial benefit, direct or indirect, for the official or employee, one or more members of the official or employee's immediate family, either separately or together, or an organization with which the official or employee is associated.

(d) Contracts with the City. No City officer or employee who in his/her capacity as such officer or employee participates in the making of a contract in which he/she has a private pecuniary interest, direct or indirect, or performs in regard to that contract some function requiring the exercise of discretion on his part, shall enter into any contract with the City unless, within the confines of Section 946.13, Wisconsin Statutes:

(1) The contract is awarded through a process of public notice and competitive bidding, or

(2) The Common Council waives the requirement of this section after determining that it is in the best interest of the City to do so.

(3) The provisions of the Section shall not apply to the designation of a public depository of public funds.

(e) Disclosure of Interest in Legislation. Any member of the Common Council who has a financial interest or personal interest in any proposed legislation before the Common Council shall disclose on the records of the Common Council, or the Ethics Committee created by this ordinance, the nature and extent of such interest.

Any other official or employee who has a financial interest or personal interest in any proposed legislative action of the Common Council or any board, commission or committee upon which the official or employee has any influence or input or of which the official or employee is a member that is to make a recommendation or decision upon any item which is the subject of the proposed legislative action, shall disclose on the records of the Common Council or the appropriate board, commission or committee the nature and extent of such interest.

(7) Advisory Opinion. Any questions as to the interpretation of any provisions of this Code of ethics shall be referred to the Ethics Committee, which, if it deems it necessary or appropriate, may request an advisory opinion from the City Attorney.

(8) Jurisdiction and Application. The Judiciary Committee shall have administrative jurisdiction over this Code of Ethics and shall be deemed the Ethics Committee for that purpose.

(a) The Committee may make recommendations with respect to amendments to this Code of Ethics Ordinance.

(b) Upon the sworn complaint of any person alleging facts which, if true, would constitute improper conduct under the provisions of this ordinance, the committee shall conduct an investigation of the facts of the complaint, if the investigation indicates there may be a reasonable basis for the complaint justifying further investigation, the committee shall conduct a public hearing in accordance with the common law requirements of the due process including notice, an opportunity to be heard, an opportunity to cross-examine witnesses and to present testimony and other evidence in support of the accused's position and an opportunity to be represented by counsel or other representative at the expense of the accused. The committee shall make written findings of fact and issue a written decision concerning the propriety of the conduct of the subject official or employee and shall refer the matter to the common council for final disposition.

(c)) In the event a member of the Ethics Committee is allegedly involved in the ethics code violation, the Mayor, subject to the confirmation of the Common Council, shall appoint another alderperson to temporarily replace the member of the committee who is under investigation.

(d) In the event an employee, covered under a collective bargaining agreement, is allegedly involved in an ethics code violation, the terms and conditions set forth in the applicable collective bargaining agreement shall prevail in the administration and interpretation of this ethics code.

(9) Sanctions. A determination that an official's or employee's actions constitute improper conduct under the provisions of this ordinance may constitute a cause for suspension, removal from office or employment, or other disciplinary action. Pursuant to Section 19.59, Wisconsin Statutes, other disciplinary action may include a forfeiture in an amount not exceeding \$1,000.00 for each offense.

(10) Distribution of Code of Ethics. The City Clerk-Treasurer shall cause a copy of this Code of Ethics to be distributed to every public official and employee of the City of Waupaca within thirty (30) days after enactment of this Code. Each public official and employee elected, appointed, or engaged thereafter shall be furnished a copy before entering upon his or her duties.

Each public official, the Mayor, the Chairman of each Board, Commission or Committee and, the head of each Department, shall between May 1st and May 31st, each year, review the provisions of this Code with his or her fellow Council, Board, Commission, Committee members or subordinates as the case may be, and certify to the City Clerk-Treasurer by June 15th that such annual review had been undertaken. A copy of this Code shall be continuously posted on each department bulletin board wherever situated.

Section 2. All ordinance or part of ordinances contravening the terms and provisions of this ordinance are hereby to that extent repealed.

Section 3. This Ordinance shall take effect on and upon passage and publication according to law.

Approved: _____ /s/ James W. Boyer, Mayor
James W. Boyer, Mayor

Adopted: January 16, 1990

Approved: January 18, 1990

Published: January 25, 1990

ATTEST:

/s/ Beverly R. Sather

Chapter 15B Personnel Library Code of Ethics

In addition to the City Ordinance 3-90 (Code of Ethics) the Library Board of Trustees adopts the American Library Association Code of Ethics and Code of Service to be adhered to by all Library employees, Board of Trustees and volunteers.

American Library Association Code of Ethics 2008

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.

V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

American Library Association Code of Service

- Library patrons can expect to be treated courteously and with respect by library staff at all times. Library staff will not discriminate on the basis of age, sex, race, religion or sexual orientation.
- The library public is entitled to easily accessible library collections in a safe, clean, organized and friendly environment.
- Service to the public takes precedence over the Library's internal work.
- Information given to the public will, to the best of the Library's ability, be current, verifiable, clearly communicated and provided in a timely manner.

Chapter 15C Personnel Employee Compensatory Time Policy

Goals:

- To reduce the cost of overtime wages for full-time, non-exempt employees
- To assist employee productivity and effectiveness without extra cost to the municipality.

Overtime is that time a non-exempt employee is directed or permitted to work in excess of the 40 hours during a standard work week. Comp time is defined as time off provided in exchange for hours worked outside of a person's normal schedule.

All overtime will be paid by the next regularly scheduled payday following the pay period in which it was worked, unless employee and supervisor agree overtime will be taken as comp time. Excess hours are paid at 1 ½ times the employee's regular hourly base pay rate. Employees may accrue no more than forty (40) hours of compensatory time in a given calendar year.

If employee and supervisor agree overtime will be taken as comp time, compensatory time must be taken off within the calendar it is earned or it will be paid out on the first payroll of the next year at the rate it was accrued. Employees shall be allowed to take compensatory time off in increments of fifteen minutes with their supervisor's approval.

The time card showing overtime hours worked should be signed by both the employee and the supervisor as an agreement between the two that the employee will be taking comp time instead of overtime pay. When comp time is actually taken, actual time worked should be recorded and the time card noted as CTE (comp time earned) indicating the number of hours used. Employees are responsible for tracking their usage.

Example: A Library Assistant has an agreement with the supervisor that Sunday hours worked on January 4 will be taken as comp time. The employee works 5 hours over the regularly scheduled 40 hours. This equates to 7.5 hours of comp time which the employee must use within the calendar year. The employee and supervisor sign the employee's time card signifying the agreement to use comp time. As the employee uses the 7.5 hours of comp time, the hours short of 40 are noted on the time card as "7.5 hrs. CTE."

Adopted by the Waupaca Area Public Library Board of Trustees April 13, 2004

Chapter 15 D Personnel Employee Dress

1. All attire must be appropriate for the employee's position.
2. Blue jeans are not appropriate for adult staff except on weekends and specified dates. Teen staff and pages may wear blue jeans without holes and rips.
3. "Non-Library" tee shirts or sweatshirts with logos are not appropriate-- (the exception is "dressy" sweatshirts). Team jerseys may be worn on game days.
4. Revealing clothing is not appropriate.

Approved by the Waupaca Area Public Library Board of Trustees July 27, 1995

Revised by the Waupaca Area Public Library Board of Trustees June 10, 1997

Revised by the Waupaca Area Public Library Board of Trustees October 23, 2003

To replace Library Dress Guidelines

Adopted by the Waupaca Area Public Library Board of Trustees April 2008

Chapter 15 E Personnel Policy Employee Education Reimbursement

Section 1. Training

Employees are expected to take advantage of opportunities for training offered by the city to better understand their jobs and develop new skills.

The city may require certain employees to attend training courses as deemed best to meet the educational needs of the employee and to improve the general efficiency and safe deliver of city services. The city will pay the cost of the required training. If an employee desires to attend other training and educational programs, the city may help defray some of the cost of job related courses and approved and authorized the Library Director.

Section 2. Educational Reimbursement

A. Tuition Refund

When an employee enrolls in approved courses on his/her own time, the city will consider paying full or partial tuition costs per course. The Tuition Refund Program should not be considered a right of the employee, but a privilege afforded those who are determined to be eligible and qualified. Reimbursement is for tuition only; charges for books and other supplies are not reimbursable.

All decision regarding reimbursement are at the sole discretion of the Library Director. All reimbursement is subject to availability of funds.

B. Rates of Reimbursement

1. Courses directly elated to the employee's present position or potential development in the city will be reimbursed at 100% of tuition.
2. Course costs only will be reimbursed. The cost of books, supplies and other course materials shall be the responsibility of the employee.

C. Eligibility Requirements

1. Must be a regular, full-time employee
2. Educational training must be taken at an accredited college, university, high school, business, professional institutes/organizations or technical school.

3. Courses taken must be directly related to the employee's job or of some direct value to the city.
4. Successful completion and verification of the course completion with at least a rating of "satisfactory" or a Grade of "C" or better.
5. No duplicate payments for the same courses will be made if reimbursement from any other source is received.
6. Approval is to be secured in writing from the department head prior to registration for the course. No exceptions.
7. Employees will use off-duty time to attend any course(s) of instruction for which they are requesting tuition reimbursement.
8. Employees who drop a class or receive a Grade of "D" or "F" are not eligible for reimbursement.

D. Required Employment periods

If an employee voluntarily terminates employment before satisfying a specified period of time following completion of a course, the employee will be required to repay the city a pro-rated portion of the reimbursement. The length of time is based on the number of college semester (or Quarter) hours for the course or length of training. College quarter hours will be converted to semester hours equivalents for the purpose of this policy.

The specified look-back employment times are cumulative in that the more hours reimbursed. The longer the employee is required to remain in the city's employ. However, all time worked following reimbursement for a course is counted toward the specified employment time, even though the employee may currently re enrolled in a course to be reimbursed. In other words, the mandatory employment is continuously being reduced.

Employees that voluntarily terminate employment prior to satisfying the Specified employment period are required to repay the city a prorated portion of the reimbursement, based on the amount of time left to be reimbursed. The city reserves the right to withhold the dollar value of the pro rated portion from the employee's final pay check (to include monies from pay out for the accrued vacation and sick leave) at time of separation of employment with the city.

The following schedule will be observed in determining the length of specified look-back employment period for tuition reimbursement per

reimbursement incident (or Term). Semester hour equivalents are the basis of reimbursement.

<u>Reimbursement for:</u>	Length of Service Required
1-3 hour course	2 months
4-9 hours	4 months
10-18 hours	6 months

The length of look-back employment period shall from the ending date of the class.

E. Procedure to Apply for Tuition Reimbursement

1. Prior to registering for the course, the employee must inform the department head of his/her intentions to request reimbursement with the Tuition Reimbursement Form. The form requests course, title, location, course schedule, course credits, acceptance to a degree program and tuition costs. To assist the department head with budgeting department expenditures, the employee should provide a tentative continuing education lender and costs coinciding with the city's fiscal year (January 1 – December 31). The employee request should be to the department head by October 15 so that due consideration can be made of the request during the annual budget process.
2. The department head shall receive a copy of the above-mentioned request form for his/her approval and determine the amount of reimbursement.
3. The Library Director will check for the employees eligibility and the job relatedness of the course before making a recommendation, which would include the amount of reimbursement.
4. The Library Director will inform the employee of the final decision. At that point the employee may register for the course assured of being reimbursed for the stated amount.
5. After completion of the course, the employee should submit paid tuition statement for the course and his/her grade to the Library Director.
6. The Library Director will check for a satisfactory grade in the course and present a bill for reimbursement to the Library Board and forward the claim to the City Treasurer for payment. The fee statement shall be attached to the check request. **Reimbursement will be base on in-state tuition fees.**
7. This procedure will apply for each course or class term for which tuition is being reimbursed.

Approved by the Waupaca Area Public Library Board of Trustees December 10, 2002

Chapter 15 F Discipline and Grievance Procedure

Discipline. Discipline may result when an employee's actions do not conform with generally accepted standards of good behavior, when an employee violates a policy or rule, when an employee's performance is not acceptable, or when the employee's conduct is detrimental to the interests of the City. Disciplinary action may call for any of four steps – verbal warning, written warning, suspension (with or without pay) or termination of employment – depending on the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed. Certain types of employee problems are serious enough to justify either a suspension or termination of employment without going through progressive discipline steps. The City reserves the right, in its sole discretion, to impose disciplinary action as may be appropriate to the particular circumstances.

Grievance Procedure. This policy is intended to comply with Section 66.0509, Wis. Stats., and provides a grievance procedure addressing issues concerning workplace safety, discipline and termination. This policy applies to all employees covered under Section 66.0509, Wis. Stats., other than police and fire employees subject to Section 62.13(5), Wis. Stats. An employee may appeal any level of discipline under this grievance procedure. For purposes of this policy, the following definitions apply:

1. "Employee discipline" includes all levels of progressive discipline, but shall not include the following items:
 - Placing an employee on paid administrative leave pending an internal investigation;
 - Counseling's, meetings or other pre-disciplinary action;
 - Actions taken to address work performance, including use of a performance improvement plan or job targets;
 - Demotion, transfer or change in job assignment; or
 - Other personnel actions taken by the employer that are not a form of progressive discipline.

2. "Employee termination" shall include action taken by the employer to terminate an individual's employment for misconduct or performance reasons, but shall not include the following personnel actions:
 - Voluntary quit;
 - Layoff or failure to be recalled from layoff at the expiration of the recall period;
 - Retirement;
 - Job abandonment, 'no-call, no-show', or other failure to report to work; or
 - Termination of employment due to medical condition, lack of qualification or license, or other inability to perform job duties.

3. "Workplace safety" is defined as conditions of employment affecting an employee's physical health or safety, the safe operation of workplace equipment and tools, safety of the physical work environment, personal protective equipment, workplace violence, and training related to same.

Any written grievance filed under this policy must contain the following information:

- The name and position of the employee filing it,
- A statement of the issue involved,
- A statement of the relief sought,
- A detailed explanation of the facts supporting the grievance;
- The date(s) the event(s) giving rise to the grievance took place;
- The identity of the policy, procedure or rule that is being challenged;
- The steps the employee has taken to review the matter, either orally or in writing, with the employee's supervisor; and
- The employee's signature and the date.

Steps of the Grievance Procedure

Employees should first discuss complaints or questions with their immediate supervisor. Every reasonable effort should be made by supervisors and employees to resolve any questions, problems or misunderstandings that have arisen before filing a grievance.

1. Step 1 – Written Grievance Filed with the Department Head. The employee must prepare and file a written grievance with the Department head within five (5) business days of when the employee knows, or should have known, of the events giving rise to the grievance. The Department Head or his/her designee will investigate the facts giving rise to the grievance and inform the employee of his/her decision, if possible within ten (10) business days of receipt of the grievance. In the event the grievance involves the Department head, the employee may initially file the grievance with the City Administrator, who shall conduct the Step 1 investigation.
2. Step 2 – Review by City Administrator. If the grievance is not settled at Step 1, the employee may appeal the grievance to the City Administrator within (5) business days of the receipt of the decision of the department head at Step 1. The City Administrator or his/her designee will review the matter and inform the employee of his/her decision, if possible within ten (10) business days of receipt of the grievance.
3. Step 3 – Impartial Hearing Officer. If the grievance is not settled at Step 2, the employee may request in writing, within five (5) business days following receipt of the City Administrator's decision, a request for written review by an impartial hearing officer. The City shall select the impartial hearing officer. The hearing officer shall not be a City employee. In all cases, the grievant shall have the

burden of proof to support the grievance. The impartial hearing officer will determine whether the City acted in an arbitrary and capricious manner. This process does not involve a hearing before a court of law; thus, the rules of evidence will not be followed. Depending on the issue involved, the impartial hearing officer will determine whether a hearing is necessary, or whether the case may be decided based on a submission of written documents. The impartial hearing officer shall prepare a written decision.

4. Step 4 –Review by the Governing Body. If the grievance is not resolved after Step 3, the employee or the City Administrator shall request within five (5) business days of receipt of the written decision from the hearing officer a written review by the Governing Body. For Library employees, the appeal shall be filed with the Library Board. For all other employee, the appeal shall be filed with the City Council. The City Council shall not take testimony or evidence; it may only determine whether the hearing officer reached an arbitrary or incorrect result based on a review of the record before the hearing officer. The matter will be scheduled for the City Council's next regular meeting. The City Council will inform the employee of its findings and decision in writing within ten (10) business days of the City Council meeting. The City Council shall decide the matter by majority vote and this decision shall be final and binding.

An employee may not file a grievance outside of the time limits set forth above. If the employee fails to meet the deadlines set forth above, the grievance will be considered resolved. If it is impossible to comply with the deadlines due to meeting notice requirements or meeting preparation, the grievance will be reviewed at the next possible meeting date. An employee will not be compensated for time spent in processing his/her grievance through the various steps of the grievance procedure.

Chapter 15 G Device Reimbursement policy

In an effort to assist staff in learning about new technology and in turn helping library patrons the Waupaca Area Public Library will provide a \$100 reimbursement (or up to 50% of device cost) to any staff member who purchases an Overdrive app supported device. This incentive is available to all staff, but is entirely voluntary and subject to available funds.

Staff will need to fill out the Device Reimbursement form and attach a copy of their purchase receipt by within thirty days of purchase. Employees are allowed to apply once per fiscal year. Employees who leave employment within six months of reimbursement will be expected to repay the reimbursement. Staff members who get reimbursement are expected to assist patrons as the opportunity arises during a regularly scheduled shift.

Some services staff should feel comfortable training with patrons include:

- Apps- adding, deleting, downloading, updating.
- Photo and document management
- Cloud storage and access
- Android and Mac operating systems
- Circulation- Connect with ebook collection to demonstrate how to search for a title and do an actual download to the device. Patrons leave with something they want to read downloaded as well as some instructional handouts.
- Trouble shooting issues with devices

Approved by the Waupaca Area Public Library Board on November 16, 2016

Device Reimbursement Request

This form is for use by library employees to request a one-time \$100.00 (or up to 50% of total cost) of a qualifying OverDrive app supported device.

Requirements:

- Purchased device must be an OverDrive app supported device.
- Items must be purchased by the employee for their personal use.
- Limit one offer per employee per fiscal year and subject to available funds.
- Completed reimbursement request form and a copy of receipt must be submitted within 30 days of purchase.
- Employees will be asked to complete the section below describing how they helped a patron with their device to access library resources within six months of purchase.

Date Submitted

Employee Name

Job title

Department

Date of Purchase

Device

Model

Purchase Price

Employee Signature

Date

By signing I certify that the purchased device meets all program requirements as outlined above.

Supervisor Signature

Date

Sign to verify information and forward to Assistant Director for processing.

Briefly describe how this device reimbursement allowed you to serve library patrons:

Chapter 16 Public Rules of Conduct Policy

Patrons and Library staff have the right to a secure and comfortable environment:

- Seating at Library tables and chairs is limited to the number of persons for whom the furniture was designed.
- Consumption of alcoholic beverages or possession of alcoholic beverages is not permitted on Library property, except as part of a program authorized by the Library Administration.
- Use of tobacco products is prohibited in the building or lobby.
- Roller-skating, roller-blading, bike riding, and skateboarding are not permitted in the Library or the lobby.
- Bicycles are not permitted in any Library public area or entryway. Bicycles must be parked in the racks outside the building. Wagons and strollers must not obstruct corridors, hallways, aisles, entries or exits.
- Blocking or obstructing an entrance, exit, or sidewalk is not permitted. Individuals or groups may not loiter in or around the Library.
- Animals, except those used to aid persons with disabilities, or as part of a Library-sponsored program, are not permitted in the Library. Animals may not be left unattended on Library property.
- The Teen Room has been set aside for use by teens (Grade 6 through age 19). For safety purposes, persons not within this age range must restrict activity to browsing library materials.
- The Library is **not** responsible for personal belongings left unattended.

Patrons have the right to use library materials and services without being disturbed by others:

- Behavior that disrupts or hinders use of the Library is prohibited. This includes, but is not limited to, loud or boisterous behavior, verbal or physical harassment, bullying, drunkenness or drug intoxication, running, and fighting.
- Courteous cell phone use only.

- Misrepresenting eligibility for services or identity in order to receive Library services is prohibited and may be prosecuted as a felony.
- Selling products or services, soliciting donations or business, or distributing materials not approved by Library Administration, is not permitted on Library property. Exceptions may be made for Library-sponsored programs or when otherwise authorized by the Library Administration. Panhandling is not permitted on Library property.
- Taking surveys, circulating petitions, and similar activities are permitted in the Library only when authorized by the Library Administration.
- Bathing or the washing of hair or clothes is not permitted. Persons whose bodily hygiene is offensive so as to constitute a nuisance to other library users will be asked to leave.
- Sleeping is not allowed in the library.
- Staring at or following others with the intent to annoy or harass them is not permitted.
- Eavesdropping on other Library users or staff is prohibited as an invasion of privacy and confidentiality.
- Parents or other legal guardians are responsible for the behavior of their minor children in the Library. Refer to the Unattended Minor Policy.

Materials, policies, and laws are to be respected:

- Theft, vandalism, and mutilation of Library property are criminal offenses and will be prosecuted. Library staff reserves the right to inspect all bags, briefcases, backpacks, and other such items when the staff has reason to believe this rule has been violated. Violators will be prosecuted.
- The violation of federal or state laws or local ordinances is not permitted on Library property.

Failure to comply with these rules may result in the loss of Library privileges, as outlined in the Security Policy.

Revised by the Waupaca Area Library Board November, 2001.

Approved by the Waupaca Area Public Library Board of Trustees, March 2008

Chapter 17 Material Review Policy

The objective of the Material Review Policy is to encourage as well as respect all library patrons' opinions and ideas by providing a step-by-step procedure for processing their concerns. Parents or legal guardians are responsible for the selection of materials for their own children. No one person can exercise censorship to restrict access of materials to others. The Waupaca Area Public Library supports and endorses the Intellectual Freedom Statements: "Freedom to View" and the "Library Bill of Rights." Copies of these documents are available upon request.

1. The library patron should obtain a Request for Library Item Review form (from any service desk at the Library or online), complete the form, and return it to the Library.
2. The Library Director will contact the patron to acknowledge receipt of the form.
3. The Library Director will respond to the request within 30 days of receipt of the form.
4. If the patron is dissatisfied with the Director's response, they may direct a letter to the Library Board and the Library Director will provide the Board with all documentation.
5. The Library Board will set up a committee of board members, library staff, and/or community members to examine the item, and consider the request for review as well as the Director's response.
6. The Committee will meet and discuss the item to be reviewed. They will make a determination on what will happen to the item and notify the patron (in writing) of their decision within 10 business days.
7. If the patron is dissatisfied with the Committee's decision they may direct a letter to the Library Board. The Library Board will hold a public hearing if deemed necessary. The decision of the Library Board will be final.

Replaced the Reconsideration of Materials Policy which was:

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991

Revised by the Waupaca Area Public Library Board of Trustees June 8, 1999

Revised by the Waupaca Area Public Library Board of Trustees April 13, 2004

Revised by the Waupaca Area Public Library Board of Trustees June 12, 2007

Adopted by the Waupaca Area Public Library Board of Trustees May 8, 2012

Waupaca Area Public Library
Request for Library Item Review

My concern is about:

___ Book

___ Audio item

___ Video item

___ Internet link

Please fill in the following information (if relevant)

Title: _____

Author/Producer/URL: _____

Please tell us all you can to help us understand your concerns.

1. How did you learn of this item?

2. What is it about the item that you object to?

3. Did you read/listen to/view the entire item? If not, which segments did you read/listen to/watch?

4. What do you believe are the main ideas of the item?

5. Additional comments:

Your name (printed): _____ Date: _____

Your signature: _____

Address: _____

Phone: _____ Email: _____

I file this concern on behalf of _____ self _____ my child _____ Other (please list) _____

How do you wish to be contacted? _____ mail _____ phone _____ email

The Library Director will acknowledge your concern and contact you with a response within 30 days of receipt.

Chapter 18 Reference Services

Statement of Purpose

- A. The Waupaca Area Public Library staff will provide reference service and/or assistance to library patrons in the pursuit of information. The service provided by the staff will include: ready reference, reader's advisory assistance, and instruction in the use of the library on-line catalog, the Internet and other available resources of the Outagamie Waupaca Library System (OWLS).
- B. The library customer is the most important person in the library. Service provided to patrons is not an interruption of work but is rather the purpose of it.

Professional Courtesy

- C. All inquiries will be handled courteously.
- D. Confidentiality is to be maintained. Customers and their questions will not be discussed beyond a professional context.
- E. Staff at the Reference desk will maintain an alert and visibly approachable attitude.
 - 1. Service to the customer at the Reference Desk is the main priority.
 - 2. Staff may have time to perform other duties at the Reference Desk, but should always remain alert for customers needing assistance.
- F. Value judgments will not be made by the staff as to the importance of any question.
- G. Reference staff will assist customers to the extent that time and work load permit.

Basic Reference Service

- H. Designated reference materials may be checked out for a maximum of seven days at the discretion of the reference librarian on duty.

- I. The staff will assist customers in doing research for information.

- J. Staff limitations do not permit the library to do in-depth research for family histories. However, the staff will gladly give information and direction to the patrons to do their own searching. The staff will do searches for obituaries for customer's from outside the area when basic information is provided. A \$10.00 donation is requested for those searches.

- K. If it is not possible to answer the question to the patron's satisfaction with Library's material **and technological resources**, the following actions may be taken:
 - 1. Use Interlibrary Loan Services
 - 2. Make phone calls to local sources for information
 - 3. Refer customer to other resources outside the Library

Other Services

- L. The Reference staff is responsible for overseeing the public's use of the Internet, word processor, microfilm equipment, study rooms, the internet and on-line catalog, referring to the policies as set by the Library **Board**.

- M. Questions concerning Library Policy should be answered by referring to written policy. If this does not satisfy the patron, s/he should be referred to the Library Director or Assistant Director.

Approved by the Waupaca Area Public Library Board of Trustees September 14, 1993
Revised by the Waupaca Area Public Library Board of Trustees July 2007

Chapter 19 Security Policy and Banning Policy

Purpose

To give staff direction in enforcing the Rules of Conduct Policy and maintaining a safe and secure environment.

Note: "staff person in charge" refers to a department supervisor who is also an adult.

Policy

1. The Library will monitor public behavior using staff and security equipment, subject to provisions of Wis. Stat. 43.30 and the Library's Confidentiality Policy. Behavior that violates the Rules of Conduct will be addressed by staff.
2. Inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.
 - a. Staff members are expected to deal with problems they encounter or alert other staff. Any staff member has the right to ask other staff for assistance and should provide assistance when requested.
 - b. The staff person in charge is expected to have a greater awareness of policy and willingness to step in and serve as a resource in helping other staff deal with problems.
 - c. Library staff that follow policy and act in their best judgment in confronting a person who violates board approved policies and rules will be supported by the staff person in charge.
3. Response to problems, proportionate to the severity of behavior:
 - a. Any staff member may issue a verbal warning or may refer a problem to the staff person in charge.
 - b. The staff person in charge may evict a patron for violations of library rules or policies. Eviction will be from the library building as a whole, not just an area, and is for the balance of the day.
 - c. Any staff member may stop someone from using equipment if the use violates rules or policy. The staff person in charge may bar patrons from using the equipment for a period of time or permanently.

- d. Any staff member observing serious criminal behavior should contact the staff person in charge who will contact the police.

 - f. The Library Board delegates authority to the Director, Assistant Director and Children's Librarian, as a group, to ban people from the Library for a period of time. If they are unavailable, the staff person in charge may temporarily ban an individual until the supervisors can reach a decision. As a result of this decision, individuals may be banned for a limited time, indefinitely, or permanently. The length of the ban, rendered within 30 days of the offense, will depend on the following factors:
 - i. Severity of offense
 - ii. Repeated offenses
 - iii. Safety of staff and patrons
 - iv. Pending legal charges

 - g. When an individual is banned they will receive formal notification which will be shared with the Waupaca Police Department, the Library Board and the parents of the offender, if a minor. Should a banned individual return to the library in violation of the ban, they will be asked to leave. If the individual becomes disruptive staff will contact the Police. Formal notification will include reasons and the time period for the ban. A banned minor will be allowed to use the library if accompanied by a parent at all times.

 - h. If the banned individual disagrees with the ban, they may submit a written appeal to the Library Director for reconsideration. If the banned individual is a minor the written appeal must include their parent or guardian's signature. After receiving the written appeal the Director, Assistant Director and Children's Librarian will address the appeal within 30 days and may modify the ban. Modification may include changing the length or conditions of the ban.

 - i. If the banned individual is not satisfied with the supervisors' decision after the written appeal was reviewed and acted on, they may submit a written appeal to the Library Board to be reviewed at the next scheduled Board meeting. After the Board has reviewed their written appeal, the individual and/or parent (if minor) will be allowed five minutes to speak on their behalf to the Board. Minors must be accompanied by their parent or guardian. The Library Board will issue a written decision within ten days after the meeting. The Library Board has the power to affirm, reverse or modify the banning period or conditions.
4. The Library staff will communicate disciplinary actions with all staff by filing a written incident report and communicating through electronic resources. Disciplinary actions beyond verbal warnings will be documented by library staff.

Banning Letter

Your behavior violates our Rules of Conduct Policy or poses a threat to providing a safe, secure environment. (list behavior in detail)

Because of the behavior listed above, and/or history of inappropriate behavior on library premises, you are banned from the Waupaca Area Public Library until the date listed below. Notification of this ban has also been sent to the Waupaca Police Department, the Library Board and your parents (if you are a minor). If you are a minor, you are allowed access to library resources if accompanied by a parent at all times. If you enter the Waupaca Area Public Library (without a parent if you are a minor) before the return date listed below you will be asked to leave.

You may file a written request, in the form of a letter, to the Library Director for reconsideration. Your letter should clearly state the reasons for reconsideration. If you are a minor the written appeal must include your parent or guardian's signature. After receiving the written appeal the Director will address the appeal within 30 days and may modify the ban. Modification may include changing the length or conditions of the ban.

If you are not satisfied with the Director's decision after the written appeal was reviewed and acted on, you may submit a written appeal to the Library Board to be reviewed at the next scheduled Board meeting. After the Board has reviewed your written appeal, you and/or your parent or guardian (if minor) will be allowed five minutes to speak on your behalf to the Board. If you are a minor you must be accompanied by your parent or guardian. The Library Board will issue a written decision within ten days after the meeting. The Library Board has the power to affirm, reverse or modify the banning period or conditions.

Date banned from Library _____ Return Date _____

Signature of Director _____

Adopted by the Waupaca Area Public Library Board of Trustees July 8, 2008

Chapter 20 Services of the Library

The library provides books, periodicals, and other non-print materials for information, entertainment, intellectual development, and enrichment of the people of the community. The library will try to:

1. Select, organize, and make available a wide variety of books, media and other materials.
2. Provide reference and assistance to patrons.
3. Encourage materials usage through programs, exhibits, displays and book lists.
4. Cooperate with other community agencies and organizations.
5. Secure information beyond its own resources when requested.
6. Lend to and borrow from other libraries upon request.
7. Provide services to patrons with special needs.
8. Maintain a balance in its services to various age, economic and cultural groups.
9. Cooperate with, but not perform the functions of, school or other institutional libraries.
10. Provide service during hours which best meet the needs of the community including evening and weekend hours:

Monday, Tuesday, Wednesday and Thursday 9:00 a.m. to 8:00 p.m.

Friday 9:00 a.m. to 5:00 p.m.

Saturdays 10:00 a.m. to 2:00 p.m.

11. Regularly review library services being offered.
12. Use media and the library web page to promote library services and materials.

13. Make available a photocopier machine and computer printers to patrons who wish to make copies at the rate of 10 cents per page and 25 cents for color. Signs are posted advising users that there are restrictions on copy-righted materials. Violation of Copyright is the responsibility of the equipment user. Restrictions are posted at the copy machine.

14. Provide interactive programs which promote library materials, facilities, entertainment or cultural experience.

15. Make available meeting room space during library hours. See Library Meeting Room Policy for specifics.

Approved by the Waupaca Area Public Library Board of Trustees May 21, 1991
Revised by the Waupaca Area Public Library Board of Trustees May 2003
Revised by the Waupaca Area Public Library Board of Trustees July 2007

Chapter 21 Severe Storms

Storm Watch:

Library staff should:

1. Staff will be alerted by the weather radio of a severe storm watch
2. Notify Reference supervisor of storm alert.
3. Reference Supervisor will notify other staff
4. Note how many people are in the library and where they are.
5. Put the warning signs on the counter near the door but out of sight of the public.
6. Make sure the battery operated radio is at the children's services desk.
7. Remain aware and alert of the weather, listen for sirens and radio announcements.

Storm Warning:

Supervisors will:

1. Make an announcement that there is a storm warning in effect.
Example: "There is a storm warning in effect for our area. We ask that you calmly evacuate to the basement area until the storm warning is over".

Children's Staff will:

1. Open the door into the meeting room hallway.
2. Usher unattended children into the hallway.
3. Take radio and tune to 92.7 FM.
4. Stand at the bottom of the stairs and direct people to the hallway.

Circulation staff will:

1. Put warning signs on doors.
2. Instruct library users to go to basement hallway.
3. Go to basement hallway.

Supervisors will:

1. Make sure that everyone goes to the basement or leaves.
2. Supervisor will announce when storm threat is over.

Approved by the Waupaca Area Public Library Board of Trustees September 4, 1996

Revised by the Waupaca Area Public Library Board of Trustees June 12, 2007

Chapter 22 Social Media/Permission to Record

The Waupaca Area Public Library chooses to use social media (such as, but not limited to: blogs, website, social networking sites, email, etc.) to engage library customers in discussions of books, materials and programs. The Library recognizes and respects differences in opinion. Comments, posts and messages are welcome and will be reviewed before publishing. Posted comments are the opinion of the author only and publication of a comment does not imply endorsement or agreement by the Library Director or the Waupaca Area Public Library. Your submission of a comment constitutes your acceptance of this policy. Comments containing the following will be removed:

- * Obscene or racist content
- * Personal attacks, insults or threatening language
- * Potentially libelous statements
- * Plagiarized material
- * Private, personal information published without permission
- * Comments totally unrelated to the content of the forum
- * Hyperlinks to material that is not directly related to the discussion.

Content originating from Waupaca Area Public Library employees is not moderated and employees can post without administrative approval. All employee's personal social media sites must post the following disclaimer.

Disclaimer: "The opinions expressed on this website are my own and do not necessarily represent those of the Waupaca Area Public Library, City of Waupaca or the Outagamie Waupaca Library System."

Adopted by the Waupaca Area Public Library Board of Trustees on February 9, 2010

Adopted by the Waupaca Area Public Library Board of Trustees on July 18, 2018

Chapter 23 Staff Line of Responsibility

In absences of the Library Director, the line of responsibility extends to:

- Assistant Director/IT Coordinator
- Children's Librarian
- Teen Librarian
- AV/Technical Services Librarian
- Assistant Children's Librarian

The above named person will perform in the capacity of acting Director in the interim. If none of the above are present staff scheduled to work at the Information Desk is in charge of the Library.

Revised by the Waupaca Area Public Library Board of Trustees September 2010

Revised by the Waupaca Area Public Library Board of Trustees July 18, 2018

Revised by the Waupaca Area Public Library Board of Trustees September 2010

Chapter 24 Unattended Minor

The Waupaca Area Public Library is dedicated to providing a warm, welcoming, exciting and safe environment for people of all ages. Sharing this environment with other people requires that all follow the **Rules for Patron Responsibility and Conduct** that have been established by the Board of Library Trustees and are available by request or on the Library website.

The Waupaca Area Public Library wants children to use its facilities and services. Children **under the age of 8** must always be in close contact with a parent/guardian or assigned caregiver over the age of 12. The assigned caregiver must be a responsible person and must carry emergency contact information. An exception would be children attending a library program without a parent/caregiver in the room. However, the parent/caregiver is expected to remain in the library building and immediately join the child at the end of the program.

When children are left alone they may become frightened or anxious. If they wander through the building they may encounter hazards such as stairs, doors, furniture or electrical equipment. They may also become bored and restless and could disturb the enjoyment and work of others.

The safety of children left alone in a library building is a serious concern of the library staff. The responsibility for the safety and behavior of children in the library rests with the parent/caregiver and not with the library personnel. Library employees cannot be responsible for children who are unattended or demonstrating inappropriate behavior. The following guidelines will be followed concerning the care and behavior of young library users.

If a child in this age group is found unattended, library staff will attempt to locate the parent/caregiver in the library and inform him/her of the policy. If the parent/caregiver cannot be found, or if the child is found unattended again, the police will be called for assistance.

If a child in this age group violates the Rules for Patron Responsibility and Conduct, the child and the parent/caregiver will be informed of the policy. If inappropriate behavior continues, they may be asked to leave the library.

Patrons age 8 and older may use the library on their own. However, parents are still responsible for the actions of their minor child(ren). Minors using inappropriate behavior may be asked to leave the library. All minors should have the telephone number of someone who can assist them in an emergency.

Revised by the Waupaca Area Public Library Board of Trustees September 2007

Chapter 25 Volunteers and Community Service

Volunteers

The Waupaca Area Public Library encourages individuals and groups to volunteer their time and efforts in service to the library. Volunteers do not replace paid staff and are not considered employees of the library; however, volunteers can provide important support services to paid staff and/or work on special projects. Participants in the library's volunteer program learn more about the library and its place in the community and observe firsthand how the library serves community needs.

Volunteers must be at least 10 years old and those under the age of 16 must have a parents, or guardians signature. Prior to being assigned to a department volunteer position, all applicants must fill out an application form and meet with the department supervisor. Volunteers will be subject to a background check.

The number and type of volunteers accepted are based on the amount of work and supervisory time available. If there are no open positions available, applicants may request that they be placed on the waiting list. Volunteer application forms are kept on file for one year subject to review should a suitable volunteer position become available.

Library volunteers are to be given meaningful job assignments. Due to the extreme amount of training required and to issues of accountability, volunteers generally do not staff public service areas, nor do they work with confidential patron data.

The library staff would prefer that volunteers call in if they are not able to work their scheduled time. In the event that a volunteer is not able to adequately perform the duties assigned to him/her, the supervisor will make every effort to reassign the volunteer.

Community Service

The Library accepts Community Service workers, court mandated or affiliated with school or another organization at the discretion of the Assistant Director. Workers will be asked to agree to a code of conduct and a schedule. Community Service will be terminated if the Code of Conduct is breached.

Workers may be asked to clean, weed flower beds, assist with special projects, shelves books or videos, stamp routing slips or any other tasks as assigned.

The library requires parental signature if the worker is under the age of 16.

Code of Conduct

The worker agrees to be on time and to call the supervisor if they will be absent due to illness or lack of transportation.

The worker will conduct themselves in a manner appropriate to the work environment.

The worker will wear clothing appropriate for the work assignment. This will be discussed with the supervisor prior to the assignment.

The worker will refrain from socializing when working.

The worker will not use electronic devices (i.e. Headphones, cell phones) while working.

Appendix A The Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.

expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Appendix B Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948, by the ALA Council

Amended February 2, 1961

Amended June 28, 1967

Amended January 23, 1980

Inclusion of "age" reaffirmed January 24, 1996

Appendix C Free Access to Libraries for Minors

An Interpretation of the Library Bill of Rights

Library policies and procedures that effectively deny minors equal and equitable access to all library resources available to other users violate the Library Bill of Rights. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the Library Bill of Rights states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The "right to use a library" includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information in the library. Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.¹ Librarians and library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether material is not constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents. As "Libraries: An American Value" states, "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." Librarians and governing bodies should maintain that parents—and only parents—have the right and the responsibility to restrict the access of their children—and only their children—to library resources. Parents who do not want their children to have access to certain library

services, materials, or facilities should so advise their children. Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child.

Lack of access to information can be harmful to minors. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

¹See *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975)-"Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable [422 U.S. 205, 214] for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors. See *Tinker v. Des Moines School Dist.*, *supra*. Cf. *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943)."

Adopted June 30, 1972, by the ALA Council
Amended July 1, 1981; July 3, 1991, June 30, 2004

Appendix D Libraries: 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 21st 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 from and effectively use the library's resources;
- * We protect each individual's privacy and confidentiality in the use of library resources and services;

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 of 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.

Adopted February 3, 1999, by the Council of the American Library Association

Appendix E Theft of library material

The City of Waupaca adopted ordinance 14-02 (7/25/2002) which references Wisconsin State Statutes
943.61

(1) In this section:

(a) "Archives" means a place in which public or institutional records are systematically preserved.

(b) "Library" means any public library; library of an educational, historical or eleemosynary institution, organization or society; archives; or museum.

(c) "Library material" includes any book, plate, picture, photograph, engraving, painting, drawing, map, newspaper, magazine, pamphlet, broadside, manuscript, document, letter, public record, microform, sound recording, audiovisual materials in any format, magnetic or other tapes, electronic data processing records, artifacts or other documentary, written or printed materials, regardless of physical form or characteristics, belonging to, on loan to or otherwise in the custody of a library.

(2) Whoever intentionally takes and carries away, transfers, conceals or retains possession of any library material without the consent of a library official, agent or employee and with intent to deprive the library of possession of the material may be penalized as provided in sub. (5).

(3) The concealment of library material beyond the last station for borrowing library material in a library is evidence of intent to deprive the library of possession of the material. The discovery of library material which has not been borrowed in accordance with the library's procedures or taken with consent of a library official, agent or employee and which is concealed upon the person or among the belongings of the person or concealed by a person upon the person or among the belongings of another is evidence of intentional concealment on the part of the person so concealing the material.

(4) An official or adult employee or agent of a library who has probable cause for believing that a person has violated this section in his or her presence may detain the person in a reasonable manner for a reasonable length of time to deliver the person to a peace officer, or to the person's parent or guardian in the case of a minor. The detained person shall be promptly informed of the purpose for the detention and be permitted to make phone calls, but shall not be interrogated or searched against his or her will before the arrival of a peace officer who may conduct a lawful interrogation of the accused person. Compliance with this subsection entitles the official, agent or employee effecting the detention to the same defense in any action as is available to a peace officer making an arrest in the line of duty.

(5) Whoever violates this section is guilty of:

(a) A Class A misdemeanor, if the value of the library materials does not exceed \$2,500.

(c) A Class H felony, if the value of the library materials exceeds \$2,500.

History: 1979 c. 245; Stats. 1979 s. 943.60; 1979 c. 355 s. 232; Stats. 1979 s. 943.61; 1991 a. 39; 2001 a. 16, 109.

Appendix F Wisconsin State Statutes Chapter 43



Appendix G Guidelines for Compliance w/Parental Access to Library Records Law

Act 207 amends Wisconsin Statutes Section 43.30 to require that a library that is in whole or part supported by public funds must disclose to a custodial parent or guardian of a child under the age of 16 any records relating to that child's use of the library's documents, or other materials, resources or services.

Below are answers to questions received about this new law:

1. Which libraries must comply with this new law?

All libraries that receive public funds. At a minimum, this includes all public libraries, all public school libraries, and the libraries of all public colleges and universities.

2. What records must be supplied to a custodial parent or guardian of a child under age 16?

Any records relating to that child's use of the library's documents, or other materials, resources or services. This includes any library records of items currently checked out, due dates for those items, overdue items, and any fines owed. This also includes any records of the use of library computers, such as computer sign-up records.

We believe that records indicating the address, phone number, age, etc. of the child are not records that fall within this definition. In addition, there is no reason a custodial parent or guardian should require these records. From a child safety perspective, it is advisable that these records not be routinely disclosed.

A "custodial parent" is defined in this law as any parent other than a parent who has been denied periods of physical placement with a child under s. 767.24 (4). In situations involving separation or divorce, the courts will generally order periods of physical placement to both parents. However, in some cases, the courts will issue an order denying periods of physical placement to one or both parents.

The essential issues for the library to determine are: (1) whether the person requesting the records is who they say they are, (2) whether they are indeed a parent or guardian of the particular child, and (3) whether they have been denied periods of physical placement with the

child under s. 767.24 (4). Libraries should have a written board-approved policy addressing what will be acceptable documentation for determining these issues.

The fact that an individual has possession of a child's library card may be evidence supporting the conclusion that the individual is a custodial parent or guardian of the child. However, to protect against the possibility that the child's library card was improperly obtained, it may be advisable to request additional identification and/or documentation. A photo ID showing that an individual currently lives at the same address as the child may also help support the conclusion that the individual is a custodial parent or guardian of the child. Of course, a parent who has joint custody of a child may or may not have the same address as the child.

For proof of identity, alternative methods or documentation should be allowed. One method of identification may be linked to whether the adult already is registered at the library with his or her own library card. However, the process must provide alternatives for verifying identification even if the person is not a library cardholder. An acceptable example may be any government agency-issued photo ID.

As to whether a person is indeed the custodial parent of the child whose library records are at issue, it is recommended that libraries strike a balance between having requirements that are so lax that they are easily sidestepped, perhaps creating child safety and/or liability issues, and those that may be so demanding that they defeat of the purposes of the new law. Many people will readily have access to such proof as a birth certificate. Others, including some immigrants, may not. A court order of divorce which names the children may assist in this determination, and the court papers should also indicate whether, (at least at the time of divorce) the parent was denied periods of physical custody. You may also be able to locate relevant court orders with the help of the Consolidated Court Automation Programs (CCAP) Case Management system (available at <http://wcca.wicourts.gov/>).

The law does not specify a definite period of time within which a library must respond to requests. We believe a good guideline is the standard for responses to requests for public records, which must be acted upon "as soon as practicable and without delay." The most common requests: requests to obtain records of the items currently checked out and/or overdue, should probably be responded to immediately, as long as the requester has demonstrated to the library's satisfaction that he or she is the custodial parent or guardian of the child whose records have been requested.

5. Are there any penalties for denying a request or taking too long to respond to a request?

The law does not specify penalties, but it is possible that a parent or guardian could bring a court action if a request had been improperly delayed or denied. A court would have the authority to compel disclosure and could fine and impose attorney fees on a library that unreasonably denied or unreasonably delayed responding to a request.

6. Our library has a policy that applicants for a library card who are under the age of 14 must include the signature of a parent or guardian. Does Act 207 require that we change this policy to require a signature of a parent or guardian for card applicants under the age of 16?

No. The decision to require parental sign-off on library card applications is a policy decision for the local library. Act 207 does not require that any particular policy be adopted for the library card application of a child.