

# Newton Public Library Board Policies Manual

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## Part 1: General Objectives

- A. The general objective of the library will be to provide library resources for the interest, information, and enlightenment of all people of the community.
- B. To meet the general objective, the library will assemble, preserve, and make available to all residents of Newton, library materials that will help these people to:
  - a. Educate themselves;
  - b. Keep pace with progress in all fields of knowledge;
  - c. Become better members of home and community;
  - d. Discharge political and social obligations;
  - e. Be more capable in their occupations;
  - f. Develop their creative and spiritual capacities;
  - g. Appreciate and enjoy music, art, and literature;
  - h. Make such use of leisure time as will promote personal and social well-being;
  - i. Contribute to the growth of knowledge.
- C. The library will challenge censorship in the fulfillment of its objective to provide information and enlightenment.
- D. The Library Board endorses the principles set forth in the American Library Association Bill of Rights.

## Part 2: Services Policies

### People Served by Newton Public Library:

- A. Free library service is available to residents of Newton, Iowa.
- B. Free library service will be available to rural Jasper County, Iowa, residents as long as adequate reimbursement is received from the Jasper County Board of Supervisors.
- C. Service will be provided to residents of Jasper County municipalities with no libraries through a contract with the Newton Public Library Board of Trustees that is equitable for services provided
- D. Service will be provided to other Iowa readers who are eligible through the State Library Open Access Program.

Service may be denied to anyone with unpaid fines, unpaid bills, overdue material, or violators of the library behavior policy.

## Registration & Borrowers' Cards:

- A. A borrower's card will be issued to a person who meets the residency requirement after the registration form is completed and two forms of identification are presented:
  - i. A current photo identification and
  - ii. Verifying proof of current Iowa residential address at time of application.
- B. A temporary card will be provided for borrowers who do not have a second form of identification available at time of application. A temporary card allows for 2 checkouts at a time and a 6-month privilege period that can be renewed. Borrowers can provide a second form of identification to update their card to regular status at any time.
- C. A digital library card will work as a temporary, six-month card that will allow borrowers (who fit the eligibility requirements) to use our digital materials – eBooks, eAudiobooks, and databases. Digital cardholders can update their card to regular status once they provide the two forms of identification at the Circulation Desk. Digital library cards cannot be renewed.
- D. When a child under the age of 13 applies for a borrower's card, they must be accompanied by a parent or guardian who will be asked to sign a statement of consent and responsibility.
  - i. When the child turns 18, they will be required to fill out a new registration form and provide a current photo ID.
- E. A reader is required to present their NPL card each time they check out materials.
- F. A card holder is responsible for all material checked out on their card regardless of who presented the card at check out. Therefore, card holders should report stolen or lost cards immediately.
- G. Borrower's privileges expire and must be updated annually or every 6-months (temporary).
  - i. All overdue materials must be returned and all bills and fees paid before privileges will be updated.
  - ii. Borrowers, including children, must update their own accounts.
  - iii. Privileges may be updated over the telephone if the reader has no bills and address has not changed.
- H. Replacement of a user's lost card will cost \$2.00 and will be issued after a current photo identification is presented. Users' cards will be replaced if they wear out, are lost/stolen, or due to a name change (if signed).
- I. Teachers' cards can be issued to all teachers in the Newton Community Schools, Newton Christian School, DMACC Newton campus, and West Academy.
  - i. No fines for overdue material will be assessed for material checked out on the teachers' cards.

- ii. Under the discretion of the Youth Services Librarian and Director, fees for lost or damaged material can be assessed for material checked out on the teachers' cards.
  - iii. Material checked out on a teacher's card must be used in the classroom.
  - iv. Teachers' cards will expire at the end of the school year in which they were issued.
- J. An Institutional card will be issued to an employee of an institution within the Newton Public Library service area for use by the institution, after a supervisor with the authority to make financial commitments for the institution signs a statement of authorization.
- K. Persons unable to visit the library in person because of illness, injury, immobility or disability may apply to the library for Homebound Service. The homebound status may be revoked at the director's discretion if the privilege is abused.
  - i. Homebound cards are kept at the library.
  - ii. The library will match the homebound individual with a volunteer who will deliver books for patrons within the city limits of Newton.
  - iii. A family member may be designated to pick up items for those patrons outside of Newton city limits.
  - iv. Overdue fines are not applied to homebound cards, but fees for lost or damaged items are assessed.
- L. New card registrations are assigned a generic PIN that can later be changed by the card holder. Patron library pin numbers will not be verbally given over the telephone. A reader's pin number can be reset to the default in-person with appropriate personal library card or photo identification in hand at the Circulation Desk or Information Desk or via the phone when reader can accurately recall their personal information on file.

## Use of Library Materials:

- A. Materials will be loaned for twenty-one days, fourteen days or seven days.
  - i. Twenty-one-day loan period:
    - Juvenile and Adult Fiction including all Large Print;
    - Juvenile and Adult Nonfiction including all Large Print;
    - Juvenile kits;
    - CD Books (limit of 6);
    - Music CDs (limit of 6);
    - Instructional DVDs;
    - Juvenile Holiday Books;
  - ii. Fourteen-day loan period:
    - New Adult Fiction;
    - Magazines (except current issue);
    - Pamphlets and Maps;
  - iii. Seven-day (1 week) loan period:
    - Movie DVDs (limit of 6).
- B. All materials may be renewed for two check out periods if items do not have holds on them. Readers may renew overdue materials via phone if accumulated fines per item are \$1.00 or less. Readers can renew items with more than \$1.00 in accumulated fines per item in-person if fines are paid at time of renewal and reader has not received final notice(s) for the items.
- C. Inter-library Loan Items (ILL):
  - a. Newton Public Library does not loan nor request textbooks, A.V. materials, periodicals, or rare/non-replaceable items.
  - b. The length of the loan period for materials received through inter-library loan is determined by the lending library.
  - c. Inter-library loans are subject to overdue fines and will follow the fine schedule below in addition to any late fees assessed by the lending library.
  - d. Charges for lost or damaged ILL materials will be determined by the lending library and charged to the patron.
  - e. Inter-Library Loan items not picked up will have a fine of \$3.00 placed on the patron's account to offset postage.
- D. Fines:

Fines will begin accruing 3 days after the due date.

  - i. \$1.00 per day will be charged as an overdue fine for DVDs with a maximum fine of \$10.00 per item.
  - ii. \$0.20 per day will be charged as an overdue fine for all other materials with a maximum fine of \$7.00 per item.
  - iii. Excepting audio-visual items, the list price will be charged for all materials that are lost or damaged beyond repair.

- iv. A \$3.00 fee will be charged if lyric insert, pamphlet, teacher guide, or similar information included with library material is not returned with an item. Patron will be notified immediately and given one week to search for and return the missing material before being billed.
- v. The minimum charge for lost, damaged, or unreturned items is \$10.00.
- vi. A \$5.00 handling fee will be charged for damaged or lost DVDs, music CDs, CD Books, and CD Book cases. An additional fee of \$3.00 will be charged if the insert is also lost or damaged. AV items that have been billed due to lack of case or returned case without AV item inside will be billed at time of Final Notice.
- vii. Readers with any library material 30 days overdue will not be allowed additional checkouts until all overdue materials have been returned and all bills paid.

#### E. Overdue notices

- i. Overdue notices for DVDs will be sent as follows:
  - 1. 1<sup>st</sup> notice via email: 3 days after due date (except Sunday),
  - 2. Final notice via mail: four weeks after due date (28 days).
- ii. Overdue notices for all other items will be sent as follows:
  - 1. 1<sup>st</sup> notice via email: one week after date due (7 days),
  - 2. Final notice via mail: four weeks after due date (28 days).
- iii. Two weeks after the final notice has been sent, the library will forward accounts with a balance of \$25.00 or more to a materials recovery service. A \$10.00 service fee will be charged to the reader's account (42 days after due date).
- iv. If the account is not resolved through the materials recovery service, accounts that have a minimum balance of \$50.00 in non-returned items can be forwarded to the police department for the appropriate criminal action to retrieve the material (minimum of 162 days after the due date).

#### F. Material Recovery/Collection Policy

- i. All adult and juvenile readers' replacement costs totaling \$25.00 or more are subject to collection through the library's contract with Unique Management Services. Once an account has been referred to Unique Management, the reader will be assessed an additional \$10.00 collection service charge.
- ii. No information identifying materials checked out by the reader will be revealed to the collection agency.
- iii. Collection proceedings may be halted at any time by the Director if a patron is making a good faith effort to either pay for or return lost items. Once an account has been turned over to the

collection agency, the reader will still be assessed the service charge although proceedings have been halted.

- iv. No collection action will be taken on current teacher, interlibrary loan, or staff accounts.

#### G. Holds

- i. Holds may be placed on all library materials that are currently cataloged. Items on order can be placed on hold by calling the Library.
- ii. The hold will expire two days after the reader has been contacted regarding availability. After two days' time, the material will be re-shelved or made available to the next user in the hold queue.
- iii. The hold will be removed if a user cannot be reached for two days to be notified that the hold is available.

#### H. DVD, Blu-ray, & CD Borrowing

- i. The Library assumes no responsibility for damage caused to a borrower's DVD, Blu-ray, or CD player or personal computer by a library DVD, Blu-ray, or CD.
- ii. Library DVDs and CDs are intended for home use only. Duplication of DVDs, Blu-rays, and CDs are prohibited in accordance with Copyright Compliance guidelines.

## Hot Spot Policy

- A. Only residents of Newton who are library cardholders in good standing may borrow a hotspot. "Good standing" is defined as a library card account having fines and fees of less than \$10.00.
- B. The cardholder must be 18 years of age or older to check out a hotspot.
- C. The cardholder must present his/her actual library card in order to check out a hotspot.
- D. In addition, a photo ID will be required. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport photo which contain the cardholder's name and an identifiable photo. If the address on the photo ID and the address on record with the library do not match, patrons must provide a piece of recent mail with the correct address on it for verification purposes.
- E. The cardholder must have a current, working email address on file in their library record in order to check out a hotspot.
- F. Only one hotspot per household may be checked out at any given time.
- G. Hotspot loan periods are for up to 7 (seven) calendar days and can be renewed up to twice if available. Overdue fees will be charged for hotspots not returned by their due date in the amount of \$2.00 per day. Maximum fine is \$60.00. This maximum fine does not include any and all equipment replacement costs, which are billed separately.
- H. Hotspots must be returned to library staff at the Circulation Desk. The cardholder must remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card. Hotspots may not be placed in any book return at any time for any reason. If a Hotspot is returned via the bookdrop, a \$10.00 handling fee will be charged to the cardholders account, blocking their account from future checkouts until paid in full.
- I. If a hotspot is not returned by the due date, the library will deactivate it remotely and seek to recover it.
  - i. Within **3 (three) days** past its due date, the library will send an overdue notice via electronic mail to the email address listed in the borrower's account.
  - ii. The library will send a second email notice - **7 (seven) days** past the due date if the hotspot remains unreturned.
  - iii. If a hotspot is not returned within **10 (ten) days** past the due date, the borrower will be called by library staff and given one final warning before being charged the full replacement fee.
  - iv. At a month (**30 days**) **overdue**, the borrower's account will be charged the replacement fee of the device and a FINAL NOTICE will be mailed. Borrowers are responsible for monitoring their email accounts, voicemail, and mailbox and the Library cannot guarantee the receipt of communications by borrowers.

- v. If a hotspot is not returned within 1 week of the date of the FINAL NOTICE, the library will begin efforts to recover the hotspot. The account will be referred to the Library's Collection Service provider and if not returned, can be sent to the Newton Police Department for theft according to Code of Iowa 714.5.
- J. The hotspot Borrowing Agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen or damaged equipment.
- K. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$250.00 for the hotspot and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement hotspots or accessories purchased by the customer. The minimum replacement cost of a hotspot is \$200.00.

## Internet Use Policy

**Nature of the Internet** The Internet is a global electronic network of information. The Internet and its resources may contain information that is inaccurate, controversial, or offensive. The Newton Public Library has no control over, and assumes no responsibility for, the content of the Internet. Users assume all risk/liability when divulging a credit card number or any other personal information over the Internet. The Library cannot guarantee confidentiality on the Internet nor will it guarantee the use of a secured or non-secured site. The Library provides Internet access as another resource for information and entertainment.

**Access to the Internet** The Newton Public Library does not prevent or filter access to any resources freely available on the Internet. Parents or guardians, not the Library or its staff, are responsible for the information selected and/or accessed by their children. The Library will not be responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

**Wireless Access** The library also provides Internet access through an unsecured wireless network. Any information accessed or transmitted has the possibility of being intercepted by others without users' knowledge. There is also a possibility data stored locally on a user's device could be accessed by others if not properly secured. The library does not assume any responsibility for the safety of personal devices or the data on it. Virus and security protection is the sole responsibility of the wireless user.

### Rules for Internet Access

1. Use of the Library's wireless network or of a public Internet Workstation implies agreement with the Library's Internet Policy.
2. Users must comply with all local, state, and federal laws while using the Internet. Users found to have violated any laws, including but not limited to those concerning privacy, obscenity, fraud or copyright, while using Library facilities or equipment will have their Internet privileges revoked.
3. The library does not filter Internet content. Staff may, however, ask users to refrain from printing or displaying certain content on screens open to public sight in order to ensure the secure and comfortable environment of the Library.

**Loss of Internet Privileges** Use of the Library's network or computers in an illegal, disruptive, or destructive manner, or failure to abide by Library policies or procedures, may result in the loss of Internet and/or library privileges.

## Patron use of Public Internet Workstation

- A. Users of the Internet workstations must be knowledgeable in computer operation. Minimal instruction will be given by library staff and only as time allows.
- B. All Internet workstations will be monitored by Library staff to ensure time, access, and equipment are not abused or damaged.
- C. Newton Library Card Holders will log-in to Internet Workstations with their library card number and PIN. Card holders are guaranteed their first 60 minutes and can renew their time in 15 minute increments if there is no wait for the workstations. Card holders can use Internet workstations up to 4 hours a day.
- D. While we encourage users to have a Newton Public Library Card, it is not mandatory. Non-card holders can receive a guest-ID at the Information Desk to log-in to the Internet Workstations and will be permitted 1 hour of time per day.
- E. Nine sit-down public Internet workstations may be reserved through the Envisionware software at the Reservation Station. Card holders are able to make their own reservations. Library Staff will print guest passes for non-card holders that allow them to make their own reservation.
- F. Users will be charged \$0.20 per page for black and white printing and \$0.50 per page for color printing at both the public Internet workstations and at the Information Desk. Printing will be paid for at the Print Terminal or at the Information Desk at the end of a user's sessions. Failure to pay for prints may result in fines on card holder's accounts and/or loss of Internet workstation privileges.
- G. Up to two (2) people may use a workstation together at a time.
- H. No files may be stored on the hard disk of the workstation. Any unrecognized files will be deleted at the end of each user's session. If users are in need of a memory storage device, USB's may be purchased at the Information Desk.
- I. Internet Workstations shut down at a quarter to closing. No patrons will be permitted to extend their time or begin a new computer session at a quarter to closing.
- J. Beverages without a secure lid are not allowed at Internet workstations.

### Use of CD Player and Headphones

- A. The compact disc (CD) player/headphones will be available for use on a first-come, first-served basis and will be checked out on the user's library card for a three hour time period daily.
- B. A valid Newton Public Library card must be presented and will be held at the circulation desk for duration of check-out.
- C. When the CD is finished or the patron is ready to leave, the patron must return the CD player/headphones to the Circulation Desk. If CD player/headphones are left unattended, the CD listening session will be ended.
- D. If the CD player/headphones are not returned, patron will be charged \$1.00 per hour up to the cost of the CD player/headphones.

### Use of Accucut/Diecut Equipment

- A. The Accucut equipment must be checked out by users, either by supplying a NPL card or current photo ID that will be held at the Circulation Desk until equipment use is completed and all dies returned.
- B. Users will use the Die Binder to request dies from library staff.
- C. Users must supply all materials needed (paper, etc.).
- D. Library staff can demonstrate to the user how to operate the equipment, but will not cut all shapes needed for the user.

### Use of FAX Machine

- A. Use of the library's facsimile (FAX) services will be available to the public during regular library hours.
- B. The FAX machine will be used for patron transmissions only. FAX messages will not be received for any patrons. Any messages received that are not for the library will be shredded/deleted.
- C. The charge for FAX transmissions will be \$2.00 for the first page and \$1.00 for each additional page.
- D. Library staff will send patron transmissions on a first-come, first-served basis, when the machine is not being used by staff.
- E. The library will not hold on to any documents for later transmission if a transmission is not successful.

### Scanning Documents for the Public

- A. A public copier is available for users to scan documents onto a jump drive. Users can then print from the copier or an Internet station for \$0.20 a page in black and white or \$0.50 a page in color.
- B. If users are unable or unwilling to use the public photocopier and would like assistance from the Library's Reference staff, documents will be scanned as time allows on a first-come, first-serve basis. The charge for library staff to scan, save or email documents will be \$3.00 for the first page and \$1.00 for each additional page. Printing scanned documents for the user are \$0.20 per page for black and white and \$0.50 a page for color.

### Obituary/Genealogy Research

- A. Obituary/genealogy requests can be made by mail, telephone, e-mail, or in person. Requests will be processed during regular business hours as staff time allows.
- B. \$10.00 per hour will be charged for searches. If search results can be sent to requestor by e-mail, no additional charges will be applied. If the results are mailed, a charge of \$0.20 per page plus the required USPS postage rate will be charged. The invoice will be sent with the results.
- C. Obituary/genealogy requests from other libraries are done as interlibrary loan requests at no charge to the patron or the library.

### Use of Newton Yearbooks

- A. Access to view Newton Yearbooks can be made at the Information Desk.
- B. Use of Newton yearbooks is restricted to in-house as parts of the collection are non-replaceable and in poor condition due to age.
- C. A NPL card or current photo ID will be held at the Information Desk while user is accessing yearbook collection.

### Laminating Service

Laminating services are offered at \$1.00 per foot (12 inches) and as staff time allows. The library staff will laminate any paper and cardstock per current laminator capabilities.

## Exam Proctoring

As a public service, the Newton Public Library will proctor exams for students. Due to time constraints and the need to serve other patrons, the following policies are required.

- A. Exam Proctoring is free to active Newton Public Library cardholders. A \$10.00 proctoring fee will be charged to non-cardholders.
- B. Students must contact the Public Services Librarian for permission to take a test at the library well in advance of the deadline.
- C. Students will complete the proctored exam registration form and agree to the proctoring guidelines prior to taking their first exam.
- D. An appointment must be made with the Public Services Librarian prior to taking each exam. Appointments must be made no less than one week in advance. Exams will be administered during regular library hours and students should plan on completing exams a minimum of 30 minutes prior to the library closing. The library reserves the right to refuse to proctor an exam if the Public Services Librarian is unavailable or if an appointment has not been made at least seven days in advance.
- E. The student is responsible for all postage fees associated with mailed exams. The library will transport mailed exams to the post office or the approved shipping company within 24 hours of the exam completion, during regular weekday hours. If an exam is taken on a Friday or Saturday, the exam will be mailed by the end of the following Monday. Students are responsible for ensuring exams are completed far enough in advance to accommodate mailing time and instructor due dates. The library is not responsible for postal service delays or items misplaced/damaged in the mail.
- F. Students using library computers are responsible for confirming that the computers are adequate for their exam requirements.
- G. The library may refuse to proctor an exam if the institution/instructor requirements cannot be reasonably met by library staff or resources.

## Notary Service

The Newton Public Library has staff commissioned by the Secretary of State to serve as notaries to the public. Notarization of documents will not prove the truthfulness of statements contained in a document, legalize or validate the document, or by itself protect a person's rights to their artistic creations or inventions. Notaries on staff act as impartial and unbiased witnesses and reserve the right to refuse to notarize any document for a person if all criteria are not met:

- A. Notary service is free to active Newton Public Library cardholders. A \$10.00 notary fee will be charged to non-cardholders.
- B. All document signers must personally appear before the notary with a current and valid photo identification, demonstrate competency, and willingness to sign.
- C. Allow the notary staff to make an entry of the notary act in the Library's notary journal.
- D. Notary services are by appointment only, Monday through Friday, during regular library hours. Library staff reserve the right to refuse to notarize documents without an existing appointment.
- E. Notary services are available for private citizens only. Library notaries are unable to notarize documents for businesses or commercial entities.

## Part 3: Collection Development Policies

### Selection Policies

- A. Responsibility for materials selection rests with the Library Director.
- B. Books and other library resources will be provided for the interest, information, and enlightenment of all people of the community. Material will not be excluded because of the origin, background, or views of those contributing their creation.
- C. Materials and information presenting all points of view on current and historical issues will be made available. Material will not be proscribed or removed because of partisan or doctrinal disapproval.
- D. Six factors will be taken into account in the selection of materials to be added to the library collection:
  - i. The overall value of material as an individual work and its value to the collection as a whole;
  - ii. Particular attention will be given to material of special interest to the Newton community;
  - iii. Whenever possible, objective reviews in reliable reviewing services will be consulted before purchasing material so that a more informed selection decision can be made;
  - iv. Suggestions for purchase by library patrons will be given serious consideration. If, in the opinion of the Director, the material requested is of limited appeal, interlibrary loan will be used as an alternative to purchasing the material.
  - v. An attempt will be made to maintain a balance in the collection between material of temporary current popularity and the classic, timeless literature in any field of knowledge.
  - vi. User demand as demonstrated by usage and holds placed on items is an important consideration.

### Procedures of Handling Complaints and Reconsideration Requests

- A. Users who wish to request that the library reconsider including a specific item in the collection should first discuss the issue with the Library Director.
- B. If the user is not satisfied at the conclusion of the discussion, they may file a written complaint with the Director on the prescribed form.
- C. The Director will respond in writing to the written complaint.
- D. If the reader is still not satisfied, they may appeal the Director's decision to the Library Board who will hear and act upon the complaint at the next regularly scheduled board meeting.

## Gift and Donation Policy

- A. The Newton Public Library acknowledges the fact that gifts have been vital to the establishment and growth of the library.
- B. The Newton Public Library welcomes donations including books, magazines, and audio-visual materials as well as monetary gifts.
  - i. Gifts of cash are most particularly welcome since they can most easily and quickly be used to implement the library's programs and services.
  - ii. The library accepts gifts of cash designed for a specific purpose but can most effectively use money when it is free to allocate funds to those programs and services currently in greatest need.
  - iii. Distribution of monetary donations not allocated at the time of donation will be decided upon by the administration and reported to the Library Board of Trustees on an annual basis.
- C. Books or audio-visual materials may be donated in honor of a friend or relative.
  - i. Materials will be marked with a special bookplate upon request by the donor.
  - ii. The library will assume the responsibility for ordering memorial materials, and said materials should be satisfactory to both the donor and the library.
  - iii. Notifications of memorial donations will be sent to family of the deceased and a thank you will be sent to the donor.
- D. Gifts are tax deductible; however, the library will not set fair market or appraisal values. The library will furnish a statement of receipt of donated items for tax purposes upon request.
- E. The library retains unconditional ownership of an accepted gift. A gift may be given to other libraries and non-profit agencies, sold, traded, recycled, or discarded if it is not added to the collection. Any gift considered by the library for inclusion into the library's collection must meet the same selection criteria as purchased materials.
- F. The library reserves the right to decline gifts and decide when a gift added to the collection will be withdrawn.
- G. The library does ask that donations meet certain requirements:
  - i. No moldy, dirty, musty or water damaged items;
  - ii. Items unmarked by pens, pencils, crayons or highlighters;
  - iii. No physically damaged items;
  - iv. No textbooks;
  - v. No condensed books (i.e., Readers Digest Condensed Books);
  - vi. No nonfiction titles over five years old;
  - vii. No materials weeded from other libraries or the NPL collection.
- H. The library accepts audio-visual materials as long as they are in good condition and not outdated.

## Collection Weeding

- A. The collection will be weeded regularly to keep it current, relevant, and useful to library users.
- B. The history of usage, condition of the material, and shelf space will be important consideration when weeding the collection.
- C. Materials removed from the collection will be disposed of to the best possible advantage:
  - I. First, they will be offered for sale to the public;
  - II. Second, items may be donated to other federally funded institutions;
  - III. Or lastly, items are recycled or destroyed.

## Part 4: Building Policies

### Library Health & Safety Policy

It is the responsibility of the Newton Public Library to maintain a healthy and clean environment for all Library users and to protect the City's and taxpayer's investment in Library collections, equipment, and property. In order to fulfill this responsibility, the Library may restrict a user's ability to borrow materials and/or to visit Library property when such use may jeopardize the health and cleanliness of Library facilities, collections, users, and/or staff.

Examples of situations where borrowing of materials may be suspended include, but are not limited to:

- Evidence that items checked out to a user may have been returned with insects that are known to be damaging to library materials, such as roaches and silverfish.
- Evidence that items checked out to a customer may have been returned with insects that can result in pest infestations in library facilities, such as bed bugs or roaches.

Examples of situations where access to Library facilities may be suspended include, but are not limited to:

- Library users or user's possessions with fleas, lice, or bed bugs
- Library users whose person or clothing that is covered or stained with urine or feces

Should it become necessary to suspend Library privileges of a user in order to protect Library collections, facilities or other users, notification of the suspension will be made by the Library Director. Access to facilities and borrowing will be restored when the suspended customer demonstrates that the situation that caused the loss of privileges has been remedied. For cases of insect infestations, an invoice from a licensed pest company will be required to restore privileges.

Any Library user that has privileges suspended under the terms of this policy may request a re-evaluation of the suspension by the Library Board at their next scheduled monthly meeting.

## Sex Offenders Policy

In accordance with Chapter 692A of Subtitle 1 of Title 16 of the Code of Iowa, the Board of Trustees for the Newton Public Library prohibits the presence of sex offenders convicted of sex offenses against minors upon or within 300 feet of library property without written permission of the Library Director. A library card issued to a sex offender against minors prior to conviction does not constitute written permission from the Library.

Background checks will be performed using the National Sex Offender Registry on all employees, potential employees, and volunteers, including library board members or potential library board members, who are or will be working on library property.

### Library Privileges:

The Library Director may only give written permission to registered sex offenders to come on to the real property of the library or to loiter within 300 feet of the library, as the result of a majority vote decision at a meeting of the Board of Trustees with a quorum present.

Persons barred from library property under the law remain entitled to library services. It is the responsibility of the patron to arrange for a courier to select, check out, and return materials to the library through possession of the patron's card. Under any of these circumstances, the offender will remain responsible for all activity on his/her card. The offender/representative may access information resources via telephone, Library's Website, or online catalog. Persons barred from the library property under the law will not be served by the library's homebound delivery service.

Violations of this policy will be immediately reported to law enforcement.

### Reinstatement:

Privileges may be restored to any offender whose name has been removed from the Sex Offender Registry upon written proof of said removal. Proof may include presentation of a copy of the written notice of removal. Removal must be verified by a search of the Sex Offender Registry completed by the Library Director. The Library Director will have up to 48 hours to verify said removal from the registry. Upon verification all rights will be reinstated.

## Use of Meeting Rooms

- A. The meeting room may be used for meetings or conferences by organizations engaged in educational, cultural, intellectual or charitable activities.
- B. Reservations will be made on a first-come, first-served basis, but one group may not regularly schedule a meeting more often than once per month.
- C. Meeting rooms may be used:
  - Monday-Thursday: 9:00 a.m. – 7:30 p.m.
  - Friday: 9:00 a.m. – 5:30 p.m.
  - Saturday: 10 a.m. – 1:30 p.m.
- D. The responsibility for proper care of the facilities lies with the organization using the rooms.
  - i. Broken or damaged materials must be replaced to the satisfaction of the library trustees.
  - ii. Kitchen equipment must be washed, cleaned, and returned to its proper place.
  - iii. Furniture should be left in the arrangement in which it was found.
  - iv. All decorations should be removed after a meeting.
- E. No equipment or records may be stored at the library by any organizations that use the meeting rooms.
- F. The library is not responsible for the loss of or damage to any equipment, furniture, dishes, printed material, audio-visual material or anything else brought into the library for use by organizations or individuals in the meeting or conference rooms.
- G. The meeting room includes an overhead projector, DVD player, and sound system. Organizations must bring a compatible laptop to use with the projection system or reserve a laptop at time of room reservation. Organizations will be given written instructions on how to use the overhead projector, sound system, library laptop, and DVD player. Library staff instruction will only be given as time allows.
- H. The library meeting room has its own wireless network. Access will be given by Library Staff.

### Use of Public Conference Room

- A. The public conference room may be used for small meetings or conferences of 3-8 persons, for educational, cultural, intellectual or charitable activities.
- B. Reservations will be made on a first-come, first-served basis.
- C. No food is allowed.
- D. The Public conference room holds a white dry erase board and Smart Television for presentations. Smart TV accessories can be asked for at the Information Desk.
- E. Patrons will be held responsible for any damage or defacing done to the conference room, Smart Television, and/or furnishings.

### Use of Study Rooms

- A. Study rooms are available on a first-come, first-served basis; no reservations will be taken.
- B. No more than two (2) people may be in each study room.
- C. If the user(s) of the study room are disturbing other patrons, they will be warned only once before being expelled from the room.
- D. Patrons will be held responsible for any damage or defacing of the study room or furnishings.

### Storage & Display of Materials

- A. The library will not accept permanent storage responsibility for materials or objects owned or controlled by other groups or individuals.
- B. The library will accept temporary exhibits In the Lobby Display Case and Charlotte Smith Memorial Display Case at the discretion of the library director.

### Bulletin Board

- A. The bulletin boards in the lobby are available for non-profit groups or organizations to have notices posted for meetings or special activities.
- B. Flyers for the bulletin board should be given to library staff for posting. Any notices not posted by library staff will be removed.
- C. Petitions soliciting signature for candidacy for elected office, ballot referendums or recalls, or other official requests to public officials may be posted on the bulletin board. Petitions must be given to library staff for posting. The library is not responsible for the monitoring of the petition or the signatures gathered on the petition.

## Public Use of Library Telephone

- A. Patrons who find themselves in an urgent situation at the library and need to use a library telephone to call for assistance may ask library staff at the Circulation Desk or Information Desk to call for them. Situations are limited to: Calling a parent/guardian, taxi or transit system, and emergency response services.

## Materials Security System

- A. When the security system alarm goes off, library staff will courteously ask the patron to come to the Circulation Desk to check for any items that inadvertently were not checked out or desensitized. Items will then be checked out and desensitized.
- B. If the alarm continues to go off after materials have been checked out and desensitized, or if the user has no library materials which are visible, the user will be asked to empty contents of bags, notebooks, pockets, etc., so staff can search for pages out of complete library materials.
- C. If library materials are found which the user was concealing and attempting to take from the library, the police will be called, the user will be asked to give their name and address, and charges may be filed.
- D. Staff will make every effort to get a name by getting license number, reviewing circulation records, etc.

## Library Security Cameras

The Newton Public Library uses security cameras to enhance the safety and security of library users, staff, and property, while protecting individuals' rights to privacy. Security cameras will be used where needed to discourage violations of the library's code of conduct, to assist library staff in preventing the recurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. Only the director or their designee(s) will have access to the archived materials in pursuit of incidents of criminal activity or violation of the library conduct policy. A stored digital video record may be used to provide tangible evidence as a means of identification, and may be turned over to the police by the Director or their designee. Security cameras are specifically used to capture motion and do not have audio capabilities.

Signage shall be conspicuously displayed at library entrances advising of the recording of video images.

## Behavior Policy

- A. The Newton Public Library encourages the active enjoyment of the library: its resources, facilities, and equipment. However, for this enjoyment to occur, guidelines must be established for the behavior of our users. Users who do not follow these measures may temporarily or permanently lose their privilege to use the library.
- i. Abusive, inappropriate, or disruptive behavior will not be tolerated.
  - ii. Shirts and shoes must be worn at all times.
  - iii. Electronic devices may not be used without headphones.
  - iv. Cell phone ringers/alerts must be kept on silent/vibrate and conversations must not be disruptive to nearby users.
  - v. The Information and magazine reading areas of the library are designated quiet areas.
  - vi. No running is allowed in the library.
  - vii. No sleeping is allowed in the library.
  - viii. Food is only allowed in the meeting room and lobby. Drink is allowed provided the container has a closable, non-leak lid.
  - ix. The Circulation Desk, office area, staff lounge, basement and all storage areas of the library are off-limits to all but library staff and designated others.
  - x. Children under age 10 must be supervised at all times and accompanied by an adult. Parents, guardians or caregivers will be sanctioned for children under the age of 10 found in violation of the behavior policy. Unaccompanied children age 10 and older must adhere to all library policies.
  - xi. No loitering is allowed in the lobby or on the grounds.
  - xii. Vandalism or defacement of library materials, equipment, or property is strictly prohibited and will result in criminal prosecution.
- B. Users who violate this behavior policy will be subject to the following sanctions:
1. First offense: User will be asked to leave the library building and grounds and may not return for the rest of the day and one full day after that.
  2. Second offense: User will be asked to leave the library and grounds and may not return for up to one full week.
  3. Third offense: User will be asked to leave the library and grounds and may not return for a minimum of one month, up to a maximum of six months depending on the severity of the violation and at the Director's discretion.
  4. Fourth offense: User will be asked to leave the library and grounds and may not return for up to one full year.
  5. Final offense: User will not be allowed in the building or on the grounds again.

- C. Anyone who has been asked to leave the library and returns before the time of their suspension has expired will be trespassing and subject to prosecution and will have time added to their suspension.
  - A. Suspended individuals with less than 6 months suspension will have their time doubled.
  - B. Suspended individuals who have been suspended for a year will have 6 months added to their total time.
  
- D. Removal of offenses:
  - 1. In cases where police are not called or reports filed, offenses will be discarded after 2 years of inactivity. Users will then revert back to a first offense should another violation occur.
  - 2. In cases of police intervention or filed reports, offenses will be discarded after 5 years. Users will then revert back to a first offense should another violation occur.
  - 3. Cases where users have been banned from the building and grounds for life will have to contact the Library Board and petition to have access reinstated and offenses reduced or discarded.

### Program No Show Policy

Many of the programs offered through the Newton Public Library require registration prior to the start of the program. This is due to limitations in supplies and space, and to help staff prepare for the size of the program. Programs that require registration will be marked on the calendar (online and print), in press releases, and on promotional posters. To ensure fairness, patrons who fail to appear for two (2) programs/classes within a three (3) month period will not be eligible for first time registration for a period of 1 year. Rather, these patrons will automatically be placed on the waiting list. If an opening is available, the said patron will be notified that he or she can attend. If a patron cannot attend a program/class, it is his or her responsibility to alert the library via its Facebook account or telephone at least twenty-four (24) hours prior to the start of the program/class. If proper notice of cancellation is given, then the patron will not be moved out of good standing.

## Volunteers

- A. Volunteer support is an essential component of library operations and an enhancement to the trained professional library staff. In keeping with the library's mission of serving the community and in making the best use of community resources to provide excellent customer service, the library board welcomes and encourages the support of local residents through their membership in Friends of the Newton Public Library and/or their voluntary donation of time and talents to library activities.
- B. The library director, board of trustees, and/or the Friends of the Library organization will recruit library volunteers, cooperatively, in answer to a specific need, one-time or ongoing, to enhance library programs and services for the community.
- C. Volunteer workers are unpaid staff members who may work with short-term projects or programs, or give continuing service over an extended period of time under the supervision of paid library staff. Volunteer work will be coordinated by the director or by a person designated by the director.
- D. Volunteers will submit an application to the director and arrange for an interview with the director and/or designated library staff person. Attempts will be made to assign volunteers meaningful work which makes use of their talents, expertise, training, and interests. Volunteers will not replace established staff position spaces and duties.
- E. Records of individual and total volunteer hours will be kept to assist both the library board in evaluating library activities and individual volunteers in receiving credit for the service. The Newton Public Library will publicly recognize volunteers' services annually.
- F. Volunteers will observe the regular work rules of the library.
- G. Volunteers are not covered by Worker's Compensation insurance.
- H. Volunteers under the age of 18 must have signed parental permission.

## Part 5: Confidentiality

### References

- A. The confidentiality policy of the Newton Public Library is based on the First and Fourth Amendments of the United States Constitution, the Iowa Code, and professional ethics.
- i. First Amendment: Congress shall make no law ... abridging the freedom of speech ...
  - ii. Fourth Amendment: The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probably cause, supported by Oath or affirmation, and particular describing the place to be searched, and the persons or things to be seized.
  - iii. Code of Iowa 22.7 “Examination of Public Records (Open Records)”
    1. 22.7 Confidential Records  
The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information ...
      13. The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.
      18. Communications not required by law, rule, procedure, or contract that are made to a government body or to any of its employees by identified persons outside of government, to the extent that the government body receiving those communications from such persons outside of government could reasonably believe that those persons would be discouraged from making them to that government body if they were available for general public examination.
  - iv. Professional Ethics:
    1. “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.”  
(Source: Code of Ethics of the American library Association).

## Confidentiality Policy

- A. Confidentiality is essential to protect the exercise of First and Fourth Amendment rights. In accordance with First and Fourth Amendments of the U.S. Constitution, the Iowa code and professional ethics, the Board of Trustees of the Newton Public Library respects the privacy of users and recognizes its responsibility to protect their privacy.
  - i. The library will not reveal the identities of individual users nor reveal the information sources or services they consult unless required by law. Confidentiality extends to information sought or received and materials consulted, borrowed or acquired. Confidentiality includes database search records, reference interviews, interlibrary loan records, computer use records, and all other personally identifiable uses of library materials, facilities or services.
  - ii. The library will hold confidential the names of card holders and their registration information and not provide access for private, public or commercial use.
  - iii. The lawful custodian of the records is the Director of the Library.
- B. The library will not release registration, circulation or other records protected under the Iowa Code unless it is required by law to release the information. Circumstances which may require the library to release the information include the following:
  - i. A criminal or juvenile justice agency is seeking the information in pursuant to an investigation of a particular person or organization suspected of committing a known crime and the criminal or juvenile justice agency presents the Library Director with a court order demonstrating that there has been a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.
  - ii. The library receives a Warrant for the information issued under the USA Patriot Act (which includes amendments to the Foreign Intelligence surveillance Act and the Electronic Communications Privacy Act).
  - iii. The library receives a National Security Letter seeking the information pursuant to the USA Patriot Act.
  - iv. The library receives a valid court order requiring the library to release registration, circulation or other records protected under the Iowa Code and the information is not sought in conjunction with a criminal or juvenile justice investigation.

## Procedures for Enforcing Policy on Confidentiality of Library Records

- A. The library staff member receiving a request to examine or obtain information relating to registration records or circulation records or other records identifying the names of library user, shall immediately refer the requestor to the Director, the Official Custodian of the Records. (To prevent any misunderstanding, the staff member should avoid discussing with the person making the request what user information may or may not be available, or what the library can or cannot do.)
- B. The Library Director shall meet with the requestor of the information. If the requestor is a law enforcement officer, the officer must have a court order, a warrant issued under the USA Patriot Act, or a National Security Letter (NSL) issued under the USA Patriot Act to receive the requested records. If the officer does not have a proper court order, warrant, or NSL compelling the production of records, the Library Director shall refuse to provide the information. The Library Director may explain the confidentiality policy and the state's confidentiality law, and inform the agent or officer that users' records are not available except when a proper court order in good form has been presented to the library.
- C. If the records requested cover registration, circulation or other records protected under the Iowa Code, and the Director is uncertain about whether the order or subpoena presented is sufficient to require release of the records, the Library Director may immediately consult with legal counsel to determine if such process, by order, or subpoena is sufficient to require release of the records.
- D. If any written request, process, order, or subpoena is not in proper form or does not otherwise appear to be sufficient to support releasing records, the Library Director shall insist that such defects be cured before any records are released.
- E. If the Library Director or the Director in consultation with library's attorney determine that the order, warrant, or NSL, is sufficient and compels the release of the records, the Library Director shall release the records.
- F. If the request is made pursuant to the USA Patriot Act, the Library Director is authorized to obtain legal counsel regarding the request. As required by the USA Patriot Act, the Library Director may not discuss the request with anyone other than legal counsel.
- G. If the requestor is not a law enforcement officer and has not presented any type of court or administrative order requiring release of the requested information, the Library Director shall refuse to provide the requested records. The Library Director may explain the confidentiality policy and the state's confidentiality law.
- H. The Library Director is authorized to take legal action (such as moving to quash a subpoena) to resist releasing requested registration, circulation, or

- other records protected under the Iowa Code if the library's legal counsel deems such action to be appropriate.
- I. Any threats or unauthorized demands (i.e. those not supported by a written request, process, order, or subpoena) concerning circulation and other records identifying the names of library users shall be reported to the Director.
  - J. Any problems relating to the privacy of circulation and other records identifying the names of library users which are not provided for above shall be referred to the Director.

## Part 6: Contracts for Library Services with Other Jurisdictions

The Newton Public Library supports the philosophy that library service is best provided locally, that city residents recognize the importance of library service and are willing to pay for it through local taxes, and that tax support should be equitable among those residents paying taxes to provide a local library.

The library recognizes that some jurisdictions in Iowa and Jasper County have not established a public library, that such jurisdictions have an obligation to provide library service through contract with an existing library, and that entering into such a contract provides an opportunity to extend the benefits of library service to those who are not otherwise served.

To assure equitable tax support of libraries among residents of Jasper County, the residents of other city and county jurisdictions providing library service in the county and the residents of contracting jurisdictions, the Newton Public Library will charge contracting jurisdictions a minimum per-capita rate. The minimum per-capita cost will be calculated by matching, if not exceeding, the lowest per-capita rates that cities paid for library services the previous fiscal year within Jasper County. The per-capita rate will be calculated and decided upon by Jasper County Library Directors at their yearly October meeting and brought back to their respective Boards to be approved. Therefore this contracting minimum per-capita rate will be adjusted yearly and utilized by all Jasper County Libraries.