



Wood River Public Library

POLICY MANUAL



TABLE OF CONTENTS

MISSION	4
Patron Services and Use Policies	5
CIRCULATION POLICY.....	5
REGISTRATION REQUIREMENTS	5
BORROWING ELIGIBILITY	5
FINES	6
JUVENILE FINES/FEEES	6
INTERLIBRARY LOAN	6
LOST AND/OR DAMAGED MATERIALS	6
LENGTH OF LOANS	7
ITEM LIMITS	7
COLLECTION DEVELOPMENT	8
DISPOSAL OF SURPLUS LIBRARY MATERIALS	8
MATERIALS SELECTION POLICY	8
COMPUTER AND INTERNET USE POLICY.....	13
REQUIREMENTS	13
GUEST PASSES.....	13
TIME LIMITS	13
DOWNLOADING	13
PRINTING.....	14
ASSISTANCE.....	14
PRIVACY.....	14
PROHIBITED ACTIONS	14
COPYRIGHT RESTRICTIONS	15
DISPLAY SPACE.....	16
DRUG AND ALCOHOL-FREE LIBRARY POLICY	17
EXHIBITS.....	19
GIFTS TO THE LIBRARY	20
Gifts to the Library Form.....	22
HOMEBOUND DELIVERY SERVICES	23
HOURS OF OPERATION	25

HOUSING OF PETITIONS	26
MEETING ROOM POLICY.....	27
PATRON CONDUCT ORDINANCE.....	29
Section 1.....	29
Section 2.....	29
Section 3.....	29
Section 4.....	29
Section 5.....	29
Section 6.....	29
Section 7.....	30
Section 8.....	30
PATRON CONFIDENTIALITY.....	31
PHOTOGRAPHY POLICY.....	32
Photographs Taken by Media	32
Photographing Groups of Adults/Children	32
Photographing Adults	32
Photographing Children Under Age 18	33
PHOTO RELEASE FORM	33
Reference Service	34
RULES FOR ACCEPTABLE LIBRARY USE.....	35
Code of Conduct:	35
Consequences	35
Appeal Process.....	35
SECURITY CAMERAS.....	36
PURPOSE OF SECURITY CAMERAS	36
SIGNAGE.....	36
STAFF ACCESS TO DIGITAL IMAGES	36
ACCEPTABLE USE AND PATRON PRIVACY	36
SERVICE TO PATRONS WITH DISABILITIES	38
SOCIAL MEDIA POLICY	40
UNATTENDED CHILDREN	41
Unattended Children Parental Notification Letter	42

VOLUNTEER POLICY43

WOOD RIVER PUBLIC LIBRARY COMMUNITY GARDEN44

 MISSION STATEMENT: 44

 GOALS: 44

 RULES & REGULATIONS:..... 44

MISSION

The mission of the Wood River Public Library is to bring the people and the resources of the Library together in order to enhance the lives of individuals and the community as a whole. The library provides access to materials and services to help community residents obtain information meeting their personal, educational, and professional interests and needs.

In order to fulfill this mission, Wood River Public Library has chosen the following roles:

A. Primary Role:

Popular Materials Library -- featuring current, high-demand, high-interest materials in a variety of formats for persons of all ages.

B. Secondary Roles:

Children's Door to Learning -- the Library provides materials and services to stimulate children's interests and appreciation for reading and learning at all ages.

Reference Library -- providing timely, accurate, and useful information for community residents.

Wood River Public Library is a member of the Illinois Heartland Library System (IHLS) and Sharing Heartland's Available Resources Equally (SHARE). The Library Illinois Heartland Library System Sharing Policy and the Illinois Interlibrary Loan Code.

PATRON SERVICES AND USE POLICIES

CIRCULATION POLICY

REGISTRATION REQUIREMENTS

The Wood River Public Library is a tax-supported public library. People residing, or owning property, within the jurisdictional boundaries of the Wood River Public Library are eligible to receive a library card.

Adults (18 and over) wishing to register for a library card at the Wood River Public Library must meet the following:

1. Shows satisfactory proof of identity. (With a valid photo ID)
2. Shows satisfactory proof of Wood River residency.
3. Has no outstanding obligations at any library.
4. Completes and signs a registration card accepting responsibility for all items checked out on the card and for any charges for overdue, damaged or lost items

For children under the age of 18, the following must be met to get a library card at the Wood River Public Library:

1. Parent/legal guardian must have a valid Wood River library card with no outstanding obligations to any library
2. Parent/legal guardian must provide a signature on the registration form
3. The registration form must be completed with both the child and adult present in the library
4. The child must sign(write) his/her own name on registration form

Library cards for Wood River residents are valid for three years.

Any Wood River resident without public library service should purchase a library card from the public library serving the patron's school district.

BORROWING ELIGIBILITY

Individuals presenting valid library cards are eligible to borrow materials from the Wood River Public Library when the following conditions are met:

1. No materials are overdue beyond three (3) days on their card.
2. No outstanding fines in excess of \$1.00 have accrued to their card.
3. Juvenile account associated with adult account has not exceeded \$15.00.

Wood River Public Library cards are issued to individuals. Cards are for use only by the registered patron, except when a patron is unable to pick up an item on hold for him or her. A library card may be used by other family members or a caretaker to pick up items on hold by physically presenting the card.

Library cards are not transferable for use by another person under any circumstances. The Library reserves the right to require another form of identification when any library card is presented for use.

Individuals presenting a valid card from another public library in Illinois may borrow materials from the Wood River Public Library. The card must have an expiration date in the future.

FINES

All overdue materials regardless of format are \$.10 per day. The total fines will not exceed the replacement cost of the item. Replacement of a library card is \$2.00.

JUVENILE FINES/FEES

The parent/guardian who registers a juvenile assumes financial responsibility for all fines and fees associated with the juvenile account. Should the juvenile account meet/exceed \$15.00 in fines/fees, the parent/guardian's account will be blocked from use.

INTERLIBRARY LOAN

Interlibrary loan (ILL) is a process through which library material, or a copy of the material, is loaned by one library to another upon request. If the Wood River Public Library does not have the material that a borrower needs within its collection, library staff may attempt to borrow it from another library through appropriate interlibrary loan methods (for example, SHARE or OCLC). All requests will be processed as soon as is reasonably possible. ILL is available to Wood River cardholders in good standing. Non-Wood River cardholders must place OCLC requests through their home library. Any patron losing any material obtained through ILL shall be liable for the replacement cost, a processing charge, and any fines accrued.

The Wood River Public Library will attempt to meet patron's need with local materials first before initiating an ILL request. Borrowers may also initiate their own ILL holds through the SHARE system. The Library will honor any conditions of an ILL requested by the lending library. The library will comply with copyright law. Any costs for ILL are passed on to the patron requesting the item. The patron will be informed of all known costs and the potential for additional costs before a request is processed.

Wood River Public Library abides by both Illinois Heartland Library System Resource Sharing Policy and the Illinois Interlibrary Loan Code.

It is the policy of the Wood River Public Library to only request and fulfill requests through OCLC from libraries within Illinois. Furthermore, repeated unclaimed requests will result in revoked privileges, either temporary or permanent.

LOST AND/OR DAMAGED MATERIALS

Replacement cost (list price plus processing fee) is the responsibility of any patron who borrows and loses any library material. In the case of children under the age of 18, it is the parents' responsibility to pay for lost or damaged items. Items lost or damaged from other libraries are billed in accordance with the owning library's policies.

Items are determined as damaged at the discretion of Wood River Public Library. Fees will be charged when the condition of an item makes it unsuitable to be returned to the collection. Items with liquid damage, animal tooth or claw marks, excessive markings, torn/damaged pages, food stains/particles, or have other irreparable damage

or odor, are considered unsuitable for the collection. This excludes normal wear and tear an item may experience during circulation.

LENGTH OF LOANS

The loan periods for item types **owned by Wood River Public Library**:

Material Type	Loan Length
Books	21 days
Magazines	7 days
Audiobooks	21 days
DVDs/Blu-rays	7 days
Music CDs	7 days
Multi-Disc DVDs (TV Series)	14 days
Reference	Must use in library

Wood River items may be renewed once, regardless of material type, pending no reserves from other borrowers.

ITEM LIMITS

These limitations are for patrons registered at the Wood River Public Library.

Material Type	Item Limit
Books	None
Magazines	None
Audiobooks	10*
DVDs/Blu-rays	10*
Music CDs	10*
Multi-Disc DVDs (TV Series)	10*
Reference	Checkout not available

*10 nonprint items per patron, regardless of material type. Juveniles are not permitted to check out nonprint items.

Borrowers may reserve up to twenty (20) items total.

Approved by the Board of Trustees on October 30, 2014.

Revisions:

January 29, 2015

September 17, 2015

January 18, 2018

September 20, 2018

February 21, 2019

COLLECTION DEVELOPMENT

DISPOSAL OF SURPLUS LIBRARY MATERIALS

Library property (i.e., print and non-print materials, equipment, supplies, and/or any personal property) which in the judgment of the Library Director is no longer necessary or useful for library purposes, may be disposed of in the following manner:

1. Books and non-print materials from the library's collection, or gift materials, may be discarded, sold, or, upon the approval of the Board of Library Trustees, be given to local philanthropic, educational, cultural, government, or other not-for-profit organizations.
2. Any other personal property having an individual current value of less than \$100 may, at the discretion of the Library Director, be discarded, turned in on new equipment, or made available for sale.
3. In the case of individual surplus items having current value of more than \$100 but less than \$1,000, the Board may authorize a trade-in of such items on new equipment or sale of such items in accordance with the provisions of the Illinois Library Act.
4. No favoritism shall be shown to members of the Board of Library Trustees or members of their immediate families who make bids on or purchase any library item declared surplus.
5. Any personal property having a unit value of more than \$1,000 but less than \$2,500 will be displayed at the Library and a public notice of its availability, the date, and terms of the proposed sale shall be posted.

MATERIALS SELECTION POLICY

I. PURPOSE OF WOOD RIVER PUBLIC LIBRARY'S MATERIALS COLLECTION

The purpose of Wood River Public Library's collection is to meet the informational and recreational needs of our community in a variety of print and nonprint formats. Recognizing the Library serves a diverse population, it is our goal to maintain a well-rounded collection. Therefore we cover a broad multitude of topics, without an in-depth, specialized focus on any one area in the collection.

Within budget, the Library provides a general collection of reliable materials that includes both basic works of permanent value and materials of current interest. The selection of library materials and electronic resources is based on the needs of all residents and reflects the Library's core role as a popular materials library for all ages. Because the Library serves a public with a wide range of ages, educational backgrounds, and reading skills, it will always seek to select materials of varying complexity.

II. RESPONSIBILITY FOR SELECTION

Overall responsibility for collection development rests with the Library Director who operates within this framework of policies determined by the Board of Library Trustees. The Library Director may delegate or share this responsibility with designated members of the staff. However, all members of the staff, Board of Trustees, and patrons may recommend titles for consideration, and recommendations for materials from citizens of the community should be encouraged.

III. CRITERIA FOR SELECTION

In selection, consideration will be given to the work as a whole. No work shall be excluded because of specific passages or pieces taken out of context.

The main points considered in the selection of materials are

1. Individual merit of each item
2. Popular demand
3. Suitability of the material for the population
4. Existing library holdings
5. Budget

In order to select materials for purchase, the staff responsible for purchasing materials use a number of tools, including but not limited to professional review sources, best sellers lists, popular magazines, subject bibliographies, annual lists of recommended titles, publishers' catalogs, and patron suggestions.

An effort is made to include information representing all sides of issues, including those that some may consider controversial. The Board of Trustees believes that censorship in an individual matter and declares that, while anyone is free to reject for themselves materials of which they do not approve, they cannot exercise this right of censorship to restrict the freedom of others. Controversial materials have no distinguishing labels and are shelved in the general collection. The Library purchases material for collections for each of the following general age groups: adults, preschool-age children, elementary-age children, junior high-age children, and high school aged young adults. Library selectors choose relevant materials for each of these collections. However, there are no age restrictions on the borrowing of print library materials. Responsibility for the reading choices of children rests with their parents or legal guardians. Selection for the adult collection will not be inhibited by the possibility that materials may inadvertently fall into the hands of children. Wood River Public Library follows the American Library Association's "Library Bill of Rights," "Freedom to Read," and "Freedom to View" statements and applicable interpretations.

IV. COLLECTION CRITERIA FOR SPECIFIC LIBRARY COLLECTIONS

Sub-sections of the collection are listed in alphabetical order.

Blind and Physically Handicapped Talking Book Service

Talking Book service to patrons with disabilities is provided by the Illinois State Library. The library will provide referral to the appropriate agency. Other materials may be requested through interlibrary loan.

Databases, Online

The library purchases online subscriptions items that reflect the reference needs of the general public and the academic needs of students from elementary school through high school. Selection factors include reference value, availability of print equivalent, cost, availability of remote access, and patron demand. Priority will be given to those products that provide a unique service, provide added value to their print equivalents, and which are the equivalent of large paper collections.

E-books

The library purchases a collection of E-books and E-audiobooks through the consortiums to which the Library belongs, as well as a supplemental children's e-book website for the Library's own patrons. E-books are purchased using the same criteria as print materials.

Foreign Language Materials

The library considers purchasing foreign language materials as the needs of the community change. The library will also provide access to materials at other libraries through interlibrary loan.

Genealogy

The library purchases general guides and subscribes to databases to help patrons learn how to trace their ancestry. Staff will provide referral to other libraries and agencies for specific genealogy questions that are beyond the scope of the collection.

Non-book materials

the library purchases non-book materials for in-house use or for circulation, which include audiobooks, magazines, newspapers, DVDs, and music CDs. Selectors utilize the criteria for and methods of selection listed above. Non-book materials are under constant evaluation and are subject to change. Cost of items, budget, patron use, and improved technologies are determining factors in selection.

New formats shall be considered for the circulating collection when, by industry report, national survey results, and evidence from local requests, a significant portion of the community population has the necessary technology to make use of the format. Availability of items in the format, the cost per item, and the Library's ability to acquire and handle the items also will be factors in determining when a new format will be collected. Similar considerations will influence the decision to delete a format from the Library's collection.

Textbooks

While the Library seeks to supplement and complement the curricula offered at local schools, the Library does not purchase textbooks.

V. COLLECTION MAINTENANCE

A. Duplicate Copies

If extensive use for individual titles is demonstrated, duplicate copies may be purchased to meet demand.

B. Replacements

The Library may purchase a replacement for specific titles lost or damaged. The selection of materials for replacements are demand, use, library holdings, and cost.

B. Weeding

In order to maintain the best possible collection of materials, a continual weeding process takes place. Items are discarded if they are outdated, if they no longer circulate, if there are more duplicate copies than needed, or if they are in poor physical condition.

Wood River Public Library aims for a complete weeding of the entire collection every five years. Items discarded are plainly marked and may be donated to the Friends of the Library for sale.

VI. REVISION OF SELECTION POLICY

Because the needs of the community change, this policy on selecting materials shall be reviewed at least biennially by the Board of Trustees, in accordance with Illinois statute (75 ILCS 5/4-7.2).

VII. DONATION OF BOOKS AND AUDIO VISUAL MATERIALS

Gifts of books and other materials will be accepted by the Library with the understanding that these articles are given unconditionally and become the property of the library. In accepting a gift of materials, the library reserves the final decision whether items donated should be added to the collection, donated to another institution, or dispose of it in any other manner. The material will be judged by the same standards of selection as those applied to the purchase of new materials. If the patron wishes to receive an acknowledgement, he/she should request one at the time of donation. Library staff will not appraise the books or indicate a value in the acknowledgement.

Gift Material Program.

The Library welcomes monetary contributions specifically for material purchases in memorial to or in honor of named individuals. In order that the Library can properly honor the generosity, a special form to record the information is used and should be completed. (see form)

VIII. REQUESTS FOR PURCHASING MATERIALS

Suggestions for materials to be purchased are always welcome from any patron, Trustee, or staff member.

All requests are given serious consideration. An attempt will be made to borrow through interlibrary loan any requested item which is out of print, or that the Library determines does not meet the criteria for purchase.

IX. RECONSIDERATION OF LIBRARY MATERIALS

Patrons with complaints concerning specific library materials will be referred to the Circulation Manager or Director, or Youth Services Manager when the material is in the Juvenile or Young Adult collection. It is the responsibility of the Director to discuss the complaint with the patron and attempt to clarify any questions regarding the materials. The Youth Services Manager will discuss the complaint with the patron and Director where Juvenile and Young Adult materials are involved. The patron will be provided with a copy of the Collection Management Policy of the Wood River Public Library.

If the patron pursues his/her complaint and/or would like the material removed from the collection, the patron will complete a copy of the Request for Reconsideration of Library Materials form and return it to the Director. The questioned material will be reviewed, in its entirety, and once a decision has been made regarding the retention or removal of the material, a letter will be sent to the person, explaining the decision. If the patron expresses dissatisfaction with the decision, the Director will bring the matter to the attention of the Library Board of Trustees for their consideration.

Approved at the August 28, 2014 Board of Trustees meeting.

COMPUTER AND INTERNET USE POLICY

By using a Wood River Public Library public access computer, or wireless connection, you agree to comply with all applicable municipal, Illinois, and Federal laws, as well as all library policies. The Library reserves the right to limit, refuse, and/or ban any patron from using the library computers. The Wood River Public Library's Internet Use Policy is part of the library's overall policy structure and should be interpreted in conjunction with other existing policies.

Wood River Public Library does use filtering software on all computers; however parents and guardians have the ultimate responsibility to supervise and guide the use of the Internet by their children.

The Wood River Public Library provides filtered/unsecured wireless access network for users with wireless electronic devices. Wireless connection is only available during regular library hours. Use of the Wood River Public Library wireless network is entirely at the risk of the user. The library assumes no responsibility for the safety of equipment or device configurations, security, or data files resulting from connection to the library's wireless network or the Internet, or liability for any consequent damage to hardware, software or data.

If a user experiences problems connecting to a wireless access point, staff will verify that the library's wireless access network is operational, but staff are not trained to configure or troubleshoot wireless electronic devices.

REQUIREMENTS

- Every user must have a valid library card, or provide an ID to qualify for a Guest Pass.
- Every user must use his or her own library card, which must be in good standing (no overdue items or fines in excess of \$1.00).
- Users under the age of 18 must also use their own library cards.

GUEST PASSES

- A Guest Pass may be provided **one time** to those who do not hold a card in the Illinois Heartland Library System.
- Patron must have a photo ID for a Guest Pass.
- Non-card holders under 18 may not use the computers without a parent or guardian.
- Time Limits: 30 minutes at no cost, or 2 hours for \$2.00. The Wood River Public Library will not prorate for less time used.

TIME LIMITS

- Use of computers is on a first-come first-serve basis.
- Wood River Library users are allowed 150 minutes a day (2 ½ hours).
- Guest Pass users are allowed 30 minutes at no costs, or 2 hours for \$2.00.

DOWNLOADING

- Users may download files to a portable storage device, or email it to themselves.
- No information should be saved to the computer's hard drive.

- Computers are wiped clean of files at the close of business each day.
- The Library is not responsible for any loss or damage to personal materials or information.

PRINTING

- The copier serves as a printer for all patron computers.
- Users are charged the current copy fee for all printouts, ***even pages printed by mistake.***
- Use of the “Print Preview” feature is recommended before printing.
- Copies/Prints left behind will be charged to patron account.

ASSISTANCE

- Wood River Public Library staff may provide assistance to patrons (as time permits) in basic computer skills.
- Library staff will not provide instruction in the use of implementation of specific computer programs or websites.
- One-on-One assistance is available with the Technology Manager.

PRIVACY

The internet, the Library, and its computers are all considered “public”. Users are not guaranteed privacy. Users are responsible for the protection of their own information. The Library may not be held responsible for any outcomes resulting from using the Internet or using information found on the Internet. The Library may not be held responsible for the content of any site accessed on the Internet.

Users are expected to be courteous of other computer and library users and refrain from any activities that may interfere with another person’s computer and library use.

PROHIBITED ACTIONS

The following action are prohibited:

- Damaging or attempting to damage computer equipment
- Attempting to alter hardware or software configurations in a malicious manner. If configurations must be changed, ask permission of library staff
- Engaging in any activity which is deliberately and maliciously offensive, libelous, or slanderous.
- Sharing information about others of a person nature (name, address, phone number, social security number, etc).
- Displaying text or graphics which are obscene or which may reasonably be construed by library staff as offensive or threatening to the public.
- ***You may not intentionally view any materials deemed as pornographic. If you are found on anything deemed as pornographic material, you will be banned from the library for 6 (six) months from the date of the incident.***

Approved by Board of Trustees at regular meeting 9-21-2017.

COPYRIGHT RESTRICTIONS

The copyright laws of the United States (Title 17, United States Code) govern the reproduction, distribution, adaptation, public performance, and public display of protected material.

Under certain conditions, public libraries are authorized to lend, lease, or rent copies of computer programs and videotapes to patrons for nonprofit purposes. Any person who makes an unauthorized copy or adaptation of a computer program or videotape or redistributes the loaned copy or publicly performs or displays the computer program or videotape, except as permitted by Title 17 of the United States Code, may be liable for copyright infringement.

This institution reserves the right to refuse to fulfill a loan request if, in its judgment, fulfillment of the request would likely lead to violation of the copyright law.

DISPLAY SPACE

The Wood River Public Library maintains bulletin boards and display cases for the exclusive purpose of promoting the services and programs of the library. Although patrons are invited to make suggestions for themes or parallel agency activities, the responsibility for design and placement of all displays rests with the staff of the library.

DRUG AND ALCOHOL-FREE LIBRARY POLICY

The Wood River Public Library has long recognized that the non-medical use of controlled substances is hazardous to the health of the patrons and employees of the Library. Additionally, the use of alcohol by patrons is recognized as both hazardous and often illegal, and the irresponsible use of alcohol by employees is detrimental to the library environment. The illicit manufacture, use, possession, or distribution of controlled substances, look-alike drugs, drug paraphernalia, and the manufacture, use, possession, or distribution of alcoholic beverages, marijuana, and its derivatives as defined by Illinois and Federal statute, at any time, is not permitted at any library location.

“Library location” means in the library building, on library premises, or at any library-sponsored activity where patrons or employees are engaged in activities under the jurisdiction of the Library. This shall include any period of time when an employee is supervising students on behalf of a school district or is otherwise engaged in library business.

Any employee who violates the term of the Library’s drug and alcohol policy may be suspended or terminated pursuant to the rules and regulations of the Library and applicable state statutes. The Library may in its discretion refer incidents to appropriate legal authorities for prosecution when this policy is violated. Sanctions against employees shall be in accordance with prescribed library regulations and procedures. The Library’s employees, as a condition of their employment, agree to abide by the terms of this policy and to notify the Library, no later than five (5) days after a conviction, of any criminal drug or alcohol statute conviction for a violation occurring at a library location. The Library, if or when required by law, shall report such conviction to the appropriate authorities.

A patron who violates the terms of this policy may be expelled from the Library location involved or any library location at the discretion of the Library, and use privileges may be suspended for a specified period of time. The Library may, in its discretion, refer incidents to appropriate legal authority for prosecution when this policy is violated. Sanctions against patrons shall be in accordance with prescribed library regulations and procedures.

The Library shall obtain and make available materials from local, system, state, and national anti-drug and alcohol abuse organizations and, where appropriate, enlist the aid of community and state organizations with drug and alcohol information and rehabilitation programs to provide information to the Library patrons and employees.

In order to make patrons and employees aware of the dangers of drug and alcohol abuse, notice of the Standard of Conduct imposed by this policy and the sanctions imposed for violation of this policy shall be distributed to all employees and prominently posted at the Library for patrons and employees to see. Patrons and, in the case of minors, their parents shall be advised of this policy in the same manner as they are advised of the general disciplinary policies and procedures. Employees shall receive copies of the notice attached as an appendix to this policy.

NOTICE OF LIBRARY DRUG AND ALCOHOL POLICY

[Appendix - To be posted in Library]

The Wood River Public Library has long recognized that the non-medical use of controlled substances is hazardous to the health of the patrons and employees of the Library. Additionally, the use of alcohol by patrons is recognized as both hazardous and often illegal, and the irresponsible use of alcohol by employees is detrimental to the library environment. The illicit manufacture, use, possession, or distribution of controlled substances, look-alike drugs, drug paraphernalia, and the manufacture, use, possession, or distribution of alcoholic beverages, marijuana, and its derivatives as defined by Illinois and Federal statute, at any time, is not permitted at any library location

“Library location” means in the library building, on the library premises, or at any library-sponsored activity where patrons or employees are engaged in activities under the jurisdiction of the Library. This shall include any period of time when an employee is supervising students on behalf of a school district or is otherwise engaged in library business.

Any employee who violates the term of the Library’s drug and alcohol policy may be suspended or terminated pursuant to the rules and regulations of the Library and applicable state statutes. The Library may, in its discretion, refer incidents to appropriate legal authorities for prosecution when this policy is violated. Sanctions against employees shall be in accordance with prescribed library regulations and procedures. The Library’s employees, as a condition of their employment, agree to abide by the terms of this policy and to notify the Library, no later than five (5) days after a conviction, of any criminal drug or alcohol statute conviction for a violation occurring at a library location. The Library, if or when required by law, shall report such conviction to the appropriate authorities.

A patron who violates the terms of this policy may be expelled from the library location involved or any library location at the discretion of the Library, and use privileges may be suspended for a specified period of time. The Library may, in its discretion, refer incidents to appropriate legal authority for prosecution when this policy is violated. Sanctions against patrons shall be in accordance with prescribed library regulations and procedures.

EXHIBITS

Occasionally, exhibits from sources within the community may be allowed in the library. All exhibits considered for space within the library must support the mission of the library and not cause disruption of the regular flow of library work and service. Such exhibits will remain in place for not longer than four weeks, with set up and removal being the responsibility of the exhibitor. The library assumes no liability for damage or loss relating to any exhibit set up for public viewing in the library and will take no extraordinary measures to insure its safety.

GIFTS TO THE LIBRARY

General. The Wood River Public Library is grateful for gifts, and its collection has been enriched by donations of materials as well as contributions. Through donors, the library has been able to acquire materials which could not have been purchased otherwise. The library staff can supply, upon request, a list of needed materials for consideration by the donor.

Donation of Books and Audio Visual Materials. In accepting a gift of materials, the library reserves the privilege of deciding whether items donated should be added to the collection. Out of the many books and other materials which citizens so generously give, a considerable proportion can be used. Some cannot, because any library material, though of value in itself, may be: (1) a duplicate of an item of which the library already has a sufficient number; (2) outdated--interesting but not of sufficient present reference or circulating value to the library; and/or (3) in poor condition--which would not justify the expense of processing it, i.e. cataloging and preparing it for circulation. The material will be judged by the same standards of selection as those applied to the purchase of new materials. The Wood River Public Library accepts gift books with the understanding that books which are useful to the library collection will be retained and other books disposed of in whatever manner the Library Director deems best. The Library necessarily reserves the right to interfile gifts with other collections on the same subject, so that all collections are organized and classified according to library standards for the best public service.

Memorial Donations- Those wishing to donate in someone's memory for the betterment of the library should send monetary donations to the Wood River Public Library Foundation. If monetary memorial donations are received and are not specifically designated for the Foundation, the donation is to stay with the Library. In order for the Library to properly honor the generosity, a special form to record the information is used and should be completed. (see form)

Donation of Art Objects and Other Types of Materials. Although such gifts are usually welcomed and valued, final decision on their acceptance rests with the Library Director and the Board of Library Trustees.

Donations—Others, e.g. Monetary. The Library welcomes cash contributions, gifts of real property, stocks, and bonds. It is our custom to expend cash gifts on materials, equipment, or a project which is acceptable to the donor. Although it is unlikely, there may be an occasion in which the restrictions set by the donor make it impossible for the library to accept the contribution. All donations are subject to the approval of the Library Director with the backing of the Library Board of Library Trustees.

The Wood River Public Library will encourage and direct donations and memorials be made to the Wood River Public Library Foundation, however any unsolicited donations that are made to the Library will remain with the Library. This policy is in agreement with the Illinois Library Association.

Recognition of Gifts. For memorial materials to the library, the library may place on the material the name of the donor, if desired. Accepted gifts will be honored in our gift remembrance book.

Use of Gifts. The Library reserves the right to determine retention, disposition, location, circulation, treatment and other considerations related to use. All gifts are accepted with the understanding that it may someday be necessary that they be sold or disposed of in the best interest of the library. The Library cannot commit itself to perpetually housing a donation.

Income Tax Statements. The library cannot appraise the value of a donation of materials or art. It will, however, issue the donor a letter acknowledging the donation. It is the donor's decision whether he or she will determine the value of the donation or utilize an independent appraiser. While the gifts to the Library as a governmental unit qualify as tax deductible, the donor will have to consider the particular circumstances of his or her situation for the specific effect.

Restriction. No donation can be accepted unless it is given to the library without restrictions unless the Board of Library Trustees has specifically adopted an agreement to do so. All gifts may be used, sold, or disposed of in the best interest of the library. All donations are accepted only if, in the opinion of the Library Director and the Board of Library Trustees, they are in the best interests of the library.

Form. A Gift Agreement Form must be signed by the donor and approved by the Library Director for unrestricted gifts and the Board of Library Trustees for restricted gifts. (see form)

Approved by Trustees at Regular Meeting, September 21, 2017.

Wood River Public Library Donation Form

Name
Address
City, State, Zip
Phone
Email

Donation Amount or Item(s): _____

This donation is (check one):

in memory of _____

in honor of _____

neither

Please notify the following person(s) regarding the above donation.

Name
Address
City, State, Zip

A Library staff member may contact you if there are questions about the specified item(s) or donation.

I would like to be contacted about library needs and donation opportunities.

Gifts up to \$100

Use my donation to buy for:

Children Adults

Requested subject, topic, or author:

Gifts over \$100

Use my donation to buy for:

Greatest need as determined by the Library

for this specified item or items:

Guidelines for Gifts and Donations

The Wood River Public Library is grateful for gifts, and its collection has been enriched by donations of materials as well as contributions. Through donors, the library has been able to acquire materials which could not have been purchased otherwise. The library staff can supply, upon request, a list of needed materials for consideration by the donor.

-The Library reserves the right to determine retention, disposition, location, circulation, treatment and other considerations related to use.

-All gifts are accepted with the understanding that it may someday be necessary that they be sold or disposed of in the best interest of the library.

-The Library cannot commit itself to perpetually housing a donation.

-Gifts will be acknowledged in a letter

-Appraisals are the responsibility of donors and must be completed before the donation is made to the Wood River Public Library.

Please make checks payable to: **Wood River Public Library**

Fill out form and deliver or mail to:

Wood River Public Library
Library Director
326 E. Ferguson Ave.
Wood River, IL 62095

HOMEBOUND DELIVERY SERVICES

Wood River Public Library offers Homebound services to those patrons residing in the City of Wood River who are unable to visit the library. 'Homebound' is defined as being generally confined to one's residence either temporarily due to illness or accident, or permanently due to disability, age, or other mobility issues. If a patron drives, he/she would not be considered homebound. This service is open to all ages.

Homebound services are provided at no cost to the patron. Delivery will be scheduled at the mutual convenience of staff and patron, every two to three weeks. In the event of inclement weather, deliveries will be postponed and rescheduled. Homebound patrons are not charged overdue fines, but will be charged for any materials that are lost or damaged. For the protection of patrons and the protection of library materials, items will only be delivered directly to the Homebound patron, a family member, or staff member of a facility. To receive new items, all items from the previous delivery must be returned. Items can always be reordered for a future delivery. Homebound patrons will follow the Wood River Public Library's Circulation Policy (no limit on print items, 10 item limit on nonprint, and 20 holds max).

Patrons registered for Homebound services may call or email the library to request specific titles or to request a staff member to select materials based on reading preferences. The staff who coordinates Homebound services will maintain a record of all items checked out by homebound patrons for the purposes of selecting materials.

Patrons requesting homebound services must provide a safe and appropriate environment for staff members or volunteers who make deliveries to their homes, and patrons must protect all library materials while in their custody.

Staff or volunteers may choose not to enter a home, leave a home immediately, and/or recommend suspension of homebound service if any of the following conditions exist:

- 1) Any person in the home presents threatening, obscene, or abusive language, gestures, or images.
- 2) Any person in the home creates a hostile environment and/or harasses the library representative.
- 3) Any person in the home is engaging in illegal activity at the time of service.
- 4) Any person in the home exhibits signs of illness that may endanger the health of the library representative.
- 5) The conditions of the home and/or property are unsafe or unsanitary.
- 6) The Homebound patron no longer fits the definition of "Homebound" as defined above.

Should any patron be suspended from the Homebound program, he/she will be notified via letter stating the infraction(s). The appeal process will follow the one outlined in the Rules for Acceptable Library Use:

A patron whose privilege(s) has been limited or revoked may appeal to limitation or revocation of the privilege(s) by filing a written appeal with the Director within ten (10) days from the date of the issuance of the written revocation. The appeal will be forwarded to the Board of Trustees whose decision is final.

Approved by the Board of Trustees at the Regular Meeting, January 18, 2018.

HOURS OF OPERATION

The Wood River Public Library maintains consistent hours of service, unless posted otherwise, during which all services of the Wood River Public Library are available to patrons. Those hours are:

Monday – Thursday 9:00am – 8pm

Friday & Saturday 9:00am – 5pm

Sunday 12:30 – 4pm

Holidays:

If a holiday falls on a Saturday, the library will be closed on the previous Friday. If the holiday lands on a Sunday, the library will be closed the following Monday (except for Easter). The library will close at 5:00 on Wednesday before Thanksgiving.

Current holidays include:

New Year's Day, President's Day, Easter, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving and the Friday after, Christmas Eve, and New Year's Eve.

The bookdrop is available for the return of all material during the hours the library is closed. The bookdrop is located in front of the library.

Approved by Trustees at Regular Meeting, September 20, 2018.

HOUSING OF PETITIONS

The Wood River Public Library allows petitions to be housed in the Library. The Library will not promote signatures or take a stand on the issue addressed in the petition. A disclaimer, “The Wood River Public Library remains neutral on this issue”, will be posted on the clipboard housing each petition.

MEETING ROOM POLICY

Primary Statement of Purpose

Wood River Public Library has two meeting rooms available for use by civic, cultural, non-profit, and educational organizations. The primary purpose of these rooms is to support the library's functions, meetings, and programs. In scheduling the meeting rooms, library needs may preempt any other events. The library reserves the right to reschedule any reservations due to unforeseen conflicts.

General Rules & Agreement

1. Applicants must be 21 years of age and must be in attendance during the duration of activity.
2. Applicant shall be responsible for cleaning and policing the area used and returning it to the same condition found prior to the event.
3. All persons using the meeting room must abide by the Rules for Acceptable Library Use (found in the Policy Manual).
4. Applicant shall be responsible for any theft of property or damage to the facility and shall reimburse the Wood River Public Library for the amount, as the case may be, for such theft or damage. Deposit will not be returned if theft or damage occurs.
5. Applicant understands the Library is not liable for any injuries or accidents occurring on library property or for the loss or theft of personal or organizational possessions. The Library reserves the right to require a certificate of liability insurance.
6. The use of the library will be confined strictly to the area reserved. Applicant will be held responsible for compliance with these rules and regulations by all persons participating in or pertaining to the activity. Failure to comply with these rules and regulations will be sufficient reason to void the agreement and eliminate future use of the facility. No intoxicants will be permitted upon the premises including the parking lot (Ordinance 75-14, Section 23). The applicant is responsible for ensuring compliance with Ordinance 75-14, Section 23 by all participants and attendees.
7. Use of a room requires a \$75 deposit. There is also a \$20 fee for every 4 hours reserved. The deposit is required at the time the agreement is signed, and must be a week prior to use. The fee is due at the time of use.
8. Deposit will be returned within a week of use, pending above agreement is adhered to.

Additional rules for meetings not affiliated with the Wood River Public Library

Organizations not affiliated with the Wood River Public Library may use the meeting room only when all of the following conditions are met:

1. The meeting is open to the public.
2. The organization conducting the meeting is not doing so for the immediate or ultimate gain of a for-profit business or agency.
3. No admittance fee may be charged, contributions taken, or collections made for non-library sponsored events. There may be no selling or taking of orders for any profit-making purpose. A fee may be charged for materials for a workshop or class.

4. The meeting takes place during regular library hours. All meetings should conclude at least fifteen (15) minutes before the library closes.
5. The meeting cannot be expected to disrupt the ability of the library to conduct its business in a normal and orderly manner.
6. Use of the meeting rooms by outside groups does not constitute Library endorsement of viewpoints or beliefs expressed by those groups and/or their members. Any printed promotional materials must be approved in advance by the Library Director, and must have the statement: *"The Wood River Public Library provides meeting space as a community service. The Library neither sponsors nor endorses this event, the speaker(s) or the organization."*
7. Groups may not use the Library's address or telephone number for registration purposes and the Library will not act as a receiving agent, or post office for groups, with the exception of Library sponsored functions.
8. Library staff or representatives may enter at any time and on any occasion.

The Library Director reserves the right to waive the deposit and/or fee at his/her discretion.

Infringement of any Meeting Room regulations or Library rules shall be grounds for denial of any future use of Library meeting space. If granting or refusing an organization permission to use the meeting room is disputed, the Wood River Public Library Board of Trustees has the final authority in granting or refusing permission for use of the room. The Board of Trustees periodically reviews this policy, and reserves the right to amend it at any time.

APPROVED AT REGULAR MEETING JULY 20, 2017

PATRON CONDUCT ORDINANCE

The Wood River Public Library is dedicated to providing access to knowledge and information through reading, writing, and quiet contemplation, providing patrons the right to use materials and services without being disturbed or impeded, and providing patrons and employees a secure and comfortable environment. The Public Library Act provides the Board of Library Trustees with the general power to carry out the spirit and intent of the Act in establishing and maintaining the library and providing library services and the specific power to “exclude from the use of the library any person who willfully violates an ordinance or regulation prescribed.”

The Board of Library Trustees of the Wood River Public Library establishes its conduct ordinance as follows:

SECTION 1.

A patron who engages in any activity which materially disrupts the use of library facilities, collections, or services by patrons or materially disrupts the ability of the staff to perform its duties shall cease such activity immediately upon request by library personnel. See "Rules for Acceptable Library Use" for a list of prohibited activities.

SECTION 2.

If a minor is engaging in prohibited behavior, the parent or guardian will be notified in certain circumstances.

SECTION 3.

If, following a request, the patron fails or refuses to comply or responds to the request in an abusive fashion, he or she will be required to leave the library premises immediately for the balance of that calendar day. If he or she fails to leave, the police will be summoned and he/she will be banned from the library for a period of one calendar year. Engaging in certain prohibited activities will result in immediate request to leave the premises and/or notification of police.

SECTION 4.

Library personnel will record instances in which patrons are required to leave the library in a ledger maintained by the library for that purpose. Upon the third recorded instance in which an adult patron is required to leave the library premises, the Director shall bar the patron from use of library premises for a period of one calendar year. Engaging in certain prohibited activities will result directly in a permanent ban from Library premises. Parents or guardians of minors will be notified in writing after the third recorded instance in which a minor is required to leave the library and advised of the consequences of any further recorded instances. If a minor is asked to leave the premises three times during a thirty-day period, they will be banned from the library for the period of thirty calendar days.

SECTION 5.

In the event a patron barred from the use of the library attempts entry to the library during any such period of exclusion, the police will be summoned and informed of the prior action.

SECTION 6.

In the event a barred patron returns after a period of exclusion and engages again in prohibited behavior, abusive conduct, or disruptive behavior, the Director and Board of Trustees shall, based on the nature of the offense, bar the patron for either one calendar year or permanently. Engaging in certain prohibited activities will result directly in a permanent ban from the Library premises.

SECTION 7.

Whenever possible, patrons with revoked privileges will be notified in writing. A patron whose privilege(s) has been limited or revoked may appeal the limitation or revocation of the privilege(s) by filing a written appeal with the Director within ten (10) days from the date of the issuance of the written revocation. The appeal will be forwarded to the Board of Trustees whose decision is final. Parents or guardians wishing to appeal the revocation of privileges for a minor may do so following the same procedure. The patron whose privilege(s) has been limited or revoked shall attend a meeting with the Director to review this Library Patron Behavior Policy before his or her privilege(s) may be reinstated. In the case of minors, a parent or guardian must be present at the meeting.

SECTION 8.

This Ordinance shall take effect immediately upon enactment and approval according to law and be in full force and effect thereafter. A copy shall be posted within three days of enactment at the library and the secretary shall maintain a certified copy in the official records of the library available for public inspection.

PATRON CONFIDENTIALITY

Patron Requests:

A patron must present either their barcode number or their patron ID number, either in person or on the telephone, before any information will be given concerning:

- A. Items charged out
- B. Items overdue
- C. Fine information
- D. Hold information (either items on hold or those awaiting collection)

When speaking to a family member and not to the patron, information about the material should be restricted as to information that does not reveal the content.

Sample:

1. A videocassette borrowed is overdue and should be returned.
2. A book that had been reserved is now in and can be picked up.

If information is requested by a person other than the patron, the staff should state that they are only permitted to discuss specific information with the patron.

Patron Information:

Address, phone numbers, or any other personal information from a patron's record may not be given out without direct consent of the Library Director.

PHOTOGRAPHY POLICY

Attendance at programs and events sponsored by the Wood River Public Library (WRPL) may be recorded through photographs and/or video. WRPL frequently uses photos of patrons on its publications and display spaces to promote the value, and use of, library products and services and to advance the mission of this library.

WRPL will post this policy prominently throughout the library, noting that if individuals or their family members do not want to be photographed, they should notify library staff prior to or immediately after the program/event. WRPL does our best to make sure everyone being photographed is aware of the situation and the opportunity to decline to participate if they choose. If a library user finds an image of him/her or a family member that they would like removed from library publicity, they are encouraged to contact the library and it will be removed promptly.

At the beginning of library events, staff will announce, *“library staff will take photographs which may be used for library promotional purposes. Notify staff if you do not want to be photographed.”* The following sign will be posted throughout the library to further notify patrons their picture may be taken:

“Smile! Your attendance at programs sponsored by the Wood River Public Library may be digitally recorded through photographs or video recordings. These images/videos may be posted on our website, in our newsletter, on our social media outlets, or ultimately on the World Wide Web. If you do not wish your image to be published, please notify a member of the Wood River Public Library staff before or immediately after the program. No individual identification will be used unless the library has a written photo release form.”

Library patrons and visitors to WRPL may not take photographs or videos of other patrons or staff without the permission of the person(s) being photographed.

PHOTOGRAPHS TAKEN BY MEDIA

Patrons will be notified if media is photographing an event/program. Before a photograph is published, verbal consent will be obtained. Written consent will only be required if a person’s name is to be published.

PHOTOGRAPHING GROUPS OF ADULTS/CHILDREN

No permission is needed to take photos of crowds during WRPL events.

PHOTOGRAPHING ADULTS

When photographing one adult or a small group (3 or less), staff will get verbal consent. Written consent will only be required if person’s name is to be published.

PHOTOGRAPHING CHILDREN UNDER AGE 18

When photographing one child or a small group (3 or less), staff will get guardian consent prior to taking the photo. Guardian will be notified the picture may be used in future library publications, on the library website, or social media outlets. In order to publish the child's name in conjunction with the photo, written consent must be obtained.

PHOTO RELEASE FORM

I hereby give permission for photos taken of my child/children at the Wood River Public Library, or activity sponsored by the Wood River Public Library, to be used by the library in its publications, press releases, display spaces, and website to document and promote the values and use of library products and services, and to advance the mission of the library.

Name: _____ Phone: _____

Address: _____

Name(s) of Children under 18: _____

Signature of Parent/Guardian: _____ Date: _____

Please check one option:

May be identified by full name

May be identified by first name only

May not be identified by name at all

REFERENCE SERVICE

The Wood River Public Library serves a diverse public with unique individual needs and levels of ability to conduct research independently. At times of peak activity within the library, it is mandatory that rules for providing reference assistance be established. The most recent standards document, *Serving Our Public: Standards for Illinois Public Libraries*, provides the model for this reference policy.

The board of trustees and library director of Wood River Public Library encourage staff of all levels to pursue continuing education opportunities which will enable them to better meet the needs of the library's patrons. All staff members receive in-house training regarding appropriate responses to patron questions, including reference questions. This training includes reference interviewing techniques, reader's advisory service, and bibliographic instruction. All staff members are taught to treat each question asked with respect insofar as the level of assistance required and the topic of the question. Names of users and the transactions which occur between users and the staff are confidential and not discussed outside a professional context.

Reference service and materials are available to all persons who reside within the jurisdictional boundaries of the library regardless of the age, race, sex, social, or economic status of the patron. Reference service and materials are available during all hours the library is open and are provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, telefacsimile, and TTY operator assistance. The reference questions of patrons visiting the library are given the highest priority. All requests for information receive an answer or status report within one working day if possible. Questions which cannot be answered with onsite resources are referred to another agency. Such referrals are verified and/or mediated by library staff.

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice.

Reference materials regardless of format may not be removed from the library.

RULES FOR ACCEPTABLE LIBRARY USE

The Wood River Public Library provides a welcome environment conducive to the activities normally associated with the use of a public library. Individuals not engaged in library-related activities may be asked to leave the premises. For the comfort and safety of patrons, volunteers, and staff, and the protection of property, the Library expects that all guests treat each other and the facility with respect. Therefore, the following rules of conduct are administered.

CODE OF CONDUCT:

1. Children seven years and younger must be accompanied by an adult or mature caregiver at all times. The Library recommends caregivers accompany all visiting children.
2. Conversations, in-person or via phone, must not disturb others and behaviors must not obstruct, threaten, or harass fellow patrons, volunteers, or staff.
3. Stealing, damaging, altering, or inappropriate use of library materials and property is forbidden. This includes taking items into the restrooms.
4. Personal belongings must be attended at all times. Responsibility for lost, stolen or damaged items rests with the owner. Large items such as duffle bags, suitcases, and shopping carts are not allowed.
5. Prolonged or habitual sleeping is not allowed on library property.
6. Bathing, shaving, laundering, and improper use of restrooms is not allowed.
7. Smoking, chewing, and rolling tobacco products, including e-cigarettes, is not allowed.
8. Drinks without lids are prohibited near computers. Food is restricted to snack sized, packaged items.
9. Patrons are required to be appropriately and fully dressed at all times (top, pants/skirts, and shoes).
10. Only authorized service animals and program animals are allowed in the building.
11. Heavily-fragranced patrons and those with offensive body odor may be asked to leave.
12. The consumption or possession of alcohol on Library property is prohibited unless permitted for a special event. Persons exhibiting signs of intoxication or substance abuse will be asked to leave.
13. Firearms are prohibited on Library property unless they are in possession of a sworn law enforcement officer.
14. Panhandling or solicitation of library staff or patrons for money, products, or services anywhere on library property is strictly prohibited.
15. Any other behavior that hinders the use of the library for other library patrons is prohibited.

CONSEQUENCES

Possible consequences range from a warning to suspension of library use/privileges. Consequences may also include law enforcement and/or appropriate legal action.

APPEAL PROCESS

A patron whose privilege(s) has been limited or revoked may appeal the limitation or revocation of the privilege(s) by filing a written appeal with the Director within ten (10) days from the date of revocation. The appeal will be forwarded to the Board of Trustees whose decision is final.

Approved 7/31/2014

Updated 8/16/2018

SECURITY CAMERAS

PURPOSE OF SECURITY CAMERAS

The Wood River Public Library (hereafter “Library”) has security cameras to enhance the safety and security of Library patrons, staff, and property. Security cameras are used to discourage illegal behavior and policy violations, to enhance the opportunity to apprehend offenders, and to provide recorded data relevant to the control of Library security and operations. The security camera installation consists of dedicated cameras providing real-time surveillance and recorded archival data. There is no audio recording associated with the cameras.

SIGNAGE

The Library posts signs at all public entrances alerting patrons to the use of security cameras for monitoring and recording on Library property, both inside and outside.

STAFF ACCESS TO DIGITAL IMAGES

Live surveillance and recorded data are accessible in staff areas only. Only the following administrative staff members are permitted to release recorded archival data to law enforcement in compliance with this policy: Library Director, Assistant Director, and Managers. Such authorized administrative staff may direct other staff to access and isolate live or recorded data related to a specific incident or may ask other staff to view live or recorded data in order to ascertain security concerns. Authorized staff shall notify the Library Director whenever archival video data is accessed.

ACCEPTABLE USE AND PATRON PRIVACY

ACTIVITY ON LIBRARY PROPERTY

Authorized staff may use live surveillance, a still shot, or selected portions of recorded data to access the security risk of a specific individual, to investigate a crime on library property, to request law enforcement assistance, to validate serious or repeated policy violations, to alert staff to banned or repeatedly disruptive individuals, or to address internal security/operational concerns. In the discharge of such duties, authorized staff members are permitted to connect the recorded digital image with identification data available on the Library’s patron databases.

REQUESTS FROM LAW ENFORCEMENT AND DEPARTMENT OF CHILDREN AND FAMILY SERVICES (DCFS)

Authorized staff may use live surveillance or recorded data to cooperate with DCFS or law enforcement investigations of criminal activity, missing persons, or runaways. Any such video data provided to law enforcement or DCFS will be with the knowledge and authorization of the Library Director when possible. If the Library Director cannot be reached in a timely manner, the Assistant

Director or Manager may provide authorization.

PRIVACY

In all other respects, recorded data will be accorded the same level of confidentiality and protection provided to Library patrons by Illinois State law, the Library's policies, and the American Library Association's policies on confidentiality and privacy, with footage released only in accordance with and as required by law.

Approved by the Board of Trustees at the January 18, 2018 Regular Meeting.

SERVICE TO PATRONS WITH DISABILITIES

The Wood River Public Library offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, the Wood River Public Library acts as facilitator between the patron and Services to the Blind and Physically Handicapped, offers home delivery to patrons with disabilities which prevent them from coming to the library, and welcomes service animals in the library.

Modifications to Policies and Procedures: Wood River Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the library, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Wood River Public Library, should contact the Library Director (618-254-4832) as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the Wood River Public Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Wood River Public Library Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Wood River Public Library. The Library's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

*Library Director & ADA Coordinator
326 East Ferguson Avenue
Wood River, Illinois 62095*

Within 15 calendar days after receipt of the complaint, the Library Director or a designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Library Director or the designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Wood River Public Library and offer options for substantive resolution of the complaint.

If the response by the Library Director or the designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Wood River Public Library Board of Trustees.

Within 15 calendar days after receipt of the appeal, the Board of Trustees will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Trustees will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Library Director or a designee, appeals to the Wood River Public Library Board of Trustees, and responses from these two offices will be retained by the Wood River Public Library for at least three years.

Approved by Board of Trustees on 12-20-2018.

SOCIAL MEDIA POLICY

Purpose - The Wood River Public Library's Social Media Policy is designed to maintain the integrity of our social media outlets while allowing patrons and users to learn about Library programs and services and to interact electronically with Library staff members and each other. This policy applies to all users of the Wood River Public Library's social media sites, not just Wood River Public Library cardholders.

Social media is defined as any programs, websites, blogs, and applications Wood River Public Library utilizes to connect with users online.

Wood River Public Library reserves the right to remove any comments or material in violation with laws, user's rights, or library policies. The Library will monitor the content of posts and comments on our website and social media sites and will remove posts or comments with the following prohibited material:

- Off-topic and/or disruptive comments or hyperlinks
- Duplicated posts by an individual user
- Abusive, profane, or threatening language
- Obscene or racist material
- Advertisement of goods or services, spam, political campaigning, proselytizing, or charitable solicitations
- Copyrighted, trademarked or plagiarized material
- Libelous or potentially libelous statements
- Private or confidential information about oneself or others
- Posts in violation of laws or library policies

Patrons and users are responsible for protecting their own privacy by restricting personal information and being aware that third party websites may have their own privacy policies.

Any views expressed on the Library's social media sites are the sole opinions of their owners and in no way reflect the official views or policies of Wood River Public Library. The Wood River Public Library is not responsible for any views expressed by any fans, followers, friends, or commenters, nor does it review the content of any third party sites.

Approved by the Wood River Public Library Board of Trustees on September 26, 2013

UNATTENDED CHILDREN

Parents are responsible for the behavior of their children while they are in the Library. The Wood River Public Library staff is committed to help children with activities related to the Library. However, Library staff cannot, nor is it their responsibility to serve as baby-sitters, teachers, or disciplinarians. Violations of this policy are grounds for suspension of library privileges. Whenever advisable, the Library will notify the parent of incidents involving an unattended child. [Form follows.]

The following age guidelines should be followed:

- Children under the age of five (5) must be accompanied and directly supervised at all times by a parent or other responsible caregiver.
- Children who exceed five (5) years in age, but who are less than eight (8) years in age may be left unattended in the Library for up to an hour while participating in scheduled children's library programs. If the person responsible for the supervision of a child intends to leave the building while their child remains at the library, then the person shall leave word at the circulation desk as to his/her whereabouts. However, persons responsible for children who have special needs related to physical or mental ability, disruptive behavior, emotional problems, lack of adequate attention span, incomplete social skills, etc. shall remain with their children at all times and the above mentioned exception or absence during supervised library programs shall not apply to these children.
- Children from the age of (8) eight years and older may use the library unattended, subject, of course to other rules and regulations of the Library concerning behavior, conduct, and demeanor.

When the safety of an unattended child is in doubt, or the parent or responsible caregiver cannot be located, or if the Library is closing, Library staff is authorized to call the police and stay with the child until the police arrive.

The Wood River Public Library assumes no responsibility for children left unattended on Library premises.

UNATTENDED CHILDREN PARENTAL NOTIFICATION LETTER

Dear _____,

The Wood River Public Library has recently experienced an incident involving your child, _____, where they were on Library grounds unattended by you or a responsible caregiver. A copy of the Library's policy on Unattended Children is enclosed here for your attention. We ask that you review this policy and make every effort to follow it. We do not wish to suspend Library privileges for you or your family, but the safety of children as well as the proper operation of the Library is our first responsibility. If you have any questions regarding this policy or its enforcement, please contact the undersigned.

Very Truly Yours,

Library Director

VOLUNTEER POLICY

Volunteers

The Wood River Public Library recognizes and appreciates the hard work and unique talents the volunteers of the community offer to the Wood River Public Library throughout the year. Nothing in this policy shall be deemed to create a contract between the volunteer and the Wood River Public Library. Both the volunteer and the Wood River Public Library have the right to terminate the volunteer's association with the library at any time, for any reason, with or without cause. All work performed by volunteers is done without compensation and at the risk of the volunteer. The library does not carry insurance which protects the volunteer in the case of accidental injury.

All potential volunteers must fill out a volunteer application. Volunteers will be accepted at the discretion of the Library Director. Volunteers under the age of 16 must have a parent or guardian sign the application.

Wood River Public Library reserves the right to run background checks on any volunteers working with children and/or young adults, or at the discretion of the Library Director. All applications will expire at the end of August each calendar year.

Volunteers will be expected to conduct themselves as if employed by the Wood River Public Library and must adhere to the policies and practices established regarding work schedule, attendance, conduct, performance, safety procedures, proper attire, etc. Volunteers will also be required to sign in upon starting their volunteerism.

The Library will:

- Provide a staff person designator to administer the volunteer opportunity
- Where necessary, provide orientation and training to prepare the volunteers to perform their duties
- Maintain accurate volunteer data, including hours worked

Approved by the Board of Trustees on February 16, 2017.

WOOD RIVER PUBLIC LIBRARY COMMUNITY GARDEN

MISSION STATEMENT:

The Wood River Public Library's Community Garden is a community garden open to all those who live, work, or study in Wood River and neighboring areas. It is committed to providing a growing space for individuals, families, and the local community.

GOALS:

- The Wood River Public Library Community Garden has been established to pursue the following goals:
 - Contribute to food security by transforming the lot next to the library into a landscape for growing food for the local community;
 - Provide the local community with access to garden lots where they can tend to fresh, healthy, locally grown produce;
 - Grow produce for donation to food banks, meal programs, or other food security programs;
 - Provide a space for children and adults to participate in gardening activities so that they learn about edible plants, insects, and weeds, how they grow and their nutritional value; and
 - Build community ties by bringing together people of all ages and backgrounds, to volunteer and work together to build and tend the community garden;
-

RULES & REGULATIONS:

- Each individual gardener or organization is assigned a plot(s) by the Wood River Public Library.
- Drugs, alcohol, and smoking are prohibited.
- Use of pesticides or herbicides is prohibited.
- Pets are prohibited from entering the garden.
- Children under the age of 8 must be accompanied by a parent or guardian at all times when visiting the garden.
- Gardeners are responsible for maintaining their assigned plot(s) and must be present throughout the duration of the growing season. If gardeners take a vacation, they are responsible for letting the Wood River Public Library know. The Library will tend their plot(s) in their absence.
- If a plot goes unattended for more than 2 weeks, the gardener forfeits their plot.
- The Library will provide basic supplies for tending to the garden. Additional tools should be provided by the gardener. Supplies will be available during normal Library hours.
- All gardeners must have a volunteer form filled out and on file at the Wood River Public Library.
- Plots are assigned first come, first served.
- When produce is harvested, volunteers get first chance at the items. The surplus will be first placed in the blessing box. Once the blessing box is full, the additional surplus will be donated to local food banks, meal programs, or other food security programs.

Approved by the Board of Trustees on February 21, 2019.
