

## I. Mission and Goal Statements

A. The Van Horne Public Library is a gathering spot in our community where all patrons feel welcome and safe, regardless of age and beliefs, and can seek answers to questions, foster curiosity, pursue leisure activities, and access technology.

B. The 2018-2023 goals of the Van Horne Public Library shall be:

1. To enhance and expand programming opportunities for adult and teen patrons

- Survey patrons regarding areas of interest
- Develop programming based on survey results
- Evaluate programs based on attendance, participation, interest, etc.
- Pursue local resources for health related programming

2. Design library to promote reading for all ages

- Organize area according to subject and/or popular author
- Purchase display furnishings to facilitate book browsing and selection
- Update media and technology options

3. Create a current and user-friendly website and social media presence

- Publicize URL in City newsletter
- Utilize State Library of Iowa training and module
- Reaching out to patrons weekly on social media
- Publish online catalog of current materials

4. Maintain previous objectives

- Purchase and promote large print materials
- Promote story times and Summer Reading Programs
- Promote Bridges/Overdrive for use of ebooks and audio books
- Maintain children's area to be age-appropriate and user-friendly

Reviewed February 23, 2005  
Reviewed October 5, 2009  
Revised July 9, 2012  
December 3, 2012  
Revised January 6, 2015  
Reviewed and Revised January 8, 2018  
May 4, 2020

## II. Hours of Service

### A. The regular schedule is:

Monday	8:30 – 11:00 am 3:30 – 6:30 pm
Tuesday	8:30 – 11:00 am 3:30 – 6:30 pm
Wednesday	8:30 – 11:00 am 3:30 – 6:30 pm
Thursday	8:30 – 11:00 am 3:30 – 6:30 pm
Friday	8:30 – 11:00 am
Saturday	8:30 – 11:00 am

### B. The Library will be closed for the following holidays:

New Year's Eve and New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving and Day after  
Christmas Eve and Christmas Day  
Veteran's Day  
Good Friday (before Easter)

C. In addition, the Library Board or Director may, at its discretion, close or open the Library for special circumstances. When possible, notice will be posted at the Library prior to such specific dates.

Reviewed February 23, 2005  
Reviewed October 5, 2009  
Revised March 9, 2015  
Reviewed January 8, 2018  
Revised December 1, 2020

### **III. Who May Use the Library**

- A. Any person with a Van Horne address is eligible to receive a Van Horne Public Library Borrower's Card.
- B. Any person residing within an unincorporated area of Benton County is eligible to receive a Van Horne Public Library Borrower's Card.
- C. Any person possessing and presenting a current library card from their local library which participates in Open Access or who can provide proof of residence within the service area of their local participating library may receive a Van Horne Public Library Borrower's Card.
- D. The library will serve all residents of the community and the public library system area. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.
- E. The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.

Adopted February 23, 2005  
Reviewed October 5, 2009  
Revised February 2, 2015  
Revised January 8, 2018

#### **IV. Patron Responsibilities and Conduct**

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

##### **Young children:**

The Van Horne Public Library encourages visits by young children and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.

Therefore, it is library policy that all children under age seven (7) must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library program, we encourage the parent/responsible person to remain in the library throughout the program.

The Van Horne Public Library accepts no liability or responsibility for children who are unaccompanied at the library.

##### **Disruptive patrons:**

Patrons of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, patrons must be conscious of others and if they are continually disruptive, the following action may be taken:

- A. Staff will warn patrons who are being disruptive or acting in an inappropriate manner. This will constitute the only warning.
- B. Patrons who continue to be disruptive will be asked by staff to leave the building, and may lose certain privileges, at the discretion of the Librarian on duty.
- C. If patrons will not leave the building, law enforcement officials may be called.
- D. If the patron is a minor, a parent or legal guardian may be notified of the disciplinary action.

Adopted February 3, 2005  
Reviewed October 5, 2009  
Reviewed February 2, 2015  
Reviewed January 8, 2018

**Sex Offenders:**

The purpose of this policy is to ensure that the Library is in compliance with Iowa State law that excludes registered sex offenders convicted of sex offenses against minors from public libraries.

The Library Director acts as “library administrator” for purposes of Iowa Chapter 692A. The Library Director will not give the written permission required by Iowa Code Section 692A.113(f) for registered sex offenders convicted of sex offenses against minors to be present on library property. Issuance of a library card to a registered sex offender convicted of sex offenses against minors does not constitute written permission from the library administrator for that offender to be present on library property. Individuals may appeal this decision, as it relates to them, to the Library Board of Trustees.

Registered sex offenders convicted of sex offenses against minors may be eligible for library service, depending on their residence address. They may register for a card directly via telephone or online with the Circulation Services Coordinator, or designee, and make arrangements for a person of their choosing to select, check out, and return materials using that card. Under any of these circumstances, the sex offender convicted of sex offenses against minors will remain responsible for all activity on their card. They may access information resources via telephone or online. If eligible they may participate in the At Home program.

Registered sex offenders convicted of sex offenses against minors may not loiter, as defined under Iowa Code Section 692A.101(17), as amended, within three hundred (300) feet of library property.

Violations of this policy will be immediately reported to law enforcement, and violators will lose all library privileges.

Adopted September 14, 2009 (Sex Offender)  
Adopted February 3, 2005  
Reviewed October 5, 2009  
Reviewed February 2, 2015  
Reviewed January 8, 2018

## **V. Services of the Library**

The library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The library should endeavor to:

1. Select, organize, and make available necessary books and materials.
2. Provide guidance and assistance to patrons.
3. Sponsor and implement programs, exhibits, displays, book lists, etc., which would appeal to children and adults.
4. Cooperate with other community agencies and organizations.
5. Secure information beyond its own resources when requested. (Using interlibrary loan and other resource sharing methods provided through the system and state.)
6. Lend to other libraries upon request.
7. Develop and provide services to patrons with special needs.
8. Maintain a balance in its services to various age groups.
9. Cooperate with, but not perform the functions of, school or other institutional libraries.
10. Provide service during hours which best meet the needs of the community, including evening and weekend hours.
11. Regularly review library services being offered.
12. Use media and other public relations mechanisms to promote the full range of available library services.
13. Post and promote community activities on library bulletin board, with Director's approval.

Adopted February 23, 2005  
Reviewed October 5, 2009  
Reviewed May 5, 2015  
Reviewed January 8, 2018

## **VI. Responsibilities and Authorities of the Library Board**

The Van Horne Public Library Board shall follow the guidelines as stated in *Title V/Chapter 1 of the Van Horne Municipal Code of Ordinances* and the *By-laws of the Van Horne Public Library*.

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

Reviewed February 23, 2005

Reviewed October 5, 2009

Reviewed May 5, 2015

Reviewed January 8, 2018

## VII. Volunteers and Friends

### Volunteer Policy

January 17, 2018

#### Library Staff and Volunteers:

The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the Van Horne Public Library.

The Van Horne Public Library Board and Director have outlined a revised policy regarding volunteers in the Van Horne Public Library. Library volunteers are an asset to the Library and its patrons. Without the additional assistance provided by unpaid personnel, many of the day-to-day tasks would not get done.

- All volunteers prior to accessing the library must be approved by the Director.
- Volunteers are to be trained by the Director in basic library procedures, housekeeping and other daily tasks.
- Supervision of volunteers is at the discretion of the Director.
- Volunteers have access to the library only during operating hours.

All library staff and volunteers please sign below to indicate you have read and understand the above stated policy.

Thank you,

Mechelle Lambert – Director  
Van Horne Library Board Trustees

Revised: January 17, 2018 A library friends' group is a formal association of people who unite to plan and execute, in conjunction with library goals and the needs of the library director, programs and events to benefit the library. In particular, a friend's group is often heavily involved in fund-raising for the library and often oversees periodic book sales. Friends groups always serve at the pleasure of the library board which is the only body with legal authority to set policy for the development of the library.

Reviewed February 23, 2005  
Reviewed October 5, 2009  
Reviewed May 5, 2015  
Reviewed January 8, 2018



## **VIII. Personnel Policy**

**A. Management Policy:** The duly appointed library board shall have all management rights, authorities, and responsibilities.

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

**B. Administrative Policy:** The person hired as library director shall be charged with the sole administration of the library.

1. The director shall be responsible to the library board in matters pertaining to and concerning the library; be present at monthly board meetings and prepare and present such reports and meeting documents as requested.
2. The director shall maintain financial records in an efficient manner; present periodic reports to the library board and to the municipal governing body; prepare the draft of the annual budget to be presented to the library board, and assist trustees with presentation of the adopted request for appropriation to the municipal governing body.
3. The director shall hold regular meetings with staff and/or volunteers for training and interpreting board policy.
4. The director will be responsible for preparing annual performance assessments for library staff and volunteers.
5. The director shall have the responsibility for collection development for all materials in the library; this includes selection, ordering, processing, weeding, and inventory of the collections according to the guidelines in the policy.
6. The director will recommend changes in or additions to library policies as needed.
7. The director will perform preparatory work to assist the board with regular library planning.

### **C. Salaries & Benefits**

The Director contract is subject to regular revision so that it will remain equitable for both the library and the staff. The director shall be paid for the following holidays provided the Director works an average of 20 hours per week:

New Year's Eve and New Year's Day  
Memorial Day  
Independence Day  
Labor Day  
Thanksgiving Day and Day after  
Christmas Eve and Christmas Day  
Veteran's Day  
Good Friday (before Easter)

Presently, compensation for the holidays will be paid at a rate of the normal hourly wage for six hours based on the thirty-hour work week scheduled.

**D. Work Schedule Policy:** Major changes in the director's schedule or other circumstances may not be made without approval of the library board. Requests for such shall be made in writing to the library board. Requests for changes in the work schedule of other staff or volunteers shall be made in writing to the library director.

**E. Meetings, Conventions, and Workshops:** The director, staff and trustees attending continuing education opportunities to aid the library shall be allowed expenses at the discretion of the library board according to the amount appropriated in budget for such. The director, staff and trustees are encouraged to attend and participate in continuing education activities. Staff will be paid 32 cents per mile to always match the city.

**F. Disciplinary Policy:** An employee of the Van Horne Public Library may be dismissed for any action or behavior that causes the Library's image or operation to be diminished. This includes but is not limited to: incompetence, misconduct, inattention to assigned duties, or unapproved absences from work.

Normally termination would be a final step which would follow:

1. a substandard performance appraisal,
2. verbal and/or written warnings,
3. suspension, and/or
4. extended probation.

It is important that complete and clear records be maintained of all disciplinary processes for the protection of the employee and the library.

The Library wants each employee to be successful in his/her job and will work with employees to eliminate deficiencies.

While notice of intent to terminate can be expected, the Van Horne Public Library reserves the right to dismiss an employee without notice in cases involving theft, drug or alcohol abuse, criminal activity, or in instances of significant misconduct.

**G. Resignation and Retirement Policy:** A library employee wishing to resign or retire from employment must notify the director or the library board as soon as practicable. The library requests a minimum notice of two weeks. For the library director a notice of at least one month is preferred.

The employee must submit a formal, written resignation statement giving the exact date that employment is to be terminated. Between the time of notice and the time when employment ends a final performance appraisal will be conducted.

If the employee is entitled to benefits (such as earned, unused vacation) a lump sum payment can be made to the employee.

**H. Grievance Procedure:** It is the intent of the Van Horne Public Library that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works, procedures and conditions of the specific

position, relationships with fellow workers or supervisors, and library rules as they apply to staff. A concern or grievance should follow the procedure below:

1. If possible, discuss the problem with the director. In the case of the director having a concern, this should be discussed with the board president.
2. If the director is part of the problem, or if the board president is part of the director's problem, the concern/grievance should be submitted in writing for the library board and be delivered to the director, who will deliver the statement to the board president. The board president will, in turn, present the concern, during closed session, to the full board at the next or a special board meeting.
3. The board's representative will respond to the employee within five (5) days of the board meeting at which the issue is discussed, either providing a determination, solution, or a strategy for how the board will address the issue over time.

**I. Equal Opportunity Employment Policy:** It is the policy of the Van Horne Public Library to provide an equal employment opportunity for all qualified and qualifiable persons. Equal employment opportunity shall be according to the provisions of State and Federal laws and regulations.

**J. Drug-Free Workplace Policy:** In compliance with the *Drug-Free Workplace Act of 1988*, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited while performing work for the Van Horne Public Library, whether that work is carried out in the workplace building or not. All employees shall abide, as a condition of employment, by the terms of this notice and shall notify the library director or board within five (5) days of any criminal drug statute conviction for a violation occurring in the workplace.

Failure to comply with the above requirements shall be grounds for appropriate personnel action against such employee up to and including termination, or such employee may be required to satisfactorily participate in a drug abuse assistance or rehabilitation program.

**K. Sexual Harassment Policy:** Harassment on the basis of sex is a violation of *Title VII* (federal law). Sexual harassment, either verbal or physical, is an unlawful employment practice and will not be tolerated by the Van Horne Public Library.

The Van Horne Public Library accepts and adheres to all definitions and procedures outlined in the law as regards sexual harassment. Any employee who engages in sexual harassment will subject themselves to disciplinary action up to and including discharge.

Reviewed January 8, 2007

Reviewed January, 2010

Revised August 4, 2015

Revised March 7, 2017

Revised January 8, 2018

Revised 4/3/2018

Revised December 1, 2020

Reviewed, Revised and Approved January 5, 2021

## **IX. Materials Selection/Collection Development Policy**

### **A. Objectives**

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

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

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

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

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

### **B. Responsibility for Selection**

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

### **C. Criteria for Selection**

1. The main points considered in the selection of materials are:
  - a. individual merit of each item
  - b. popular appeal/demand
  - c. suitability of material for the clientele
  - d. existing library holdings
  - e. budget
  - f. intended audience
2. Library materials are not marked or identified to indicate approval or disapproval of their contents. The library does not endorse particular viewpoints contained in the collection, and the Library maintains a neutral stance on unresolved and controversial issues.
3. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title which is in demand. Consideration is, therefore, given to requests from library patrons and books discussed on public media. Items will not be excluded because of race, religion, political views or reputation of the author. Materials are judged on the basis of the work as a whole, not on a part taken out of context.

#### **D. Open Access**

The Van Horne Public Library will sign a letter of agreement with the State Library of Iowa to participate in the Open Access program. Open Access will be provided to all who live outside of the Van Horne Public Library's service area who have a current library card from the local participating library or who can provide proof of residence within the service area of their participating library.

#### **E. Interlibrary Loan**

Because of limited budget and space, the library cannot provide all materials that are requested. Therefore, interlibrary loan is used to obtain from other libraries those materials that are beyond the scope of this library's collection.

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

#### **F. Gifts and Donations**

The library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as he/she sees fit. The same criteria of selection which are applied to purchased materials are applied to gifts. Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the criteria established by the Board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. Book selection will be made by the director if no specific book is requested. The Van Horne Public Library encourages and appreciates gifts and donations.

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

#### **G. Weeding**

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

## **H. Potential Problems or Challenges**

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

Responsibility for the reading of children rests with their parents or legal guardians. Selection of library materials will not be inhibited by the possibility that materials may come into the possession of children.

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

## **I. Challenged Materials**

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials.

1. Patrons requesting that material be withdrawn from or restricted within the collection may complete a "Statement of Concern about Library Resources" form which is available in the library.
2. Following the completion of the form, the Library Director will evaluate the request for reconsideration and reexamine the material in question.
3. When the Library Director makes a decision, the patron and the Library Board will be notified of the decision and the reasons for it.
4. If the patron wishes to contest the decision, she/he may present the complaint to the Library Board for final review, either by letter or by making arrangements to be placed on the agenda of the next regular meeting of the Van Horne Public Library Board of Trustees.
5. The Library Board will consider the complaint and Director's decision and make a final recommendation.

Adopted February 23, 2005  
Reviewed April, 2010  
Reviewed October 12, 2015  
Reviewed January 8, 2018  
Reviewed January 5, 2021

## **X. Circulation Policy**

### **A. Registration**

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

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

*I agree to be responsible for all items borrowed with the library card issued in the above name, including items borrowed with it by others with or without my consent unless I have previously reported the loss of my card. I promise to comply with all library rules and policies both present and future, and to give prompt notice of change of address or loss of library card.*

Signature \_\_\_\_\_

Applicants under 13 years of age must have a parent or guardian give their consent on the application form before a new card can be issued. This parental signature is not required for children who are renewing cards.

Materials cannot be checked out until a library card is issued.

All library cards expire after five years. In order to renew a library card, patrons must clear all outstanding fines and bills.

### **B. Loan periods**

1. 2 weeks for books, with no renewal for new release or books with a waitlist, others may be renewed once.
2. Generally, reference books do not circulate. Upon request, some reference materials may be checked out overnight.
3. Interlibrary loans are due the date indicated by the lending library.
4. Periodicals may be checked out for two weeks with no renewals.
5. One week for DVDs, with no renewal for new release, others may be renewed once.
6. Patron privileges will be suspended until overdue items are returned and fines are paid.

DVDs: 3 per household: one new release and 2 old release. New release may not be renewed, old release may be renewed once.

The director may establish the loan period for special collections and miscellaneous items.

Checkout limit for books per patron is 5 or at the discretion of the librarian.

Items can be renewed one time by phone, email or in person, except as noted for New Release Books and New Release DVDs and Periodicals.

### C. Reserves

Reserves may be placed by patrons either in person or over the phone. Patrons will be notified by email or telephone when the materials are available. There is no charge to the patron for placing a reserve or for interlibrary loan services.

### D. Fines and charges

Fines will be assessed for overdue materials as follows:

1. Books - \$.10 per day
2. DVDs - \$1.00 per day
3. Inter-library loan items that are overdue may be charged a fine from the lending library. Fines will vary.
4. Fine per item will be the price to replace it if lost, and total accumulated fine owed for ones brought back. Fines will not exceed the value of the item.

Patron privileges will be suspended until overdue items are returned and fines are paid.

Fines can be waived at the discretion of the Director.

### E. Damaged materials

If materials are damaged so as to be judged by the library as being unsuitable for the collection, the patron must pay the replacement cost. A notice of these charges will be sent to the borrower; a sample of the notice follows:

Dear \_\_\_\_\_

*At the time a library patron borrows materials from the public library collection, the patron assumes the responsibility for the care and timely return of the materials. Recently materials checked out on your library card were returned to the library damaged beyond the point of being usable in the Library's collection. The titles and costs of these materials are listed below:*

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*Your assistance in clearing this matter promptly will be appreciated and will be necessary in order to retain your borrowing privileges.*

*Thank you in advance for your prompt response to this matter.*

*Sincerely,*

### F. Confidentiality

- References

The confidentiality policy of the Van Horne Public Library is based on the First and Fourth Amendments of the U.S. Constitution, the Iowa Code, and professional ethics.



1. First Amendment: Congress shall make no law...abridging the freedom of speech...

2. 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 probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

3. Code of Iowa 22.7 "Examination of Public Records (Open Records)"

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.

4. Professional Ethics: "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

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 Van Horne Public Library respects the privacy of users and recognizes its responsibility to protect their privacy.

1. 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.

2. The library will hold confidential the names of card holders and their registration information and not provide access for private, public or commercial use.
3. The lawful custodian of the records is the Director of the Library.
4. 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:
  - A. 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.
  - B. 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).
  - C. The library receives a National Security Letter seeking the information pursuant to the USA Patriot Act.
  - D. 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 the policy on confidentiality of library records.

1. 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 users, 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.)

If the library Director is not available (such as during evenings or weekends or away on business) inform the requestor when the Director will be available. If pressed to act sooner, contact the Director immediately whether the Director is away on business or at home. In the event the Director cannot be reached, the highest ranking person on duty is responsible for working with the requestor.

2. The library Director shall meet with the requestor 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.

3. 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 to the library Director is sufficient to require release of the records, the library Director may immediately consult with legal counsel to determine if such process, order, or subpoena is sufficient to require release of the records.

4. If any written request, process, order, or subpoena is not in proper form or does not otherwise appear to be sufficient to support releasing the records, the library Director shall insist that such defects be cured before any records are released.

5. 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.

6. 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.

7. 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.

8. 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 Director and the library's legal counsel deems such action to be appropriate.

9. 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.

10. 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.

Adopted February 23, 2005  
Reviewed April, 2010  
Reviewed December 7, 2015  
Reviewed January 8, 2018  
Revised May 6, 2019  
Revised December 2, 2019

## **XI. Reference Service Policy**

The Van Horne Public Library:

- will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence;
- will assist patrons in the use of the Library and teach basic research methodology, when appropriate (this includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone);
- will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan, when appropriate;
- may refer library users to other agencies and libraries in pursuit of needed information;
- may use not only the Library's resources in printed form, but consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.

Adopted February 23, 2005  
Reviewed December 6, 2010  
Reviewed March 7, 2016  
Reviewed January 8, 2018  
Revised May 6, 2019

## **XII. Programming Policy**

A "program" is a planned interaction between the library staff and the program participants for the purpose of promoting library materials, facilities, or services, as well as offering the community an informational, entertaining, or cultural experience.

Programming includes such activities as story times, films and activities on no-school days, summer library program for children, speakers for young adults, and book or author discussion groups for adults.

The board, in conjunction with the library director, will establish a budget and goals for programming to facilitate the effective implementation of this service.

Adopted February 23, 2005  
Reviewed December 6, 2010  
Reviewed March 7, 2016  
Reviewed January 8, 2018

### **XIII. Public Relations Policy**

A. Public relations goals of the Van Horne Public Library are:

- to promote a good understanding of the Library's objectives and services among governing officials, civic leaders, and the general public;
- to promote active participation in the varied services offered by the library to people of all ages.

B. The Board recognizes that public relations involves every person who has connection with the Library. The Board urges its own members and every staff member to realize that he or she represents the library in every public contact. Good service supports good public relations.

C. The director will be expected to make presentations and to participate in community activities to promote library services. A reasonable amount of library time will be allowed for preparation and speaking. Materials to be used by press, radio, or television will be approved by the director.

Adopted February 23, 2005

Reviewed December 6, 2010

Reviewed March 7, 2016

Reviewed January 8, 2018

#### **XIV. Equipment Use Policy**

Public access computers are available to patrons on a first-come, first-served basis. Instructions for operating hardware are available near the computer. There is no charge for use of the computers; however, in order to make the service available to as many patrons as possible, a time limit for usage has been imposed. That time limit is 30 minutes. Library staff is available for general assistance in using the computer. However, staff is not expected to train patrons in the use of application programs. Tutorial manuals will be provided when available.

Only one person per computer at a time. Exceptions may be made at the discretion of the Library staff on duty.

A printer is available. Printer paper will cost \$ .25 per sheet and must be paid for at the conclusion of the session.

A photocopy machine is available to patrons who wish to copy materials at the rate of \$.25 per page for black & whites copies; \$.25 for color copies.

Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.

Reviewed February 23, 2005  
Reviewed March 7, 2011  
Reviewed May 3, 2016  
Reviewed January 8, 2018  
Revised December 2, 2019

**XV. Displays and Exhibits Policy**

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

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

Areas available to the public for displays and exhibits are the glass exhibit case, the meeting room, and the general bulletin board. A release must be signed by the exhibitor before any artifact can be placed in the library. An example of the release follows:

*Van Horne Public Library Display and Exhibit Release*

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

*Exhibition to be held in the \_\_\_\_\_*  
*During \_\_\_\_\_*  
*Description of materials loaned \_\_\_\_\_*

*Signature \_\_\_\_\_ Date \_\_\_\_\_*  
*Address \_\_\_\_\_ Telephone \_\_\_\_\_*

Adopted February 23, 2005  
Reviewed March 7, 2011  
Reviewed May 3, 2016  
Reviewed January 8, 2018



## **XVI. Disasters Policy**

### **Fire**

Do not panic, but do not under-estimate the potential danger to customers or staff represented by a fire. At the first indication of smoke or flame, investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any doubt about whether the fire can be controlled, immediately call 911 or the fire department and then clear the building.

The time to think about fires is before they happen. Familiarize yourself with the type, location, and application of the fire extinguisher(s) in the building. Orient all staff and volunteers to this information. If you share a building with another agency and it occasionally initiates fire drills, library staff should respect those training exercises and respond as they would in the case of a real fire.

### **Health emergencies**

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

The First Responders/Police (911 if available) should be called immediately in the event of any serious problem.

No medication, including aspirin, should ever be dispensed to the public.

### **Bomb threats**

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person.

If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION. Pay particular attention to peculiar background noises such as motors running, background music and any other sounds, which may indicate where the location from which the call is originating.

Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, call the police. Clear the building. The police will handle the actual bomb search.

### **Snow storms**

The Library will follow the recommendation and actions of the city (or village) between 8:30 a.m. and 5:00 p.m., Monday through Friday. Closing during other days and hours will be at the discretion of the Library Director.

Adopted February 23, 2005  
Reviewed March 7, 2011  
Reviewed May 3, 2016  
Reviewed January 8, 2018

**XVII. Gifts and Donations Policy**

Upon approval of the Van Horne Public Library Board, the library will accept items of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The Library Board shall accept or reject material offered to the library based on its suitability and availability.

The library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as he/she sees fit. The same criteria of selection which are applied to purchased materials are applied to gifts. Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the criteria established by the Board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. Book selection will be made by the director if no specific book is requested. The Van Horne Public Library encourages and appreciates gifts and donations.

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

*Van Horne Public Library Gift/Donation Release*

*I, the undersigned, hereby donate the following works of art or other material to the Van Horne Public Library. I understand that the item(s) will become the permanent property of the library and will be used/displayed as space is available. If the item is not deemed appropriate or needed, the Van Horne Public Library Board may store or dispose of the item.*

*Description of materials donated*

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*Signature* \_\_\_\_\_ *Date* \_\_\_\_\_

*Address* \_\_\_\_\_ *Telephone* \_\_\_\_\_

Adopted: October 2, 2006  
Reviewed May 3, 2016  
Reviewed January 8, 2018

Form: Statement of Concern about Library Resources

Van Horne Public Library  
**STATEMENT OF CONCERN ABOUT LIBRARY RESOURCES**

Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP \_\_\_\_\_

Resource on which you are  
commenting: \_\_\_\_\_  
\_\_\_\_\_ Book \_\_\_\_\_ Audio-visual Resource  
\_\_\_\_\_ Magazine \_\_\_\_\_ Content of Library Program  
\_\_\_\_\_ Newspaper \_\_\_\_\_ Other

Title: \_\_\_\_\_  
\_\_\_\_\_

Author/Publisher or Producer/Date: \_\_\_\_\_

1. What brought this resource to your attention?
2. To what do you object? Please be as specific as possible.
3. Have you read or listened or viewed the entire content? If not, what parts?
  
4. What do you feel the effect of the material might be?
  
5. For what age group would you recommend this material?
  
6. In its place, what material of equal or better quality would you recommend?
  
7. What do you want the library to do with this material?
  
8. Additional comments:

Reviewed February 23, 2005  
Reviewed January 8, 2018

**VAN HORNE PUBLIC LIBRARY  
COMPUTER AND INTERNET USE POLICY**

The Internet offers unlimited global access to information. However, not all sources on the Internet provide information that is accurate, complete, current or legal. Because content on the Internet changes rapidly and unpredictably, the Library is unable to monitor or control the content of materials on the Internet. The Internet may contain material of a controversial nature. The Van Horne Public Library, its trustees and employees shall not be liable for any damages (direct or inconsequential) from any information obtained or provided on the Internet.

**RESPONSIBILITIES OF USERS:**

- All patrons, including children, are free to use all public resources and facilities in the Van Horne Public Library with a signed Internet/Computer User Agreement.
- As with other materials found in the Library, it is the parents and/or legal guardians of children who are responsible for Internet use by their children. The Van Horne Public Library staff is not responsible for any information accessed by either adults or children.
- Users may not incur any costs to the Van Horne Public Library through access to fee-for-service information providers, shopping online or any other Internet use.
- Users may not change the configuration of software or hardware on any patron computers.
- The Internet accessible computers are located in a public area. Given the public setting, patrons are asked to respect the sensibilities of others when accessing potentially offensive information and images.
- Public access computers and Internet may **only** be used for legal purposes.

**The Van Horne Public Library reserves the right to end any Internet session.**

**E-MAIL:**

The Van Horne Public Library does not offer e-mail accounts, access to Internet chat, talk utilities, file transfer or any other communication-based Internet services. Staff will show patrons how to setup a private e-mail account upon request.

**DOWNLOADING:**

Patrons must have their own disks in order to save files; both from the Internet and for word-processing. Absolutely no downloading to the computer's hard drive.

**WARNING:** Software downloaded from the Internet may contain a virus and users should have virus-checking software on their personal computers. The VHPL is not responsible for damage to a patron's disk or computer, or for any loss of data, damage, or liability that may occur from patron use of the library's Internet services.

**PRINTING:**

Printing facilities are available, at regular copy rates: \$.25/page for black/white copies; \$.25/page for all color copies.

**TIME LIMITS:**

- There is a 30-minute time limit for computer use, which may be extended if no others are waiting for access.
- Please be conscientious of others waiting to use the computers.
- Patrons must sign in with staff before using the computers. Patron numbers will be used to maintain confidentiality.

**ISSUES OF SERIOUS CONCERN:**

- Violations of this Computer and/or Internet Policy will result in the suspension or loss of computer/Internet privileges and may lead to financial responsibility.

- ❑ Illegal acts involving the library computers may also be subject to prosecution by local, state or federal authorities. It is against Iowa law to download or provide child pornography, or to display pornography where children may see it (*Iowa Code, chapter 728.2*).
- ❑ Users under the age of 18 must have a signed parental permission slip on file with the Library. Parent or guardian must sign the form at the Library.

Reviewed February 23, 2005  
Reviewed May 3, 2016  
Reviewed January 8, 2018  
Revised May 6, 2019

## XVIII CELL PHONE USE

Cell phones should be silenced in the Library. If patrons need to make or receive a call they can step outside or use the conference room, if available.

Approved September 5, 2018