



West Des Moines Public Library

Policy Manual

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West Des Moines Public Library

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CHAPTER 1: ADMINISTRATIVE POLICIES

BY-LAWS, BOARD OF TRUSTEES, WEST DES MOINES PUBLIC LIBRARY

Approved May 17, 1988, Revised March 27, 2007

I. LIBRARY BOARD

- A. According to Title II, Chapter 6 of the Code of Ordinances of the City of West Des Moines, Iowa (hereinafter "Municipal Code"), the Board of Trustees of the West Des Moines Public Library (hereinafter "Board") shall consist of seven members appointed by the Mayor with the approval of the City Council.
- B. The general powers and duties of the Board are outlined in Title II, Chapter 6 of the Municipal Code, and in Chapters 336 and 392 of the Code of Iowa.
- C. The Board shall exercise its powers and duties by:
 1. Employing a competent and qualified Library Director (hereinafter "Director");
 2. Cooperating with the Director in determining and adopting written policies to govern the operation and program of the library, including personnel policies and policies governing the selection of library materials, supplies, and equipment;
 3. Reporting to and cooperating with other public officials, boards, and the community as a whole to support a public relations program for the library;
 4. Assisting in the preparation of and seeking adequate support for the annual library budget;
 5. Developing long-range goals for the library and working toward their achievement.

II. MEMBERSHIP

- A. Trustees shall be bona fide citizens and residents of the City of West Des Moines, and shall be over eighteen years of age.
- B. Trustees shall serve for a term of four years. Appointments shall be staggered so that one fourth of all trustees are appointed every year, as nearly as possible.
- C. Trustees shall receive no compensation for service.

III. OFFICERS

- A. The officers of the Board shall consist of a President, a Vice President, and a Secretary. Officers shall be elected at the June meeting. The term of office shall be one year, beginning July 1st and continuing through June 30th. Officers may not serve more than two successive terms in the same office, nor hold more than one office at a time. According to Title II, Chapter 6 of the Municipal Code, the City Finance Director shall serve as Treasurer of the Board, but shall not be a member of the Board.
- B. The duties of the officers are:
 1. President - preside at all meetings and perform other duties prescribed by law, or which usually pertain to the office.
 2. Vice President - perform the duties of the President in the President's absence.
 3. Secretary - record and maintain official records of the meetings.

IV. MEETINGS

- A. The regular meetings of the Board shall be held on the third Tuesday of each month at 5:00 PM.
- B. Special meetings may be held at the call of the President, the Director, or any two Trustees, provided that prior notice be given to all Trustees and the Director 24 hours in advance, and provided that the meeting is posted publicly at least 24 hours in advance.
- C. A quorum--which consists of at least four Trustees--must be present for the transaction of business.
- D. An affirmative vote of a majority of all Trustees present shall be necessary to approve any action of the Board.
- E. All meetings shall be conducted in accordance with Chapter 21 of the Code of Iowa (the Open Meetings Law). Non-Trustees who wish to address the Board should request a place on the agenda--through the Director--not less than 48 hours before the scheduled meeting.
- F. Parliamentary business shall be conducted in accordance with Robert's Rules of Order, except for specific differences noted in these By-Laws or in the Municipal Code.
- G. An agenda for all meetings shall be prepared in advance by the Director, and shall be posted publicly at least 24 hours in advance of meetings.
- H. Annually in July, the Board shall convene a meeting for the Corporation of the Friends Foundation (hereinafter "Corporation"). At this meeting, the Corporation will elect members to its Board of Directors. A report on the affairs of the Corporation shall be submitted by its Board of Directors.

V. COMMITTEES

- A. The President may appoint special committees as needed from time to time. Committees normally consist of at least two Trustees, one of whom is designated as Chair.

- B. Committees shall have advisory powers only, unless the Board specifically approves power to act in a particular matter.
- C. The President and Director are ex-officio members of all committees, but are not required to attend all committee meetings.
- D. The President shall appoint a Nominating Committee at the May meeting, which shall prepare a slate of nominees for office, to be presented and voted upon at the June meeting.

VI. THE DIRECTOR

- A. The Director is employed by and accountable to the Board.
- B. The duties of the Director include:
 - 1. To attend all Board meetings;
 - 2. To serve as executive officer of the Board in all library matters;
 - 3. To select library materials of all types;
 - 4. To maintain and operate the physical plant;
 - 5. To recruit, train, and assign library staff;
 - 6. To inform the Board continually and completely regarding all aspects of the library program.

VII. HOLD HARMLESS AND INDEMNIFICATION

The Board agrees to defend, pay on behalf of, indemnify, and hold harmless the Board's officers and trustees from any and all claims, demands, suits, losses, settlements, or judgments for any damage or loss which is due to or arises from the officers' and trustees' performances of their duties in serving the Board. The Board is not responsible for any actions taken by its officers or trustees outside of the scope of their duties to the Board.

VIII INSURANCE

The Board is covered by applicable insurance policies maintained by the City of West Des Moines to the extent that such insurance coverage does not waive governmental immunity afforded to the Board and City in Chapter 670 of the Code of Iowa.

IX. AMENDMENTS TO BY-LAWS

Amendments to By-Laws may be approved at any regular Board meeting, provided that notice of proposed amendments is given to all Trustees and the Director 24 hours in advance of the meeting.

GENERAL USAGE POLICIES FOR LIBRARY MATERIALS

The Library will:

- 1. Provide materials for all ages free of charge
- 2. Provide computers for in-house public use.
- 3. Provide photocopying machines and printers available to the public for a fee.
- 4. Place holds for selected materials as requested.
- 5. Plan and present programs for both adults and children for entertainment, information and instruction.
- 6. Publicize materials and programs through brochures, newsletters and appropriate media coverage.
- 7. Provide access to materials not in our library collections, through cooperative arrangements with other libraries, networks and systems.
- 8. Provide personal computing and table devices as when possible for those who meet age and other requirements.

BORROWING POLICIES

- 1. Any resident of West Des Moines, Windsor Heights, Rural Polk County, or any community participating in Iowa's Open Access program may obtain a library card free of charge with satisfactory proof of current residence and an additional I.D. A valid library card is required for borrowing privileges.
- 2. Persons residing in West Des Moines on a temporary basis may obtain a Guest library card free of charge with satisfactory proof of current residence. The library card will be issued for a period of time the patron resides in West Des Moines (not less than one month nor more than six months). The patron will be restricted to a limit of 5 (five) items at any one time.
- 3. Library cards are issued for three years. Renewals are free.
- 4. To check out library materials, patrons must present their library card **or a valid photo identification** and confirm registration information (*updated September 2015*).
- 5. Each patron is held responsible for everything checked out on his or her card.
- 6. A limit of six magazine issues can be on loan to a patron. No more than six Fictional/Entertainment DVD items may be checked out per patron per visit.

7. For children under the age of 14, library cards must be authorized by a parent or legal guardian with acceptable identification. Parents and legal guardians are responsible for determining when a library card should be provided to their children.
8. Minor children ages 14 and older may obtain a library card provided that they have acceptable identification.
9. Library cards are issued with the expectation that the recipient will be financially responsible for all charges he or she incurs. In the case of minor children, the parent or legal guardian shall be held financially responsible. Borrowing privileges will be suspended in any situation where a patron is unwilling or unable to accept this responsibility.

GROUP LIBRARY CARDS-- *Adopted by Board Action 5/15/2018*

1. The West Des Moines Public Library offers Group Library Cards for use by representatives of business and non-profit organizations within West Des Moines city limits such as churches, day care centers, group homes, or nursing homes.
2. Group Cards are used to check out materials for the organization, not for personal use.
3. The card will be issued to the owner, manager, or principal administrator, who is then solely responsible for governing its use within the organization and for any fines or fees that may be incurred. That individual is also personally legally and financially responsible for items checked out on the card regardless of any agreements he/she may have with the organization or institution involved.
4. The individual applying for the Group Card must complete a Group Card Application and present it along with their valid/acceptable photo ID, proof of address, and proof of current employment/affiliation with the organization that the card will be used for. (Digital proof of current employment/affiliation is acceptable.)
5. Group cards are good for one year. To renew an expired Group card, proof of current employment or affiliation with the institution/organization is required. (Digital proof of current employment/affiliation is acceptable.)
6. Adults applying for a new Group Card or renewing/replacing an existing card will need to pay all fines owed on their personal account.
7. Check out limits, fines, and related policies for group cards are identical to the policies for individual cards with the exception that Group Cards cannot be used to borrow materials via interlibrary loan.

BORROWING POLICIES (APPLE IPAD)

1. West Des Moines Public Library cardholders in good standing may borrow an iPad. "Cardholder" is defined as a resident having a library card for a minimum of 30 days. "Good standing" is defined as a library card account and any custodial children/guardians' accounts having fines and fees of less than \$5.00.
2. The cardholder must be **18 years of age** or older to check out an iPad.
3. The cardholder must present his/her actual library card in order to check out an iPad.
4. In addition, a photo ID will be required. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport photo which contain the cardholder's name and an identifiable photo. If the address on the photo ID and the address on record with the library do not match, patrons must provide a piece of recent mail with the correct address on it for verification purposes.
5. The cardholder must have a current, working email address on file in their library record in order to check out an iPad.
6. Only one iPad per household may be checked out at any given time.
7. External use iPad loan periods are for up to 7 (seven) calendar days and are not renewable. Overdue fees will be charged for iPads not returned by their due date in the amount of \$10.00 per day. Maximum fine is \$100.00. **This maximum fine does not include any and all equipment replacement costs, which are billed separately.**
8. iPads must be returned to library staff no later than 1 (one) hour before the library closes. The cardholder must remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card, and the Borrower Agreement is signed and dated signifying a proper return. In-house loans are due back by the end of business the same day as the loan was made and must be given directly to a library employee at the second-floor reference desk.
9. iPads may not be placed in any book return at any time for any reason. A fee of \$25.00, in addition to any other accumulated fees or fines, will be charged for this type of return.
10. If an iPad is not returned, the library will seek to recover it.

- a. Within 3 (three) days past its due date, the library will send an overdue notice via electronic mail to the email address listed in the borrower's account.
 - b. Send a second notice—again via email—**7 (seven) days** past the due date if the iPad remains unreturned.
 - c. If an iPad is not returned within **10 (ten) days** past the due date, the borrower's account will be charged the replacement fee of the device and a FINAL NOTICE will be emailed. Borrowers are responsible for monitoring their email accounts and the Library cannot guarantee the receipt of emails by borrowers.
 - d. If an iPad is not returned within 3 days of the date of the FINAL NOTICE, the library will begin efforts to recover the iPad. After **30 (thirty) days**, an unrecovered iPad will be referred to the West Des Moines Police Department as a theft under Iowa Code 714.5 and West Des Moines City Code 5-2-3.
11. The iPad Borrowing Agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen or damaged equipment.
 12. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$1,020.00 for the iPad and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement iPads or accessories purchased by the customer. **The minimum replacement cost of an iPad is \$500.00.**

BORROWING POLICES (INTERNET HOTSPOTS)—Adopted 2/20/2018

1. Only residents of West Des Moines who are library cardholders in good standing may borrow a hotspot. "Cardholder" is defined as a resident having a library card for a minimum of 30 days. "Good standing" is defined as a library card account and any custodial children/guardians' accounts having fines and fees of less than \$5.00.
2. The cardholder must be **18 years of age** or older to check out a hotspot.
3. The cardholder must present his/her actual library card in order to check out a hotspot.
4. In addition, a photo ID will be required. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport photo which contain the cardholder's name and an identifiable photo. If the address on the photo ID and the address on record with the library do not match, patrons must provide a piece of recent mail with the correct address on it for verification purposes.
5. The cardholder must have a current, working email address on file in their library record in order to check out a hotspot.
6. Only one hotspot per household may be checked out at any given time.
7. Hotspot loan periods are for up to 7 (seven) calendar days and are not renewable. Overdue fees will be charged for hotspots not returned by their due date in the amount of \$10.00 per day. Maximum fine is \$100.00. **This maximum fine does not include any and all equipment replacement costs, which are billed separately.**
8. Hotspots must be returned to library staff no later than 1 (one) hour before the library closes. The cardholder must remain present until all equipment has been checked to ensure that all pieces are accounted for, checked in and cleared from the cardholder's card, and the Borrower Agreement is signed and dated signifying a proper return.
9. Hotspots may not be placed in any book return at any time for any reason. A fee of \$25.00, in addition to any other accumulated fees or fines, will be charged for this type of return.
10. If a hotspot is not returned by the due date, the library will deactivate it remotely and seek to recover it.
 - a. Within 3 (three) days past its due date, the library will send an overdue notice via electronic mail to the email address listed in the borrower's account.
 - b. The library will send a second notice—again via email—**7 (seven) days** past the due date if the hotspot remains unreturned.
 - c. If a hotspot is not returned within **10 (ten) days** past the due date, the borrower's account will be charged the replacement fee of the device and a FINAL NOTICE will be emailed. Borrowers are responsible for monitoring their email accounts and the Library cannot guarantee the receipt of emails by borrowers.
 - d. If a hotspot is not returned within 3 days of the date of the FINAL NOTICE, the library will begin efforts to recover the hotspot. After **30 (thirty) days**, an unrecovered hotspot will be referred to the

West Des Moines Police Department as a theft under *Iowa Code 714.5* and *West Des Moines City Code 5-2-3*.

11. The hotspot Borrowing Agreement must be completed with each checkout, acknowledging financial responsibility for lost, stolen or damaged equipment.
12. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$250.00 for the hotspot and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement hotspots or accessories purchased by the customer. **The minimum replacement cost of a hotspot is \$250.00.**

LOAN PERIODS

(NOTE: For various reasons including recent acquisition, high demand or special arrangement, the library may adjust loan periods to be longer or shorter upon review and approval by a library administrator.)

Books and non-fictional/informational videos, and compact discs are checked out for three weeks, and may be renewed twice for additional three week periods unless a hold has been placed on the title. Magazines are checked out for one week. The most current issue of each magazine does not circulate. Renewals are not permitted.

Newspapers may only be used in the library. Vertical file material is checked out for 1 week.

Fictional/entertainment videos and DVD's are checked out for three weeks and may be renewed twice for additional one week periods unless a hold has been placed on the title.

Children's holiday books check out for three weeks. Renewals are not permitted.

Apple iPad tablet devices check out for seven days and cannot be renewed. No holds are permitted on these devices.

In-house loans of Apple iPads are due back by the end of business the same day as the loan was made and must be given directly to a library employee at the second-floor reference desk.

HOLDS

Items on hold are held for 3 days. If hold items are not picked up during that period, they are released for use by the next person on the list. Renewals are not permitted for items with pending holds.

OVERDUE MATERIALS, LOST AND DAMAGED MATERIALS AND FINES

1. The library expects items borrowed to be returned in good condition on, or before, their due date. In order to insure the prompt return of public property, the library charges overdue fines according to the Fines and Fees Schedule.
2. If library materials are lost or damaged, the borrower must pay the replacement fee, which is located in the holdings record. As an option, patrons can provide a new replacement copy. This policy does not apply to electronic equipment.
3. Library borrowing privileges will be suspended if fines, damages, fees, or assessments for lost materials in excess of \$5.00 are not paid, and will remain suspended until they are paid.
4. Patrons are required to bring to the library staff's attention any issues regarding inaccurate charges within three months of an item's due date in order to receive consideration for an adjustment.
4. The library may offer programs that allow for alternative options to payment of fines (such as a payment plan or a fine alternative program).

UNPAID FINES AND FEES, AND MATERIALS OVERDUE FOR 42 DAYS OR LONGER

The library will take action against patrons who have unpaid fines and fees, and/or who have not returned items borrowed on their cards or on their minor- aged children's cards.

1. After materials are 42 days overdue, patrons will not be allowed to borrow additional materials until all overdue items have been returned or their replacement costs have been paid and all charges have been reduced to \$5.00 or less.
2. After materials are 60 days overdue, the names of the patrons may be turned over to a collection agency and charged a recovery fee in addition to the expenses owed to the library. Patrons owing the library charges of \$25 or more for 60 days or longer may also be turned over to the collection agency.
3. Once an item is 42 days overdue, patrons will be charged the full replacement cost of the item.
4. In addition to the above actions, the library asserts its right to pursue recovery through legal measures including Section 714.5 of the Code of Iowa.
5. The names of patrons writing checks to the library with insufficient funds may be turned over to the collection agency. A fee may be imposed on a check returned for insufficient funds.
6. Patrons with items 42 days or more overdue or with minor children having items 42 days or more overdue will be restricted from borrowing and from authorizing additional library cards for other minor children in their household. Children who have library cards in good standing will be allowed borrowing privileges regardless of the status of their parents and siblings.

FEE SCHEDULE (SUBJECT TO CHANGE WITHOUT NOTICE)

Replacement cards	\$ 1.00
Overdue fine for DVD	.50 per item/per day, Maximum \$5.00
Overdue fine for all other items	.10 per item/per day, Maximum \$5.00
Recovery fee if sent to a collection agency	25.00 per account
Interlibrary Loan (borrowed from another library)	2.00 (beginning July 1, 2012)
Equipment Rental Fee	5.00 for first day/\$10.00 per day overdue
Insufficient Funds Fee for Returned Checks	25.00 (paid directly to City Offices)
Printing and Copy Fees (black ink only)	.20 per page (beginning July 1, 2012)
Replacement bag (puppets, puzzles, etc.)	1.00
iPad	500.00
iPad Lightning Charger/Cable	40.00
iPad Lightning – VGA Adaptor	20.00
Otter Box iPad Case	40.00
iPad Carry Bag	20.00
AppleCare Warranty	20.00
Instruction Documents in iPad Carry Bag	10.00
Processing iPad	50.00

LIBRARY PROGRAMS, PROGRAMMING AND OUTREACH

Adopted by Board Action March 20, 2018

The West Des Moines Public Library supports its mission to provide convenient access to information and ideas and to offer engaging activities and opportunities for personal and professional growth by presenting programs for all ages that:

- Promote the joy of reading
- Promote the love of learning
- Promote the sharing of ideas
- Provide access to information and knowledge

Programs are not used for commercial, religious, or partisan purposes or the solicitation of business.

The library offers programs for adults, teens/young adults and children. Although these programs are public, the identity of individuals attending library programs is private.

Library sponsorship of a program does not necessarily constitute endorsement of the content of the program or the views expressed by participants.

The library does not knowingly discriminate in its programming; program topics, speakers and resources are not excluded from programs because of possible controversy or popularity/unpopularity of viewpoint, though audience age restrictions may apply (**SEE ALSO:** Age Considerations). The library can offer no guarantees about the offensiveness or inoffensiveness of program content, and those choosing to attend do so at their own individual emotional and perceptual risk.

The library utilizes library staff expertise and abilities, personal collections and other City services and facilities in developing and delivering programming. The library also actively partners with other community resources, individuals and third-party organizations for on or off-site programming. As in the case of collection development and materials selection, the final decision on the suitability of program content and presenters/presenting organizations will be made by the library director, subject to review by the library board of trustees.

Outreach and Off-Site Programming

The West Des Moines Public Library will provide outreach programming to groups in the library service area. This includes the City of West Des Moines and the West Des Moines portion of Dallas and Warren counties.

Outreach programming will be provided for both profit and non-profit community agencies and groups provided they have a demonstrable educational focus. Included are schools, churches, service clubs, scout troops, daycares etc. NOT included are individual private playgroups, etc.

Outreach programming will be conducted only in publicly-accessible community facilities and areas such as churches, schools, parks, community centers, etc. Outreach programming will not be provided in private homes, even if numerous attendees are present and the home is in the library's service area.

Attendance and Admission Fees Prohibited

All public programs or meetings which take place at the library must be open to public participation and free; no admission or participation fees can be charged, though a fee to cover materials may be asked for library-sponsored crafting programs. Freewill donations may be accepted by presenters and presenting organizations **but amounts cannot be suggested, nor can donating be compulsory or a requirement for attendance or participation.**

Age Considerations

Library programs may be age-restricted. Adults, teens or children may not register for nor attend programs which are intended for a target audience below their chronological age without discussing the matter with library staff first. Special needs individuals attending programs must be accompanied by caregivers if one-on-one attention is required.

No adult not accompanying a minor attendee may attend Youth Services-sponsored programs, including those in the Community Room, without the express, advance permission of the library director.

Some library programs may involve the discussion or viewing of mature subject matter and the library reserves the right to itself designate or allow presenters to designate a minimum attendance age for unaccompanied minors.

Attendee Behavior

The library will eject or deny program attendance to anyone becoming or threatening to become disruptive to audience members or the program facilitator, and to anyone in violation of the Library Conduct Policy. Police involvement and criminal charges may be the result of egregiously disruptive actions during programs or presentations. (**SEE ALSO:** Library Conduct Policy, p. 34).

The library will not tolerate bullying in any library space, gathering or program and staff will do all they reasonably can to create a safe space for all library users, regardless of an individual's actual or perceived age, color, creed/denomination, national origin, race, religion, marital status, sex, sexual orientation, gender identity, physical attributes/appearance, physical or mental ability or disability, ancestry, political party preference, political belief, socioeconomic status, or familial status.

Photography

Program participants should expect that photographs/video will be taken at events and used on the library's social internet sites and/or website and in library-produced publications. Third party presenters and programmers are expected to adhere to the strictures of the library's photography policy. (**SEE ALSO:** Library Photography Policy, p. 18).

PUBLIC USE OF MEETING ROOMS

Policy: Non-library events held on Library premises must be open public forums of a civic, cultural, educational or intellectual nature.

Provisions:

1. No admission fees can be charged.
2. Meeting rooms may be used only during regularly scheduled hours of Library service. The period allotted for use includes the time required to return the room to proper order. The kitchen area must be clean, the furniture must be returned to its original arrangement and all participants must be out of the room by the scheduled ending time, or a \$10.00 late fee will be charged.
3. Events must not be commercial in nature, including transacting business or soliciting customers or clients. The Library Regulations on Conduct (City of West Des Moines 7-12-2) govern behavior in the public meeting rooms. Organizations may be required to provide evidence of their non-profit status in order to use the meeting rooms.
4. Groups must comply with posted fire regulations.
5. The meeting room must be booked at least 72 hours in advance of the meeting. Users of the room assume full responsibility for damage to Library property in their custody. Cancellations should be made promptly so other meetings may be scheduled.
6. Applications will be considered in a "first come, first served" manner. A maximum of three events can be scheduled within 90 days. Use of a room on a continuing basis is not allowed.
7. The Library will not be responsible for theft or damage of equipment or material supplied by users. This includes personal items.
8. If Library audio-visual equipment and materials are to be used in the Community Room, arrangements should be made at the time the room is booked. Users of the room are expected to insure that all equipment functions as expected and according to their needs several days in advance of their scheduled meetings. Library employees are not always available to assist users with utilizing the library's equipment, and library employees are not to attempt solving problems on equipment belonging to the users. The Class Room does not have audio-visual equipment.
9. Any individual or group who fails to abide by these provisions may be denied future use of meeting space.
10. Meeting Room Requests must be made by an adult who is 18 years or older and who will insure adult supervision is provided.

Permission to use a meeting room does not imply that the Library Board, the Library Staff or the City of West Des Moines supports the opinions and/or views of the users.

PUBLIC USE OF STUDY ROOMS—Revised by Board Action on December 19, 2017

Provisions:

1. Study rooms are available for individual and group study. They may not be used for commercial purposes, including transacting business or soliciting customers or clients, but may be used for employee work groups or other work-related meetings.
2. The Library Regulations on Conduct (City of West Des Moines 7-12-2) govern behavior in all study rooms. Users not in compliance with this policy will be asked to leave. Study room users are responsible for any damages to rooms and property while assigned to them.
3. Rooms will be locked at all times. Users will check in at the Reference Desk for access to study rooms A-F and the classroom; users of the Pond View Room on the first floor will check in at the Information Desk. A library card or valid ID is needed to use the room, and will be exchanged for the room key. The card/ID will be returned when the key is returned. One person may use a room if a room is not in use, but he (or she) may be asked to leave the room if a group asks to use the room, with the exception of the Pond View Room and the Classroom. A minimum of four people are required to use the Pond View Room; a minimum of 8 people are required to use the Millie Knee Classroom.
4. Study room descriptions
 - **4-Person Study Rooms.** Three rooms (Study Rooms D, E, F) are available for public use. Each room has a maximum capacity of four people.
 - **2-Person Study Rooms.** Two rooms (Study Rooms A, B) are available for public use. Each room has a maximum capacity of two people.
 - **8-Person Conference Room.** Two rooms (Study Room C and the Pond View Room) are available for public use. These rooms have a maximum capacity of eight people.
 - **Millie Knee Classroom.** The Millie Knee Classroom has a maximum capacity of twenty people.
5. Reservations may be made up to 90 days in advance, with a maximum of 13 reservations, for rooms B, C, E, and F, and the Pond View Room.
6. Reservations may be made up to 90 days in advance, with a maximum of 3 reservations for the Millie Knee Classroom.
7. Online reservations must be made 12 hours in advance. Same day reservations for rooms A-F and the Classroom must be made by Reference Desk staff. Same day reservations for the Pond View Room must be made by Information Desk staff.
8. Reservations will be held for fifteen minutes after the beginning of the reservation. The reservation will be cancelled if the person/group does not show up.
9. There is a 4 hour time limit for study room use in rooms A-F and the Pond View Room; there is a 6 hour time limit for the Classroom. Users may check with Reference Desk or Information Desk staff at the end of their time limit to see if their time may be extended.
10. Covered drinks are allowed in all study rooms; food is allowed in the Millie Knee Classroom and Pond View Room only.
11. All study rooms are available on a walk-in basis if not previously reserved.
12. Smaller groups may be required to move into smaller rooms to allow a larger group to use one of the larger rooms.

BULLETIN BOARD AND PAMPHLET RACK

The library utilizes bulletin boards and pamphlet racks to publicize library and City of West Des Moines events, activities and programs. The library selects additional information for display when space permits.

1. Library staff review all materials submitted for display and shall have final determination as to questions of posting. Items selected are posted by library staff and displayed as time and space allows.
2. Materials submitted to the library for display become the property of the library. Disposition of the materials is determined by library staff.
3. Materials posted on the bulletin board and/or inserted into pamphlet display racks without approval by library staff may be discarded.
4. Posting of a notice on a bulletin board or placement of materials in a pamphlet rack does not imply endorsement by the library staff, by the Board of Trustees or by the City of West Des Moines.

SELECTION CRITERIA FOR ITEMS TO BE DISPLAYED

1. Items should be neat, legible and pertinent to cultural or educational matters.
2. Items should be informational in nature and should not seek to persuade individuals to a particular belief, opinion or candidate.

3. Items should include all relevant information, and should be of reasonable size and format as determined by the library staff.
4. Items from local organizations with limited opportunities for promotion should be given priority over items from larger organizations with greater promotional resources.
5. Items regarding the sale, advertising, solicitation or promotion of products, services and/or personal items are not displayed. (Exceptions may be made for library and City of West Des Moines activities, and for informational publications inserted into the pamphlet racks that contain advertising.)

PATRON CONFIDENTIALITY

The knowledge of what a patron has legally borrowed from or used at the library is confidential. Privacy of patrons who use the library and its materials responsibly will not be compromised without due process of law.

1. Parents of minor children should understand that by allowing their children either to have library cards and/or to use the library without parental supervision they are restricting their own ability to supervise their children's access to library resources.
2. Patrons who fail to return borrowed materials on time or who have incurred fines or charges should understand that the library is obligated to pursue the recovery of those materials, fines and/or charges, and the process of recovery can include releasing information to an individual who is legally responsible for the patron, and to appropriate legal and/or law enforcement authorities who are assisting in the recovery.
3. Patron histories of items overdue, lost, damaged, and fines paid are retained in order to identify patterns of irresponsible library use and to reimburse patrons for items that were lost and subsequently found. Histories will not be kept on items borrowed and returned on time and in good condition.
4. The Library Director is the lawful custodian of the library's circulation records. The lawful custodian will only release confidential information upon receipt of a court order indicating a cogent and compelling connection between the information requested and the case under investigation. If the Library Director is not available and the need for the information is imminent, the request for confidential information should be directed to the Head of Circulation or the Head of Technical Services who may release the information requested by the court order with the permission of an officer of the Library Board (President, Vice-President or Secretary).

MISCELLANEOUS POLICIES

HOLIDAY SCHEDULE APPROVED IN ADVANCE

The holiday schedule for the following year is presented at the November board meeting.

HOURS OF SERVICE

Winter (The week after Labor Day to Memorial Day weekend):

Monday - Thursday:	9AM - 9PM
Friday:	9AM - 6 PM
Saturday:	9AM - 5PM
Sunday:	2PM - 5PM

Summer (The week after Memorial Day to Labor Day weekend):

Monday - Thursday:	9AM - 9PM
Friday:	9AM - 6 PM
Saturday:	10AM - 4PM
Sunday:	Closed

NO SMOKING

Smoking is not permitted inside the library or on library grounds, in accordance with Iowa Code Chapter 142D.

OFFICE SUPPLIES

The Library is not obligated to furnish or sell office supplies to the public. Supplies may be purchased from the vending machine provided by the Friends Foundation.

OPEN MEETINGS

All Library Board of Trustees meetings shall be open to the public, with the agenda posted 24 hours before the meeting.

EXHIBIT AND DISPLAY POLICY

It is the policy of the West Des Moines Public Library that display spaces in library locations, including but not limited to enclosed display cabinets, are solely under the care and control of library staff. These spaces are intended primarily for displays and exhibits created or selected by library staff. Where appropriate, such displays or exhibits may reflect various viewpoints on a given subject. Groups, organizations and individuals may be solicited to display materials in the display cabinets.

Groups, organizations and individuals may request to use the display cabinets subject to review by staff and administration. As in the case of collection development and materials selection, the final decision on the suitability of displayed material and exhibits will be made by the library director, subject to review by the board of trustees.

Exhibits and displays for library events will always and necessarily take precedence over exhibits and displays by outside groups and/or for non-library events.

As the display spaces are in public areas of the library building and accessible and viewable by patrons of all ages, materials or exhibits must be such that they would be considered suitable for viewing by a general audience congruent with the standards of the community served by the library. Commercial advertisements for products, businesses or services will not be displayed unless in the capacity of sponsor of a library event or exhibit.

Those leaving materials for display will sign a waiver stating that they understand and agree that the library will be held harmless in case of theft or loss of or damage to materials left in any display space.

LOST AND FOUND POLICY

Updated by Library Board Vote May 15, 2018

The West Des Moines Library is not responsible for personal items left in the building or on the grounds. Staff will make reasonable attempts to contact the owners of lost items left in the library or on the grounds so that owners might prove ownership and reclaim the items.

Items not claimed within a realistic timeframe will be disposed of at the discretion of staff; this may include disposal, donation or sale of the items.

LIBRARY PHOTOGRAPHY POLICY

Adopted by Board Action on December 20, 2016

Those attending events and the parents/guardians of those attending events at the West Des Moines Public Library do so with the understanding that event proceedings may be captured via photograph, film or video and that any and all attendees may be photographed, filmed or video recorded and their likenesses used by the library in editorial or promotional materials in perpetuity without approval from or payment to photographed parties.

Event attendees or parents/guardians of attendees wishing to avoid being photographed or recorded can make their wishes known verbally or in writing before the event to staff present and staff will make every effort to respect the attendees' wishes up to and including:

- Positioning of cameras and photographers and/or
- Positioning of attendees

So as best to avoid capturing the likenesses of those requesting accommodation.

LIBRARY HOLIDAY CLOSINGS

NOTE: If a holiday listed below falls on a Saturday or Sunday, the library will close in observance either the day before in the case of Saturday or the day after in the case of a Sunday.

Each particular year's holiday schedule is reviewed and voted into effect by the Library Board of Trustees. For a detailed listing of the current year's holiday closings, please refer to the library's website (wdmlibrary.org).

NEW YEAR'S DAY: CLOSED

**PRESIDENT'S DAY: CLOSED TO PUBLIC
(STAFF IN-SERVICE TRAINING)**

EASTER: CLOSED EASTER SUNDAY

MOTHER'S DAY: CLOSED

MEMORIAL DAY: CLOSED

**SUMMER SCHEDULE BEGINS WITH MEMORIAL DAY—LIBRARY CLOSED ON SUNDAYS BETWEEN
MEMORIAL DAY AND LABOR DAY**

JULY 4th: CLOSED

LABOR DAY: CLOSED

SUMMER SCHEDULE ENDS WITH LABOR DAY—OPEN ON SUNDAYS AGAIN

THANKSGIVING: CLOSED

FRIDAY AFTER THANKSGIVING: CLOSED

CHRISTMAS EVE: CLOSED

CHRISTMAS DAY: CLOSED

NEW YEAR'S EVE: CLOSE AT NOON

CHAPTER 2: PERSONNEL POLICIES

Updated by Board Action March 20, 2018

The Library Board of Trustees adopts the provisions of the City of West Des Moines Employee Guide, with those exceptions or differences noted in this Supplement. It is understood that the Library Board is the sole policy-making body for the library, and that references to "Administrative Boards" in the Employee Guide apply to the Library Board. References to other City officials refer to the Library Director, the Library Board, or assigned supervisory staff at the library.

The following text supersedes the Employee Guide for library employees, in those sections noted below:

WORK BREAKS (Section 5.10 WDM Employee Guide)

One 15-minute rest break is permitted in the morning and another in the afternoon. Supervisors have the responsibility for determining when and where their employees take rest breaks. This is considered paid time.

Supervisors have responsibility for when and where their employees take lunch periods, and how long they should be. Employees who take lunch periods in the library are on call during lunch, and have a half-hour paid lunch. Staff who leave the building for lunch are not paid for the lunch period.

INCLEMENT WEATHER (Section 5.11)

The Library Director (or designee) may close the library due to weather conditions, power failure, failure of heating/cooling equipment or other circumstance which makes travel to or working safely in the library building impossible. Staff scheduled to work during the affected hours of such closings will be paid for those hours.

In the event of such a closing, announcements will be made on the radio, on television, on social media, on digital signage in the library and signs will be posted at the library near the entrances, if possible. Also, the voice prompts on the library's phone service will be changed temporarily to alert callers of the closing.

BENEFITS IN GENERAL (Sections 5.1, 5.3, 7)

The library provides a variety of benefits to regular full-time and part-time employees. These benefits generally are categorized as mandatory (e.g. social security, workers' compensation, etc.) and voluntary (e.g. holidays, vacations, casual days, etc.). All regular full-time employees are eligible for both mandatory and voluntary benefits. Pro-rated sick leave and holidays are offered to regular part-time library employees. Administrative-Professional staff will take an appropriate number of hours off during their normal work week in compensation for time worked on Sundays or for extra hours worked during the work week (flex time). (see Section 5.3) All other staff will be paid at 1.5 times their normal hourly rate for working on Sundays.

PAID HOLIDAYS (Section 6.1)

The Library observes nine days as holidays and all regular non-union employees are paid straight time. The holidays are:

- New Year's Day (January 1)
- Memorial Day (the last Monday in May)
- Independence Day (July 4)
- Labor Day (the first Monday in September)
- Veterans Day (November 11) only for employees who have served in the U.S. military
- Thanksgiving (the last Thursday in November)
- The Friday following Thanksgiving
- The day preceding Christmas Day (December 24)
- Christmas Day (December 25)
- Personal Day of employee's choosing (as the library is open on President's Day)

PROGRESSIVE DISCIPLINE (Section 3.7)

A. SUSPENSION (#3)

A temporary layoff from work, without pay, emphasizes the seriousness of a continued lack of improvement or the seriousness of a first-time offense. Typically, the layoff will not exceed 30 calendar days.

The Director has the authority to suspend employees, pending review by the Library Board.

B. DISCHARGE (#4)

When other forms of disciplinary action prove ineffective, or when the seriousness of the offense or condition warrants, the Library Director with input from the Personnel Officer may authorize the most extreme form of discipline, which is involuntary termination of employment. The termination of library employees must be approved by 2/3 (5 members) of the Library Board. A discharge is prepared, documented and signed in the same manner as a suspension and written notice.

In cases of discharge, the Director has the authority to suspend employees, pending review by the Library Board.

CHAPTER 3: COLLECTION DEVELOPMENT POLICY

EXTENT OF COLLECTION POLICY

This Policy applies to all library materials collected by the West Des Moines Public Library, including items received as donations and items purchased with private funds. Objects of art are addressed in the library's Art Policy, Chapter 5.

GENERAL PRINCIPLES FOR SELECTION

The Library Director is responsible for the selection of materials which conform to the Collection Development Policy. Library staff members are involved in the selection process under the Director's supervision. Other interested persons are encouraged to make suggestions and recommendations.

In general, items selected should be useful to the community, and should be representative of the best materials available. The following general criteria should be considered during the selection process:

- Effective presentation of ideas and/or information
- Respected authorship
- Accessible format
- Quality of construction
- Permanent value
- Public appeal or community interest
- Relationship to materials already in the collection
- Availability of the same or similar materials in the local area
- Intended audience
- Price

Each item should be evaluated according to its merit. Items will not be excluded because of the race, religion, or political views of the author. Items will not be excluded due to a judgment based on individual passages taken out of context. When possible, favorable reviews will be sought in review journals and in the literature of the library and publishing world prior to acquisition.

The Library makes no attempt to assume the rightful role of parents in monitoring, controlling, or curtailing the reading, listening or viewing behavior of their children. Parents should be interested and involved in their children's utilization of library materials. The Library does not assume responsibility for the possible misuse of information found in the collections by young readers. Children have access to the entire collection.

The West Des Moines Public Library supports both "The Freedom to Read" statement by the American Library Association and the Association of American Publishers, and the American Library Association's "Library Bill of Rights." These documents are Appendices A and B.

The library does not acquire resources intended for curricular use, such as textbooks, professional journals and esoteric databases, unless those resources will also be beneficial to the community. Such resources may be added if the information is unavailable in other forms.

YOUNG ADULT BOOKS

These materials are intended to serve patrons between the ages of 12 and 18 (junior high and high school age). Young Adult books should entice and encourage young and often reluctant readers, increasing their sense of enjoyment in reading. Special attention is given to materials of particular interest to this group, including teen age stories of adolescence and growing to maturity.

JUVENILE BOOKS

These materials are intended to serve children from the third grade through the sixth grade. Juvenile fiction and nonfiction materials should provide reading for pleasure and information, suited to a wide variety of interests. Special attention will be given to features which appeal to young readers: reading and comprehension level, illustrations, type, and format.

EASY READERS

These materials are intended to serve the needs and interests of beginning readers. Easy readers are intended to foster an enjoyment and appreciation of reading in the formative years. Those features noted as appealing to young readers under "Juvenile Books" above are applicable to Easy Readers, when suited to the reading level of beginning readers.

PICTURE BOOKS

These materials are intended to serve the needs and interests of children of all ages, particularly those aged 3 to 8. Picture books are intended to foster an enjoyment of reading and, through the illustrations, to develop an appreciation of art. They are designed to be read to children. Features noted as appealing to young readers under "Juvenile Books" above are applicable to Easy Books, when suited to the appropriate reading level.

BOARD BOOKS

These materials are developed in a sturdy format for the needs and interests of babies and toddlers.

FICTION – GENERAL

The fiction collections are intended to meet the needs and interests of readers with widely differing tastes, interests, and reading levels. If a book meets other criteria listed in this policy, it may be included in the collections even though the author has felt it necessary to use vulgar language or frank detail in accomplishing his or her purpose.

NONFICTION – GENERAL

The nonfiction collections are intended to serve a wide variety of interests and a very diversified clientele. When an issue of current interest seems controversial or unresolved, the Library will attempt to collect materials showing a variety of viewpoints and differing opinions on that issue. The Library does not endorse particular viewpoints contained in the collections, and the Library maintains a neutral stance on unresolved and controversial issues.

NONFICTION – BUSINESS AND FINANCE

The Library recognizes that business and financial information must be current to be useful. Therefore, the Library maintains a continuously updated collection of materials dealing with companies and investments. To insure that these materials are available in a timely manner to the greatest number of patrons, most of these materials are kept in the reference collection. The Library provides circulating materials dealing with the theory and practice of business and financial management.

NONFICTION – DRUGS AND NARCOTICS

The Library collects informative, authoritative materials dealing with the chemistry, history, and origin of narcotic drugs; their physiological and psychological effects; and the treatment of addiction. The Library seeks to collect materials presented by qualified authors in a responsible, realistic manner.

NONFICTION – LAW

The reference collection includes the codified laws of the State of Iowa and the municipal code of West Des Moines, as well as federal and state tax guides, legal handbooks, and other general reference materials. The Library also collects popular books for the lay person dealing with jurisprudence, the history of law, legal ethics, court procedure, and jury duty.

NONFICTION – MEDICINE AND HEALTH

The Library collects authoritative, up-to-date, non-technical materials for the lay person dealing with such subjects as personal health and hygiene, public health, specific illnesses, diet, nutrition, geriatrics, obstetrics, drugs, surgery, sexuality, psychiatry, and related topics.

NONFICTION – PSEUDO SCIENCE

The Library collects materials dealing with parapsychology, astrology, numerology, and the occult according to popular interest. Attention will be given to such features as clearly indicated responsibility for publication, an objective approach to the subject, and understandable language.

NONFICTION – RELIGION

The Library remains neutral and impartial in its approach to materials dealing with religion. The intent is to maintain a balanced collection which deals seriously and responsibly with significant issues. The Library collects

commentaries, concordances, histories, and atlases of the Bible and other fundamental scriptural books of the world's religions. The Library also collects scholarly, dispassionate works on comparative religion and doctrine, religious histories, the lives of religious figures, and books that offer inspiration.

FOREIGN LANGUAGE MATERIALS

The establishment of a foreign language collection requires serious forethought. The patrons who would use this collection would expect the library to have a reasonable selection of materials and formats available, and this collection would need to be regularly updated through the acquisition of new items. Other considerations include having adequate and appropriate space for the collection and having a library staff member who knows the language. Foreign language collections will be considered when community needs are evident. The library provides bilingual dictionaries and instructional materials on major languages.

MAGAZINES

The Library subscribes to more than 300 magazines, most of which are selected for interest to the general reader. General selection criteria apply to the selection of periodicals. Another factor considered in selection of periodicals is accessibility to contents through standard indexes and reference tools. Some periodicals are selected for professional use by library staff. Some are selected with reference value in mind. The list of periodical subscriptions is reviewed annually by the Director as the orders become due for renewal.

NEWSPAPERS

Local news coverage is represented by subscriptions to local newspapers, according to patron interest. Broader national and world coverage is represented by subscriptions to other newspapers outside of the local area, again as indicated by patron interest.

VERTICAL FILE

General selection criteria apply to the selection of information placed in the Vertical File. Vertical File documents which include a clear indication of responsibility for publication are preferred over anonymous materials. These materials will be evaluated at least annually to keep the collection up to date.

NON-PRINT MATERIALS – GENERAL

Non-print materials are an integral part of the Library's collections. An effort is made to stay current with new formats as they gain popularity and significance. Consideration for incorporating new formats into the collection should include careful study of the challenges presented in acquiring, displaying, and cataloging such formats, as well as their long-term viability, availability in similar formats, equipment requirements and popularity in the community. Guidelines for selection include popular interest, lasting value of contents, and technical quality.

NON-PRINT – REALIA

The Library collects puppets, games, toys, and other materials for circulation or in-house use in the juvenile department, as a response to strong community interest. Quality, durability ease of periodic cleaning, and safety for young children, should be considered in the selection of these materials.

NON-PRINT – SOUND RECORDINGS

The Library collects sound recordings in commonly available formats. The collections include both musical and non-musical items. The musical collection includes a wide variety of types of music, from classical works to the work of currently popular artists. The non-musical collection includes literary recordings, instructional materials, documentaries, storytelling and humor, and audio books.

NON-PRINT – VIDEOS

The Library keeps a collection of videos. These collections will be reviewed periodically to monitor the physical condition of holdings.

NON-PRINT INTERNET INFORMATION RESOURCES

The Internet is an unregulated global computer network. The West Des Moines Public Library provides public access to the Internet in order to augment the community's educational resources. The West Des Moines Public Library cannot guarantee the accuracy and/or authenticity of information discovered through this resource. Patrons who find information or subject matter that is erroneous, out-of-date, illegal, offensive, and/or controversial should

contact the original producer or distributor of that work directly. Library users of the Internet should be aware of the following:

- The West Des Moines Public Library holds the position that only parents and legal guardians have the right – and the responsibility – to monitor and control their own minor children’s access to the Internet and to information obtained from the Internet.
- The West Des Moines Public Library cannot guarantee confidentiality over the Internet. Patrons entering personal information (credit card numbers, social security numbers, etc.) do so at their own risk.
- The West Des Moines Public Library complies with the United States Copyright Law, and all other federal, state and local laws relating to the use of the Internet and other electronic media.
- The West Des Moines Public Library is not responsible for work or information lost due to computer or system malfunction.

NON-PRINT – ONLINE RESOURCES

With the advent of the Internet, the library now has access to library materials in digitized formats. These formats include databases and online print resources as well as video, audio, interactive, and graphic. These resources will be acquired to complement or enhance the library materials that have historically been provided in physical formats, such as books, magazines and audio-visuials.

Factors to be considered in evaluating and selecting digitized resources include:

- patron demand
- available format(s), with a preference for fully online (no local storage) resources
- value
- accessibility
- ease of use
- availability of equivalent resources
- accuracy, authority and uniqueness of content
- frequency of updates

In addition to the above factors, the library also needs to consider the possible advantages and disadvantages of acquiring resources in digitized format rather than in physical form. Since digitized resources do not require any shelf space, they would reduce the amount of storage space needed in the library, but they may also require a greater number of computer stations, increased bandwidth or specialized software. Another consideration is the compatibility of an online resource with equipment at the library and within the community. A final consideration is having an effective strategy for insuring adequate training and public awareness.

ITEMS DONATED TO THE LIBRARY *(revised policy adopted September 16, 2014)*

Donated materials must be in excellent condition and meet specific criteria to be accepted by the library. Potential donations must be delivered to the library information desk in a limited quantity (*see “b” below*). West Des Moines Public Library reserves the right to check all donations prior to acceptance for compatibility with the existent collection development policy. If accepted, materials may be added to the library’s collection, placed on the library Book Sale shelves or offered to other local agencies. The library will not attempt to appraise or assign a valuation to any donated item.

Items unacceptable for donation (subject to staff discretion)

- Encyclopedias and textbooks
 - Items containing outdated information
 - Items in poor or non-working physical condition, for example: broken spine, moldy, scratched, water damaged, mildewed, missing or yellowed pages, etc.
- a. As it is subject to change over time, refer to the West Des Moines Public Library website for a list of media and material types currently acceptable for donation. (Link: <http://www.wdmlibrary.org/wp-content/uploads/2014/10/Acceptable-Formats-for-Donation.pdf>)
 - b. Donations must fit in two standard paper grocery bags (12”x7”x17”) or two boxes of the sort in which reams of paper are purchased (11”x18”x7.5”).

- c. The library reserves the right to reject any donation outright.

LABELING AND RESTRICTED SHELVES

Library materials are not marked or identified to indicate approval or disapproval of their content. Parents and legal guardians are responsible for supervising the reading of their children. Selection of materials for the adult collections will not be restricted by the possibility that children may obtain materials that are considered inappropriate by their parents or guardians. No items are placed on restricted shelves with the intent of limiting access to the contents. Controlled or restricted access to certain items may occur when it is apparent to the Director or Board that such a step is necessary to preserve items from physical damage or theft.

OBJECTIONS TO SELECTED MATERIALS

Once an item has been selected, it will not be removed from the collections at the request of persons or groups who object to it unless it is in violation of the principles set forth in this policy statement. Patrons who wish to object to materials in the Library's collections should discuss their concern with the Library Director. Patrons who wish to have an item reconsidered may do so by completing a "Request for Reconsideration of Library Materials" form. The Library welcomes such interest in its collections, and assures patrons that all formal requests for reconsideration will be given serious attention. When completed, "Request for Reconsideration" forms are referred to the Director, who will review – with the subject area selector – the request and the item in question, and who will respond to the complainant. After receiving the Director's response, the complainant may present the matter to the Library Board for further consideration. Challenged materials will not be removed from the public shelves while awaiting resolution of a request for reconsideration. A copy of the "Request for Reconsideration" form is shown as Appendix C.

THEFT AND MUTILIATION

The Library will make a reasonable attempt to replace stolen or mutilated items which are necessary for maintaining a well-rounded collection.

WEEDING

A continuous weeding program represents a conscientious effort to keep collections well balanced, up-to-date, and suited to the current needs and interests of the community. Weeding should be thorough and consistent. Materials are weeded when they are no longer in useable physical condition; or when they are no longer used, as indicated by patron demand; or when they are out of date.

PROVISIONS FOR UPDATING THIS POLICY

This policy will be reviewed regularly by the Library Board and the Director. With the approval of the Library Board, this policy statement may be revised as needed.

CHAPTER 4: EXPENDITURES AND FINANCE POLICY

This policy pertains to all West Des Moines Public Library expenditures and finances. Where Library and City policies differ, the library's policy will have precedence. The City's policies will be utilized where no Library policy exists or if greater detail is necessary. The City's Finance Department will be utilized for its expertise and resources.

POLICY

A commodity or service should be obtained at the lowest cost possible consistent with the quality required to maintain efficient and effective operation of the library. Competitive bidding practices should be utilized that offer qualified vendors a fair opportunity to provide goods and services to the library.

Quantities purchased are determined through an examination of factors such as the number of units to be used, the period of use, storage costs, space available, acquisition price, discounts, shipping time, availability of maintenance or replacement parts, and the present and expected availability of an item.

No library employee or trustee shall have a personal financial interest in any purchase made for the library. Employees and trustees shall abide by the provisions of state law (Code of Iowa, Chapter 68B.11.4) in regard to accepting gifts.

The procedures employed for acquiring materials for the library's collections differ considerably from those used to select commodities and services. These materials include books, periodicals, audio and video recordings, digital formats, and other items purchased for addition to the library's circulating and non-circulating collections. These purchases are made according to the selection criteria provided in the library's Collection Development Policy.

AUTHORITY

The Library Board has exclusive and final authority and control over the expenditure of all funds available to the library. (For legal authorization, see City Code of West Des Moines, Title II, Chapter 6, Section 5. The Board delegates to the Library Director the responsibility to manage the General Fund operating budget to meet the goals and priorities of the library. The Board also delegates to the Library Director signatory authority for renewing routine annual service contracts with the Central Iowa Library Service Area and the State Library.

The Library Board may appoint a Librarian in Charge to handle financial matters during the Library Director's absence.

Purchases and expenditures from sources other than the General Fund (e.g., Trust & Agency Funds) are approved by the Board on a project-by-project basis.

The Director will supervise the selection of vendors including the negotiation and monitoring of all purchase agreements. All requests for payment must have the approval of the Library Director in the form of an original signature. Disbursements are reviewed and given formal approval by the Board monthly.

Routine bills for utilities, building maintenance, telephone service, and postage may be paid by the City's Finance Department at the time they are received, with later approval by the Board, if this will prevent late fees and interest charges, or if it will allow for improved utilization of personnel and resources.

The Library Director assigns staff routine purchasing duties for supplies, equipment, and services. The Library Director delegates responsibility for selection of library materials to assigned personnel, with each individual having authority to select materials in assigned formats and/or subject areas. Materials account allocations are determined annually by the Library Director for each assigned format and area.

The Library Director approves all purchases over \$1,000 before orders are placed. The Library Director monitors general purchase trends through the review, signing, and dating of vouchers sent to the City's Finance Department for processing.

PROCEDURES

Acquisition procedures will differ according to the size and complexity of the anticipated expenditure. The City of West Des Moines's policies should be used as a resource to insure that all relevant concerns are addressed. Internal ordering procedures should not cost more than the item(s) purchased, or more than the anticipated savings. In all cases,

payment must be made after receipt of an original invoice. Purchases should not be authorized based upon photocopies or faxes.

A. CHOICE OF VENDORS AND/OR CONTRACTORS

Vendors and/or Contractors will be chosen on the basis of reliability, reputation, past performance with the library or the City, relevant bidding contracts, price quoted, and additional services offered. Bids will be awarded to the company selected in accordance with criteria established prior to the bidding date, whose proposal for goods or services and qualifications are judged by the library to comply most fully with all its requirements. The West Des Moines Public Library reserves the right to reject, for any reason it deems sufficient, any and all business proposals.

B. PETTY CASH

Purchases, generally for \$30.00 or less, which for reasons of expediency are best handled outside the normal purchasing system, may be handled with the petty cash fund. All purchases and reimbursements must be documented on Petty Cash Forms and authorized by the Library Director or by the Head of a library department. The petty cash balance is reconciled monthly.

C. MANUAL WARRANTS

Purchases, which for expediency are best handled outside the normal purchasing system, may be handled as manual warrants. In this case, the payment voucher will be signed at the discretion of the Library Director. Manual warrants will be included in the list of bills to be approved at the following Board meeting.

D. PURCHASE ORDERS

Purchase orders will be sent to the City Finance Department prior to requests for payment.

E. CAPITAL PROJECTS AND PUBLIC IMPROVEMENTS

All capital projects and/or public improvements will be conducted according to the City of West Des Moines Purchasing Policy.

F. OTHER PURCHASES

All other purchases will be made under the supervision of the Director and according to the procedures given in the City's Purchasing Policy.

G. CHARGE ACCOUNTS

Staff members may charge approved purchases if prior permission is received from the Director. The Director may allow individual staff members ongoing permission to charge certain items from authorized vendors without obtaining prior approval for each purchase. Proof of purchase must be supplied, including the signature of the purchaser and the date of purchase. The library will maintain a list of established charge accounts.

H. PURCHASING CARDS

With the Director's approval, library staff may obtain a Purchasing Card through the City of West Des Moines Finance Department. Purchasing cards are to be used in accordance with established City of West Des Moines policies and procedures. All purchases made with these cards must be fully documented and reconciled with the City monthly.

I. PROCESSING AND PAYMENT

Each month's bills will be signed by the Library Director and submitted to the City's Finance Department for routine processing during the week preceding the regular Board meeting. After approval by the Board at its subsequent meeting, the President and Secretary will sign forms provided by the City authorizing the release of funds for payment. These forms will be returned to the City's Finance Department on the next normal business day, and checks will be mailed at that time.

J. ORDERING AND RECEIVING

1. REQUISITION FORMS

Orders will be submitted on requisition forms supplied by the City.

2. DESCRIPTIONS

Requested items should be clearly described in terms that allow for the consideration and purchase of competing products or services. Except for repeat orders, the overall size, shape, color, quality, capacity or other dimensions necessary should be specified. When possible, the brand names, model numbers, and/or catalog pages should be included for reference purposes.

3. REPEAT ORDERS

Repeat orders are evaluated based on the number of items to be purchased, on the value of the total order, and on how recently the item was last bid.

4. TECHNICAL EXPERTISE

The technical and special knowledge of individual staff members is often needed to assist in making the best purchase decision. Nothing in this policy is intended to discourage this help and expertise.

5. DOCUMENTING CONVERSATIONS

Conversations between the ordering staff member and the supplier which are pertinent to an order should be referenced in the request. Such notations should include the name of the vendor's representative and the date of the conversation. This information will be placed on the file by the ordering staff member, to clarify and expedite the order if necessary.

6. RUSH ORDERS

Departments should anticipate their requirements of goods and services, and should request needed items in a manner that will allow orderly procurement. Requests for rush orders should be made only when necessary.

7. CORRESPONDENCE AND CLAIMING

After an order is placed, all correspondence or other contacts with the vendor should be coordinated through the ordering staff member. If an order is past due and badly needed, the ordering staff member should obtain and communicate as necessary information on the status of the order.

8. RECEIVING

Staff will check packing slips against original orders and invoices to assure accuracy. Staff will also inspect the condition of all items. Damaged, malfunctioning and/or items received in an unacceptable condition should be returned to the supplier or vendor.

K. RETENTION OF RECORDS

In order to be paid, all original invoices must be sent to City of West Des Moines Finance Department. These invoices will be retained according to the City's policy for handling financial records.

The library will make copies of all invoices and financial information provided to and received from the City's Finance Department. These copies will be retained for a period of no less than five years.

LIBRARY TRUST ACCOUNTS

The West Des Moines Public Library's trust accounts were established by the Library Board and the City of West Des Moines for the purpose of accepting donations and grants to be used on the Library's behalf. The Library Board supervises the trust accounts and authorizes funds for appropriate library projects. The City of West Des Moines provides for the receipt and disbursement of trust account funds.

A. UTILIZATION OF FUNDS

Trust account funds should supplement the Library's established services and commitments. Trust account projects should have all financial obligations secured in advance. In general, trust account funds should be expended for capital projects, consulting fees and program expenses that are short-term, contained within the amounts provided and without ongoing obligation.

B. SOURCES OF REVENUE

Donations to the West Des Moines Public Library and funds received from book sales may be deposited into the trust accounts. By agreement with the City of West Des Moines, funds received from the State Library and from the regional library system are deposited into a trust account. Additional sources of revenue can be deposited into the trust accounts with the consent of the Library Board and, if necessary, the City of West Des Moines. The Library Board retains the right to decline any donations made to the trust accounts.

C. DETERMINATION OF PROJECTS

Staff recommendations for the use of trust account funds shall be presented to the Library Board for consideration before the project is initiated. If an unexpected need or opportunity arises that requires a more timely allocation of trust account funds, the Library Director may contact the Library Board President to seek approval. The Library Director will report to the Board on the project at the subsequent Library Board meeting.

D. DONATIONS FOR MATERIALS

Contributions made to trust accounts for the acquisition of library materials conforming to the Collection Development Policy may be acted upon by library staff with a report on the project at the forthcoming Library Board meeting. Appropriate recognition may be added according to the donor's specifications.

SOLICITATIONS OF DONATIONS AND ORGANIZED FUND RAISING

The Library Board will be informed of all solicitations for donations made by representatives of the library which will result in contributions to the trust accounts. The Library Board must approve any organized fund raising activity which has a goal to provide donations to the West Des Moines Public Library.

CHAPTER 5: ART POLICY

ARTS ADVISORY COMMITTEE

- A. Created by the Bylaws of the West Des Moines Public Library under paragraph V. A and B page 9, the Arts Advisory Committee advises the Board of Trustees and the Director of the Library on the purchase, or the acceptance as gifts, of works of art (paintings, prints, drawings, sculpture, and fiber and fabric) for the permanent, non-circulating collection of the West Des Moines Public Library.
- B. Objects of the above nature acquired through action of the Library Board of Trustees pursuant to Title 2, Chapter 6 of the City Code of West Des Moines, Iowa, and Chapter 392.5 of the Code of Iowa will be henceforth referred to as the West Des Moines Public Library Art Collection, and will include all works of a similar nature and purpose previously acquired by the Library.
- C. Responsibilities
 - (1) Review all items falling under the definition stated above offered as gifts to the West Des Moines Public Library by groups, businesses, organizations, or individuals.
 - (2) Review all items falling under the definition stated above considered for purchase by the West Des Moines Public Library or Friends Foundation, whatever the source of purchase funds.
 - (3) Represent the Board of Trustees or Friends Foundation in preliminary negotiations with potential donors of either objects or funds for objects.
 - (4) Seek professional advice regarding the worth, origin, artistic value, and appropriateness of considered proffered items when in the best interest of the Library.
 - (5) Serve as liaison between potential donors, the Board of Trustees, Friends Foundation, and the Director of the Library.
 - (6) Present all pertinent information regarding proposed gifts and purchases to the Board of Trustees for final action.

ACQUISITION GUIDELINES

- A. Objects may be added to the collection by means of gifts, bequests, purchases, exchange, or any other transaction by which the title of the object(s) passes to the West Des Moines Public Library.
 - Gifts must be legally owned by the donor and free of liens or claims.
 - Gifts become the property of the West Des Moines Public Library.
 - Disposition of gifts is at the discretion of the West Des Moines Public Library.
 - All appraisals of value will be the responsibility of the Donor. Contributions of all objects and money are tax deductible within the limits prescribed by the Federal Internal Revenue Code.
- B. The West Des Moines Public Library must be able to provide proper care--including conservation, maintenance, and storage--for all acquired objects.
- C. The committee may recommend a donation or purchase subject to the following guidelines:
 - Artistic merit
 - General appropriateness for a library
 - Availability of the space in the library building for the piece
 - Necessary maintenance
- D. All objects acquired by the West Des Moines Public Library shall become the sole property of the West Des Moines Public Library and shall not be encumbered or restricted.
- E. The Arts Advisory Committee is not empowered to finalize proposals or decisions regarding acceptance unless specifically authorized by action of the Board of Trustees.
- F. The Board of Trustees retains the right to accept or refuse any donation.

ACQUISITION GUIDELINES

- A. Following the Arts Advisory Committee's recommendation, all objects must be approved for acceptance by action of the Library Board of Trustees. To facilitate the approval of art objects as gifts or purchases, the Arts Advisory Committee will select the art object(s) to be presented and provide the Trustees with a written statement describing origin, quality, and desirability of accepting a gift or making a purchase.

ART OBJECTS

- A. Approved objects which are gifts or bequests allow for a tax deduction on the part of the donor. The West Des Moines Public Library will not provide formal appraisals on donated objects.
- B. If Library moneys are used to acquire an object, the West Des Moines Public Library, in accordance with City purchasing procedures, will purchase the object from the seller, after receiving approval from the Board of Trustees.
- C. If private moneys are used to acquire an object, the donor shall directly purchase the object from the seller, after receiving approval from the Board of Trustees.
- D. In the event that due consultation with the Arts Advisory Committee is unfeasible, the Director shall have authority to negotiate with the potential donor and advise the Board of Trustees of a course of action. In such cases, the Director shall communicate as soon as possible to the Chairperson of the Arts Advisory Committee the nature of the circumstances for accepting the gift.
- E. Immediately upon receipt of a work by the West Des Moines Public Library the object will be listed in the Registration Book established for that purpose and given a registration number consisting of the year donated and item number in order of receipt. This number will be marked permanently on the object, and photographed for record and identification.
- F. An appropriate permanent plaque or similar device may be affixed on or near the object, listing donor(s) and other pertinent information.

STAFF RESPONSIBILITY

- A. The West Des Moines Public Library is responsible for maintaining all records of an acquired object, including a copy of the Deed of Gift, registration, and cataloging and condition reports.
- B. If necessary, the West Des Moines Public Library makes arrangements to ship the object to the Library and supervise in the preparation for display.
- C. The West Des Moines Public Library or Friends Foundation after approval from Trustees provides the donor(s) with a Deed of Gift which is signed by the President of the Board of Trustees and the Library Director. The President and Director also acknowledge, by letter, all gifts and bequests.
- D. When deemed appropriate, the Board of Trustees shall direct the staff to attain appraisals of works that have been acquired.

DEED OF GIFT

West Des Moines Public Library Art Collection

Gifts of art and artifacts are accepted by the West Des Moines Public Library to broaden the resources of the Library for the citizens of West Des Moines. Terms of this agreement are to insure the broadest and most effective fulfillment of that goal:

- A. Gifts must be legally owned by the donor(s) and free of liens or claims. The donor(s) warrant that no other person or entity has an ownership interest in the gifted property.
- B. Gifts become the property of the West Des Moines Public Library, and the donor(s) and their successors, agents, and assigns relinquish all rights to the gifted property.
- C. Disposition of gifts is at the discretion of the West Des Moines Public Library.
- D. All appraisals of value will be the responsibility of the Donor(s). Contributions of all objects and money are tax deductible within the limits prescribed by the Federal Internal Revenue Code.

I (we) hereby irrevocably and unconditionally transfer to the West Des Moines Public Library by way of gift effective all my (our) right, title, and interest in the following object(s) which I (we) own:

This agreement is made and accepted subject to the foregoing terms and those hereinafter stated, which are hereby made a part of this memorandum of agreement.

Signed this _____ day of _____ 20 _____

Donor

Donor

President, Board of Trustees
West Des Moines Public Library

Director
West Des Moines Public Library

CHAPTER 6: LIBRARY CONDUCT POLICY

Updated by Library Board vote 4/19/2016

Library patrons are expected to be engaged in the productive use of the library's resources. This includes reading, studying, researching, attending programs and utilizing library material. Patrons have the right to use the library undisturbed and library employees have the right to work without undue interference.

All library users and employees should be free of any threat of harm, invasion of property, or gross indignity. In an effort to protect these rights for all persons, the Library Board, pursuant to authority granted in Chapter 6 of Title 2 of the City Code for the City of West Des Moines, has approved the following rules, which have been adopted as regulations of the City of West Des Moines, section 7-12-2.

No person shall engage in any conduct which disturbs or interferes with the legitimate use of the library, including - but not restricted to - the following:

1. Interfere with the library's right to maintain a clean, pleasant and safe facility.
2. Refuse to follow reasonable directives or instructions from a library staff member.
3. Willfully annoy, harass or threaten another person.
4. Behave in a disorderly, loud, or boisterous manner, including loud conversations.
5. Engage in lengthy conversations (including conversations on cell phones) in areas intended for quiet study.
6. Use any audio, personal communication or computing device in a manner that is disturbing to other patrons. Cell phone ringers should be set to silent or vibrate and device speakers muted or headphones used.
7. Interfere with another person's passage within the library or on library grounds.
8. Solicit funds, "panhandle," or engage in commercial activity unless authorized by library administration.
9. Consume or possess alcoholic beverages, or use or possess controlled substances on library grounds or be under the influence of alcohol or controlled substances in a manner that causes public disturbance.
10. Possess any firearm, knife, any device which could be used as a weapon or other weapon prohibited by City Ordinance or State Statutes.
11. Deface or destroy library property.
12. Relocate or rearrange furniture beyond repositioning existing seating around tables.
13. Eat or drink (unless eating or drinking is specifically allowed in an area or at a particular activity).
14. Use tobacco or smoke in the library, including the use of electronic cigarettes or vaping devices.
15. Sleep in the library or exhibit the appearance of sleep.
16. Remain in the library after regular closing hours.
17. Interfere with patrons' use of the library through poor bodily hygiene which is so offensive as to constitute a nuisance or through excessive use of perfume, cologne or alcohol.
18. Be in any state of inappropriate undress.
19. Bring animals into the library except as required by persons with disabilities.
20. Use sports equipment, skates or a skateboard in the library.
21. Campaign, leaflet, petition, interview or survey patrons or staff in a manner that is disruptive to library activities.
22. Willfully expose patrons and staff to offensive images or language.
23. Engage in sexual activity of any kind, including inappropriate displays of romantic affection.
24. Bring luggage, bedrolls or large bags into the library.
25. Leave packages, backpacks or personal belongings unattended. Personal property must be within sight of the owner. The library assumes no responsibility for belongings left unattended. Large or possibly valuable belongings left on the premises after closing will be forwarded to West Des Moines Police.
26. Use bathrooms for unreasonable or unintended purposes such as bathing or laundering.

CONSEQUENCES

Patrons violating any of the above policies will have the matter called to their attention ONCE. Should the behavior continue, they will be asked to leave immediately. Should they refuse to leave, staff will contact the library director and the West Des Moines Police Department and the patron(s) will be escorted from the premises. A refusal to leave after being asked to leave by staff will be grounds for the patron being banned from the premises.

UNATTENDED CHILDREN

Updated by Library Board vote 5/16/18

The Library Board and staff are concerned for the safety and welfare of children who use the library unattended by a parent or guardian. The library also has an interest in maintaining an environment free from disruptive behavior by unattended children.

It is the responsibility of parents/guardians to:

- Stay at the library with children aged 0 - 7 or ensure that any caregivers with whom they leave their children are sufficiently responsible to provide care and are at least 14 years of age.
- Encourage positive behavior by their children while in the library.
- Cooperate with the library staff if their children are disruptive or if they interfere with or endanger others.
- Provide a means of transportation home from the library by the time the library closes.

The Library Board respects the rights and privacy of all library patrons. Library staff will only intervene when children are left unattended and problems of safety, disruptive behavior, or well-being occurs. Library staff will follow established library procedure for the protection of the child or to maintain an environment free from disruption in accordance with the Library Conduct Policy.

CHAPTER 7: GIFT POLICY

Additional financial support is necessary in order to provide the extra amenities and services needed to create an outstanding educational center. This support will come from well-intentioned, visionary individuals, organizations and entities. Many have already set examples in this regard and to those persons and to similar leaders in the future the library and the many citizens who depend on it express their heartfelt appreciation.

All gifts shall be subject to a written gift agreement entered into by the donor, or the donor's representative, and the Library Board and/or Friends Foundation Board, as appropriate. All gifts are also subject to review and approval by qualified consultants if such professionals are engaged by either Board; expenses incurred in such review and approval shall be paid by the Library Board and/or the Friends Foundation Board. The library's Friends Foundation is the organization that has been charged with increasing the library's private funding and endowment.

Gifts include:

- outright gifts and transfers,
- gifts by will or trust,
- gifts of life insurance and retirement plan bequests, including gifts from 401K and IRA accounts,
- other forms as may be suggested, upon approval of Library Board.

Gifts can be:

- cash,
- publicly traded securities,
- real estate,
- tangible personal property, as well as other recognized gifts.

Gifts received to honor or memorialize – which are expected to be promptly utilized – shall be retained and expended by the Library Board in accordance with the donor's or honoree's directions.

Gifts of membership and/or to the endowment, whether restricted or not, shall be presented as gifts to the Friends Foundation and shall be received, invested and applied in accordance with the direction received from the donor or the donor's representative, and, in the absence of such, then in the discretion of the Friends Foundation Board.

All gifts are accepted with the understanding that the library and/or the Friends Foundation retain unconditional ownership, including the right to sell or otherwise liquidate any gift. This also includes, but is not limited to, the right to make final decisions on the use and disposition of any gift and to determine its condition of display, housing and access, and the right to change any restriction that is inappropriate or no longer applicable.

Neither the Library Board nor the Friends Foundation Board will attempt to appraise or assign a value to any gift, but will provide whatever information is required of a charitable organization under applicable provisions of the Internal Revenue Code.

Items (such as books, magazines and videos) donated to the library are addressed in the library's Collection Development Policy (chapter 3). Art works (such as paintings, sculpture, murals and engravings) are addressed in the library's Art Policy (chapter 5).

RECOGNITION

The knowledge that the library has benefitted from a gift should be shared with the community.

Donor recognition may include the naming of specific funds, programs, facilities, spaces and fixtures associated with the library. Donors who desire to remain anonymous will indicate this preference on their pledge forms or gift transfer documents.

The Library Board, in consultation with library staff, the Friends Foundation, and relevant design personnel, will be responsible for determining the manner in which donations and individuals are recognized. This includes signage, location of plaques, press releases, etc.

NAMING

Naming provides a unique opportunity for the library to honor the contributions that individuals, organizations and other entities have made. These contributions may be from exceptional giving and/or from efforts made on the library's behalf.

The naming of library facilities, property, collections and service areas is the responsibility of the Library Board. A library room, collection, amenity, service or activity may be named directly after a benefactor, or it may retain or be given a functional title following which the benefactor will be recorded as its sponsor.

NAMING OF LIBRARY PROPERTY AND SERVICES

A proposal for naming a part of the library will normally be considered when that individual, organization or entity:

- Has given extraordinarily distinguished service to the library that merits recognition;
- Is a major benefactor who contributes a minimum of 51% of the value of the designated part of the library to be named (as determined by the square footage costs of the specific area of interest, plus the cost of equipment and collections for that area).

Proposals for naming should be submitted to the Library Director and should contain specific information in support thereof. Any such proposal will be forwarded, along with the Library Director's recommendation, to the Library Board for further actions. All contract documents must be finalized before the library issues final approval for a naming opportunity.

In the event that the named property or service is significantly reduced or eliminated, the Library Board will select another activity of similar value and continue using the name.

NAMING OF ENDOWED FUNDS

Named Endowment Funds are intended to insure that important library activities can be sustained into the future.

These named funds will be established in perpetuity with the income used for the annual operation of the designated activity. The principal will remain intact.

The amount of funding necessary to establish a named endowment will be determined by the Friends Foundation as a part of its overall fund raising strategy. Those interested in establishing such a fund should contact the Library Director to discuss options.

Fifty-one percent of the minimum amount must be physically secured by the library before the Library Director recommends the establishment of the named Endowment Fund. The remainder must be pledged and received within five years.

In the event that the agreed upon amount is not achieved within five years, the Library Director may recommend to the Library Board that the named Endowment Fund be dissolved and the funds be commingled with other library gift monies.

DEFERRED GIFTS WITH NAMING RIGHTS

Establishing a legacy at the library provides an opportunity to have a lasting tribute to an extraordinary individual.

Deferred gifts are those gifts that are committed for library use in the present but are received by the library in the future. Naming rights may be negotiated and reserved for the donor, but naming will occur when the deferred gift has been received.

Deferred gift assets become available for investment by the library when a donor transfers cash or assets to the library and obtains, in exchange, a life income based on the value of donated assets. The forms in which gifts may currently be established include, but are not limited to:

- Charitable gift annuity (no trust)
- Charitable remainder unitrust

- Charitable remainder annuity trust; pooled income fund (pooled trust)
- Charitable lead trust

Each deferred gift plan will have a mutually signed agreement that specifies the type of plan, amount of the income payments, purpose and use of the deferred gift.

Persons interested in developing this type of gift are encouraged to contact the Library Director to discuss their options. Deferred Gifts will generally involve gifts to the endowment fund and shall be presented as gifts to the Friends Foundation. All plans for Deferred Gifts shall contain a written statement of intent with full details of the gift. The Library Director shall submit his/her recommendation to the Library Board and the Friends Foundation for final acceptance. Once a deferred gift has received formal acceptance by the Library Board and the Friends Foundation, the gift will be considered as irrevocable.

GENERAL NAMING GUIDELINES

To ensure the appropriateness of the honor, the library will adhere to the following guidelines to make decisions on the merits of each opportunity with regard to naming.

- Unless the Library Director determines otherwise, a name may be used only once.
- When a major building project is to be undertaken a naming plan may be proposed for various rooms, or parts of the building and its environs. Such a plan will require a recommendation from the Library Director as a part of consideration by the Library Board.
- All requests for naming shall be submitted to the Library Board in writing. The request shall contain justification compliant with the criteria and objectives outlined in this policy. The Library Board will review and research each submission on its individual merits.
- No publicity shall be given the recommendation for naming until it is approved by the Library Board.
- Upon approval of the naming by the Library Board, an appropriate dedication ceremony may be planned and conducted.

SPECIAL CONSIDERATIONS

- Any request to rename, add or remove a name within the library should include documentation pertaining to the original approval and subsequent name change proposal.
- In the event that the flow of funds agreed to constitute a naming opportunity ceases before the agreed time, the Library Director may recommend to the Library Board that the use of the benefactor's name be discontinued.
- In the event that donor names must be removed for new construction, or in the event the library is destroyed by natural disaster and is rebuilt to be used for its original purpose, recognition shall be replaced per the original agreement.
- In the event the building is drastically altered through construction, the Library Board shall reserve the right to add/alter gift recognition, including the naming of library property and services. Any donor plaques displaced as a result of this will be rededicated in an alternative location of similar value and importance.
- If an individual or organization, after which a room has been named, comes into disrepute at the library or in the community at large the Library Director may recommend to the Library Board that the use of the name be discontinued.

Note: The Friends Foundation adopted this policy on 8/25/09.

APPENDIX A: THE FREEDOM TO READ

The freedom to read is essential to our democracy. It is continually under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label "controversial" books, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on denial of the fundamental premise of democracy: that the ordinary citizen, by exercising his critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course, that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against a hostile deed, with suppression.

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

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

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

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

We therefore affirm these propositions:

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

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

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

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

A book should be judged as a book. No art or literature can flourish if it is to be measured by the private lives of its creators. No society of free people can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

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

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

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

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

6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of the publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.

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

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

A Joint Statement by: American Library Association
Association of American Publishers

Adopted by ALA Council, June 1953. Revised by ALA Council, January 25, 1972, January 16, 1991

APPENDIX B: LIBRARY BILL OF RIGHTS

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

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948

Amended February 2, 1961, June 27, 1967, and January 23, 1980 by the ALA Council

APPENDIX C: REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS
West Des Moines Public Library

Title: _____
Author: _____
Publisher: _____
Request initiated by: _____
Name: _____
Address: _____
City: _____
Telephone: _____
Library Card Number: _____

Complainant represents: Please check appropriate space
_____ Self Only
_____ Group (name: _____)
_____ Other (name: _____)

For Library Staff Date this form was received by the Library: _____

Please answer each question in the space below.

1. Have you read the Freedom To Read Statement and the Library Bill of Rights? (Copies are available.)
2. What do you find objectionable in this item? Be specific: cite pages, passages, scenes, photos, informational content, overall themes, etc.
3. Did you read (view, hear, etc.) the entire item? If only parts, what parts?
4. What do you think would result from exposure to this item?
5. Is there anything good about this item?
6. What age group would you recommend to use this item?
7. What do you believe is the central theme of this item?
8. Are you aware of the judgment of professional critics of this item?
9. What would you like the library to do with this item?
10. In place of this item, what would you recommend that would convey as valuable a picture of the subject?

APPENDIX D: STAFF GUIDELINES ON PATRON PRIVACY

1. Library staff members are expected to utilize personal judgment and good customer service skills to assist patrons as fully as possible without compromising patron privacy.
2. If the person who borrowed the materials is requesting the information, library staff can tell him or her what he or she has checked out, what is overdue, and what is on hold. Staff may make renewals, place holds, answer questions concerning fines and charges, and carry out other circulation functions as needed. Staff working in public areas should supply specific information on materials borrowed in a manner that will not be overheard or viewed by other patrons.
3. If the person is renewing materials borrowed by someone else, library staff can renew the materials if the person can supply his or her name, can provide the name or barcode of the borrower, and can describe the nature of the materials borrowed (e.g. the title, author, subject and/or barcode number). If the user is unable to supply this information, staff should request that the borrower contact the library.
4. If the person is requesting information concerning overdue items, fines and/or charges that are on another patron's card, staff should determine if the person is legally responsible for this patron. For example, parents and guardians are legally responsible for their minor children. Adults with limited mental faculties may also have people who are legally responsible for them. Teachers, baby-sitters, nannies and day-care providers are not legally responsible for the materials checked out to children in their care.
 - A. If the person is not legally responsible for the patron, the person should be politely notified that the information requested is protected by state law.
 - B. If the person is legally responsible for the patron and is able to describe the nature (e.g. the title, author, subject and/or barcode number) of the items borrowed, library staff can confirm the overdue status of those specific items.
 - C. If the person is legally responsible for a patron with materials overdue or fines and /or charges unpaid for over 30 days, library staff is authorized to provide information relevant to the recovery of those specific materials, fines and/or charges.
 - D. If the status of the individual seeking this information cannot be determined, library staff should offer to mail a report directly to the patron who borrowed the items.
5. The library encourages patrons to place items currently unavailable on hold. When these items become available, library staff will contact the patron and inform him or her that the item is being held for his or her use. If someone other than the patron accepts the call, library staff should not reveal the nature of the item being held. The library will allow materials on hold to be borrowed by a member of the immediate family as a convenience. Patrons can ask staff to restrict themselves from this convenience.
6. The library provides a book delivery service to individuals who are shut-ins with limited access to the facility. This service is handled by staff and by volunteers. The library expects the staff and volunteers involved to refrain from releasing any information about materials delivered to these individuals for their use.
7. The library provides reference and readers' advisory services to the public. Library staff are expected to keep private all requests for information and for materials.
8. The library offers programs for adults and children. Although these programs are public, the identity of individuals attending library programs is private.
9. If library staff suspects or becomes aware that specific individuals have utilized library resources for criminal purposes, the staff member should inform law enforcement officials and the lawful custodian of library records of the situation. Library staff should explain the circumstances to law enforcement officials, but should not reveal the patron's identity until a court order requesting that information has been received.
10. Any request not addressed by these guidelines should be politely referred to the Head of Circulation or to the Library Director.

Established by Ray Vignovich, Library Director

Note: these are administrative guidelines. This is not a Library Board policy.

APPENDIX E: PROCEDURE FOR SEX OFFENDERS

The State of Iowa has established a law that prevents certain sex offenders from using public libraries and other local entities where children are likely to be present. At this time, public libraries in Iowa are employing this law in many different ways. Some libraries have adopted policies, but our City Attorneys have advised us that we should focus on the law itself and not adopt a policy until we see a definite need for one.

Under this law, sex offenders are divided into Tiers, and those in specific Tiers may be prevented from using the library. It is important to understand that the law does not keep all registered sex offenders from using public libraries.

The law also says that those sex offenders who are prevented from being at the library may visit it if they have written permission from the library's administration. On this point, let me state clearly that any sex offender seeking such permission from the West Des Moines Public Library must obtain it from the Library Director, and only from the Library Director. If such permission is granted, it will be on library letterhead with the Library Director's signature on it. Furthermore, it may be limited to a certain date and time, and it may, for example, require the sex offender to be under the direct supervision of a law enforcement officer.

If library staff believes that a sex offender is using the library, a staff member should call the police and inform them of the situation. Library staff should not confront the individual directly. Library staff should not attempt to become familiar with all the sex offenders in the area by utilizing on-line registries, or to enter any information pertaining to sex offenders into the library's patron database. Mistakenly identifying and/or accusing someone could lead to serious problems.

If a patron approaches a library staff member and reports another library user as a sex offender, the staff member should ask the patron to contact the police department directly. If the person refuses to do so, the staff member should turn the matter over to the Library Director or to the most senior member of the staff present at that time who will relay the information obtained from the individual reporting the alleged sex offender to the police to be properly investigated.

Sex offenders that are prevented from being at the library or on its grounds are still eligible for library services. In this situation, a sex offender would need to be issued a library card through the mail, and would then be able to use the card to access the library's online resources and/or have someone borrow materials for him/her. The library will not provide individuals to deliver or pick up these materials.

Prior to the enactment of this law, these individuals could use public libraries just like any other patron. With this law our libraries may be safer places, but library employees should not take this for granted.

Reviewed by Library Board on November 17, 2009

Note: these are administrative guidelines. This is not a Library Board policy.

APPENDIX F: POLICY HISTORY

Individual Policies

Note: These policies were originally put into effect as separate documents.

- Chapter 1 Administrative Policies
 - Policy in effect June, 1986
 - By-Laws approved May 17, 1988
 - Policy reviewed March 16, 1994
 - Long-Range Plan approved June 21, 1994
- Chapter 2 Personnel Policies and Procedures
 - Policy approved August 20, 1991
 - Policy re-approved September 21, 1993
- Chapter 3 Collection Development Policy
 - Policy approved October 27, 1987
 - Policy re-approved April 23, 1991
 - Gift Trust policy approved June 23, 1992
 - Policy re-approved July 20, 1993
- Chapter 4 Purchasing Policies and Procedures
 - Policy approved November 27, 1990
 - Policy re-approved October 22, 1991
 - Policy re-approved September 15, 1992

Policy Manual (encompassing all above policies)

Note: Prior to this time, the libraries policies had not been combined into a single document.

All policies re-approved April 19, 1994

Adopted July 19, 1994

Holiday Schedule and Replacement Fee Schedule revised November 15, 1994.

Borrowing Policies #4 and #9; Loan Periods for reserve items; Art Print Policy removed; Personnel Policy III -
- revised June 20, 1995.

Adopted Art Policy (Chapter 5) April 16, 1996

Borrowing Policies #7 and #10 revised June 19, 1996.

Gift Policy revised July 16, 1996.

Limit on audiotapes borrowed revised October 16, 1996.

Fine limit and replacement of materials revised January 21, 1997.

Internet Policy adopted March 18, 1997.

Misc. Policy / Office Supplies, and Policy Manual review July 15, 1997.

Long-Range Plan approved November 18, 1997

Per Family circulating restrictions changed to per card October 1998

Video circulation increased to 3 days October 1998

Books on tape and compact disc renewals allowed March 1999

“Pamphlets” changed to “Vertical File” – March 1999

Guest cards allowed March 1999

Purchasing policy changed to indicate book ordering by Technical Services March 1999

Adopted Patron Conduct and Unattended Juvenile Polices (Chapter 6) March 1999

Miscellaneous Circulation policy changes June 2000

Limits on number of items borrowed and the annual schedule November 2000

Final review of Library Policy Manual – December 2000

Limits on periodicals extended, fine limit increased, charges revised and other miscellaneous circulation policy
revisions June 2001.

General Usage Policies, #3 and #4 revised to allow charging for computer printing August 2001.

Library Schedule approved for 2002 - November 2001.

Staff Guidelines on Patron Privacy reviewed with Board - October 2001 (Note: this is not a Board Policy.)

Policy on Patron Confidentiality adopted by Board - November 2001

Bulletin Board and Pamphlet Rack Policy - adopted by Board - January 2002

Review of Library Policy Manual initiated – January 2003

Library Plan reviewed – January 2003

Bylaws, Art Policy and Library Conduct Policies reviewed – March 2003

Freedom to Read and Library Bill of Rights reviewed – April 2003

Personnel Policy reviewed and revised – May 2003

Overdue fines, I.L.L postage & circulation limits on DVD's – June 2003

Small meeting room rules presented – not adopted as policy at this time – August 2003

Meeting Room and Miscellaneous policies revised, Bulletin Board and Pamphlet Rack policy reviewed,
Replacement Fee Schedules removed – August 2003

Reviewed Chapter 3: Collection Development Policy and Appendix C: Request for reconsideration form –
October 2003

Library Schedule for 2004 adopted – November 2003

Library Expenditures and Finance Policy replaced Library Purchasing Policy, and library plan concluded –
January 2004

Final Review of Library Policy Manual – January 2004

Friday Hours extended – June 2004

Library Schedule for 2005 adopted – November 2004

Video Circulation revised, limit on maximum number of reserves established – February 2005

Meeting time changed from 5:30 PM to 5:00 PM – July 2005

Library Schedule for 2006 adopted – October 2005

Library borrowing policies for overdue – October 2005

Meeting and Study Room procedures revised – January 2006

Circulation Polices reviewed and revised – December 2006

Public Use Of Meeting Rooms, Library Study Rooms, Miscellaneous Policies, Unattended Juveniles, and
Library Conduct Policies reviewed – January 2007.

Bulletin Board and Pamphlet Rack, Patron Confidentiality, and Staff Guidelines for Patron Privacy reviewed –
February 2007

Library Board Bylaws – revised (legal references updated, annual meeting as Friends Corporation included,
Hold Harmless and Insurance sections included), Collection Policy reviewed – March 2007

Personnel Policies and Procedures – reviewed April 2007

Expenditures and Finance Policy - reviewed and revised to current City Code – May 2007

Online resources added to Collection Development Policy - June 2007

Art Policy reviewed – August, September 2007

Art Policy revised – October 2007

Library Schedule for 2008 – approved – October 2007

Final Review of Policy Manual - October 2007

Public Use of Meeting Rooms and Library Study Room reviewed and revised to enable online reservations –
August 2008

Patron Confidentiality and Staff Guidelines reviewed – September 2008

Library Schedule for 2009 approved – November 2008

Patron Confidentiality (including Appendix D) reviewed and retained as written – December 2008

Personnel Policies and Procedures reviewed – January 2009

Patron Conduct and Unattended Juveniles Policies (Chapter 6) reviewed – February 2009

Freedom to Read Statement and Library Bill of Rights (Appendices A & B) reviewed – March 2009.

Gift Policy (Chapter 7) adopted – June 2009

Art Policy (Chapter 5) reviewed – July 2009

Expenditures and Finance Policy (Chapter 4) reviewed – September 2009

Bulletin Board and Pamphlet Rack Policy, Miscellaneous Policies reviewed – October 2009

Library Schedule for 2010 approved – October 2009

Procedure for Sex Offenders reviewed – November 2009

Library Board Bylaws reviewed – December 2009

Library Collection Policy rewritten and approved – April 2010

Library Circulation Policies reviewed – November 2010

Library Schedule for 2011 approved – November 2010

Final Review of Policy Manual – January 2011

Personnel Policies – June 2012

Public Use of Study Rooms revised – August 2012

Borrowing Policy approved – June 2013

Exhibit and Display Policy approved – October 2013

Donation Policy revised – October 2014
Loan Periods revised – April 2015
Patron Behavior Policy Revised—March 2016
Lost and Found Policy Adopted—August 2016
Photography Policy Adopted—December 2016
Study Room Policy Updated—December 2017
Programming Policy Adopted—March 2018
Personnel Policy Updated—March 2018
Lost and Found Policy Updated—May 2018
Unattended Children Policy Updated—May 2018
Group Library Card Policy Adopted—May 2018