



Comprehensive Review - April 19, 2022

West Des Moines Public Library

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West Des Moines, IA 50265

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## CHAPTER 1: ADMINISTRATIVE POLICIES

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

**Adopted by Board Action 4/19/2022**

#### 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.
- 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 Nominating Committee shall prepare a slate of nominees for office at the May meeting. This slate of nominees is 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

**Adopted by Board Action 4/19/2022**

The Library will:

1. Provide library materials and services for all ages, generally free of charge.
2. Place holds for selected materials, as requested.
3. Provide personal productivity technology, when possible, for those who meet age and other requirements.
4. Plan and present programs for entertainment, information and instruction.
5. Publicize materials and programs through brochures, newsletters and appropriate media coverage.
6. Provide access to materials not in our library collections, through cooperative arrangements with other libraries, networks and systems.

## BORROWING POLICIES

**Adopted by Board Action 4/19/2022**

1. Any resident of West Des Moines, contracting communities, 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 form of identification. 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 guest 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 guest patron will be restricted to a loan limit of five (5) items at any one time.
3. Library cards are issued for three (3) years. Renewals are for three (3) years and are free.
4. To check out library materials, patrons must present their library card, a valid photo ID or confirm registration information.
5. Each patron is held responsible for everything checked out on their card.
6. A library account is defined as being in "good standing" when the account or any custodial children/guardians' accounts have fines and fees of \$10.00 or less.
7. A limit of 10 magazine issues can be on loan to a patron. No more than 10 Fictional/Entertainment DVD items may be checked out per patron per visit.
8. 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.
9. Minor children ages 14 and older may obtain a library card if they have acceptable identification.
10. Library cards are issued with the expectation that the recipient will be financially responsible for all charges they incur. 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.
11. The West Des Moines Public Library will endeavor to safeguard the confidentiality of the library records of all users in keeping with the library's Patron Confidentiality Policy.

## GROUP LIBRARY CARDS

**Adopted by Board Action 4/19/2022**

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 (1) 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.

## TABLET COMPUTERS

### Adopted by Board Action 4/19/2022

1. West Des Moines Public Library cardholders and holders of group cards in good standing may borrow a tablet computer.
2. Only one (1) tablet per cardholder may be checked out at any given time.
3. In library use of tablets is same day only. These are checked out via the tablet hub stations for a two (2)-hour period and are due back to the same tablet hub station by library closing.
4. Home use of tablets, requires the cardholder be 18 years of age or older with an account active at least 30 days. The cardholder must present a photo ID and a valid WDM library card number to checkout a tablet for home use. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport which contain the cardholder's name and an identifiable photo.
5. The cardholder must have a current, working email address and/or current phone number on file in their library record in order to check out a tablet for home use.
6. Tablet loans for home use are available from the second floor Adult Services desk.
7. Home use tablet loan periods are for up to 14 calendar days and can be renewed up to twice if there are no current holds. Only two (2) renewals are allowed before the equipment must be returned for inspection by staff. Adult Services staff must approve renewals – via phone, email or in-person.
8. Tablets must be physically returned in person to the second floor Adult Services desk by their due date – they cannot be put in the book drop. 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 that the Borrower Agreement is signed and dated signifying a proper return.
9. Overdue fees will be charged for tablets 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.
10. Tablets 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.
11. If a tablet is not returned, the device will be deactivated, and the library will seek to recover it.
  - a. Within three (3) 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—seven (7) days past the due date if the tablet remains unreturned.
  - c. If a tablet is not returned within ten (10) 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 tablet is not returned within three (3) days of the date of the FINAL NOTICE, the library will begin efforts to recover the device. After 30 days, an unrecovered tablet 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.
12. The Tablet Borrowing Agreement must be completed with each checkout for home use, acknowledging financial responsibility for lost, stolen or damaged equipment.
13. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$720.00 for the tablet and/or accessories if lost, stolen or damaged while checked out. The library will not accept replacement tablets or accessories purchased by the customer. The minimum replacement cost of a tablet is \$600.00.



## INTERNET HOTSPOTS

### Adopted by Board Action 4/19/2022

1. Only residents of West Des Moines or contract communities who are library cardholders or holders of group cards in good standing and active at least 30 days may borrow a hotspot.
2. Only one (1) hotspot per cardholder may be checked out at any given time.
3. The cardholder must be 18 years of age or older to check out a hotspot.
4. The cardholder must present a photo ID and a valid WDM library card number to check out a hotspot. The ID can be a Driver's License, state ID, Military ID, Student ID and/or Passport which contain the cardholder's name and an identifiable photo.
5. The cardholder must have a current, working email address and/or current phone number on file in their library record in order to check out a hotspot.
6. Hotspots are available at the second floor Adult Services desk.
7. Hotspot loan periods are for up to 14 calendar days and can be renewed up to twice if there are no current holds. Only two (2) renewals are allowed before the equipment must be returned for inspection by staff. Adult Services staff must approve renewals – via phone, email or in-person.
8. Hotspots should be physically returned in person to the Adult Services desk by their due date. The cardholder should 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 that the Borrower Agreement is signed and dated signifying a proper return. Hotspot returns via the book drop are allowed, however hotspots returned in a book drop may be assessed charges for any damage.
9. Overdue fees will be charged for hotspots not returned by their due date in the amount of \$10.00 per day. Maximum fine is \$40.00. This maximum fine does not include any and all equipment replacement costs, which are billed separately.
10. If a hotspot is not returned by the due date, the library will deactivate it remotely and seek to recover it.
  - a. Within three (3) 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— seven (7) days past the due date if the hotspot remains unreturned.
  - c. If a hotspot is not returned within ten (10) 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 three (3) days of the date of the FINAL NOTICE, the library will begin efforts to recover the hotspot. After 30 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 \$230.00 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 \$150.00.

## EDUCATIONAL KITS

### Adopted by Board Action 4/19/2022

1. West Des Moines Public Library cardholders and holders of group cards in good standing may borrow educational kits.
2. Available kits MUST be requested at least 24 hours before they are picked up at the Accounts and Checkout desk.
3. Kits are not eligible for interlibrary loan.
4. The cardholder must have a current, working email address and/or a current phone number on file in their library record in order to check out a kit.
5. Kits are checked out for three (3) weeks and may be renewed twice for additional three-week periods unless a hold has been placed on the kit. Overdue fees will be charged for kits not returned by their due date in the amount of .50 per day. Maximum fine is \$5.00. This maximum overdue fine does not include any and all kit contents replacement costs, which are billed separately.
6. Kits, or any portion thereof, 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.
7. If a kit is not returned by the due date, the library will seek to recover it.
  - a. Within three (3) 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—seven (7) days past the due date if the kit remains unreturned.
  - c. If a kit is not returned within ten (10) days past the due date, the borrower's account will be charged the replacement fee of the kit and its contents 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 kit is not returned within three (3) days of the date of the FINAL NOTICE, the library will begin efforts to recover the kit. After 30 days, an unrecovered kit 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.
8. Patrons will be held responsible for all applicable replacement costs and processing fees, up to \$500.00 for the kit contents if lost, stolen or damaged while checked out. The library will not accept replacement contents or accessories purchased by the customer.

## LOAN PERIODS

### **Adopted by Board Action 4/19/2022**

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, DVDs, compact discs and educational kits are checked out for three (3) 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 three (3) weeks with no renewals.

Newspapers may only be used in the library.

Home use loans of tablets check out for 14 days and can be renewed twice, according to availability.

In library loans of tablets are due back by the end of business the same day as the loan was made. No holds are permitted on these devices.

Internet hotspots check out for 14 days and can be renewed twice, according to availability.

## HOLDS

### **Adopted by Board Action 4/19/2022**

Items on hold are held for seven (7) days, four (4) days for hotspots. 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

### **Adopted by Board Action 4/19/2022**

1. The library expects items borrowed to be returned in good condition on, or before, their due date. To ensure 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 in the item record. As an alternative, for materials other than electronic equipment or educational kits, patrons can provide a new or like-new replacement copy, to be approved by library staff.
3. Library borrowing privileges will be suspended if fines, damages, fees, or assessments for lost materials more than \$10.00 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 to receive consideration for an adjustment.
5. 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 DELINQUENT MATERIALS

### **Adopted by Board Action 4/19/2022**

The library will take action against patrons who have excessive unpaid fines and fees, and/or who have not returned items borrowed on their cards or on their minor-aged children's cards. The library asserts its right to pursue recovery through legal measures including Section 714.5 of the Code of Iowa. This may include:

1. Referring delinquent materials to the West Des Moines Police Department as stolen City property;
2. Referring delinquent materials and/or excessive fines and recovery fees to a collection agency;
3. Referring fines or fees owed for delinquent materials to the Iowa Department of Revenue.

## LATE AND DELINQUENT INTERLIBRARY LOAN MATERIALS

### Adopted by Board Action 4/19/2022

Materials borrowed through interlibrary loan or consortium borrowing come from libraries with varying fine schedules, and borrowers returning items past their due dates are subject to fines up to \$20.00 per item.

When interlibrary loan or consortium materials are lost, the replacement charge may be billed up to \$120.00 per items (a standard consortium fee) or the actual value of the material, which may exceed \$120.00.

## FEE SCHEDULE (SUBJECT TO CHANGE WITHOUT NOTICE)

### Adopted by Board Action 4/19/2022

Replacement library card	1.00
Overdue fine for DVD	.50 per item/per day, Maximum \$5.00
Overdue fine for print materials	.10 per item/per day, Maximum \$5.00
Overdue fine for educational kits	.50/day, Maximum \$5.00
Kit Bags/ Boxes	5.00
Recovery fee if sent to a collection agency	10.00 per account
Interlibrary Loan (borrowed from another library)	Costs vary
Insufficient Funds Fee for Returned Checks	25.00 (paid directly to City Offices)
Printing and Copy Fees	.20 per page for black ink only, .50 per page for color
Replacement bag (puzzles, etc.)	1.00
Educational Kit Replacement	per replacement cost listed in the item record
Equipment Fees:	
Hotspot replacement	150.00
Tablet replacement	600.00
Hotspot or Tablet Charging Cable	20.00
Hotspot or Tablet Power Block	20.00
Hotspot or Tablet Carry Case	15.00
Tablet Display Adaptor	20.00
Hard-sided (Otter Box style) Tablet Case	40.00
Tablet Returned in Book Drop	25.00

## LIBRARY PROGRAMS, PROGRAMMING AND OUTREACH

### **Adopted by Board Action 4/19/2022**

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.

At the discretion of the Director, speakers or authors at library sponsored programs may be allowed to sell books or other items related to their program for purchase by public attendees of the program.

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, senior living facilities, 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, except in the case of services to the disabled or homebound.

#### 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 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 above or 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 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)

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).

## SERVICE POLICY

### **Adopted by Board Action 4/19/2022**

The West Des Moines Public Library participates in the Open Access program administered by the State of Iowa. Through this program, residents of any community in the State of Iowa can get a library card at the West Des Moines Public Library and check out materials free of charge.

However, the West Des Moines Public Library's staff-rendered services—programming, readers' advisory, reference, etc.—are primarily intended for the residents and taxpayers of the City of West Des Moines and contract communities. In special circumstances and as time allows, West Des Moines Public Library staff may render services to the residents of other communities but will prioritize meeting the needs of West Des Moines residents and contract communities. West Des Moines Public Library staff may refer out-of-town residents to appropriate agencies in their own communities or other third parties that may more effectively help them.

## PUBLIC USE OF COMMUNITY ROOM

### Adopted by Board Action 4/19/2022

1. Reservations for non-library events held in the Community Room must be open public forums of a civic, cultural, educational or intellectual nature. No private events of a purely social nature (receptions, parties, showers, etc.) are allowed.
2. Organizations using the Community Room must have a non-commercial purpose and may be required to provide evidence of their official non-profit status. No admission fees can be charged. Events must not be commercial in nature, including transacting business or soliciting customers or clients.
3. The Library Regulations on Conduct (City of West Des Moines City Code 7-12-2) govern behavior in the Community Room. Users must comply with room capacity based on City fire code. Users not in compliance with library policies will be asked to leave and may be denied future use of meeting space. The library will not be responsible for theft or damage of equipment or material supplied by users. This includes personal items.
4. As open public forums, all events held in the Community Room are posted on the library's online calendar as public reservations with a notation that the program is not sponsored by or affiliated with the West Des Moines Public Library. Events in the Community Room must allow for public participation or adhere to Iowa Open Meetings laws. Organizations may ask the library to post a flier on the community bulletin board if the meeting falls under our Exhibits and Displays Policy.

5. Community Room description:

Community Room	This room has a maximum capacity of 70 people.
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6. Booking requests must be made by an adult who is 18 years or older and who will ensure adult supervision is provided. The contact person listed on the booking request assumes full responsibility for damage to library property in their custody.
7. The Community Room may be used only during regularly scheduled hours of library service. The booking must include the time required to set up and return the room to proper order. The kitchenette 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.
8. Community Room booking requests will be considered in a "first come, first served" manner up to 90 days in advance. A maximum of three (3) events can be scheduled to occur from the current date forward 90 days. Use of the Community Room on a standing or continuing basis is not allowed. Community Room booking requests require approval by staff – requests are typically reviewed within 2 business days. Cancellations should be made promptly so other meetings may be scheduled.
9. If library audio-visual equipment and materials are to be used, arrangements should be made at the time the room is booked. Users of the room are expected to ensure that all equipment functions as expected and according to their needs in advance of their scheduled booking. Library employees are not always available to assist users with utilizing the library's equipment, and library employees are not authorized to attempt support on equipment belonging to the users.
10. Users will check in at the Accounts and Checkout desk for access to the Community Room key and equipment.

Permission to use the Community Room does not imply that the Library Board of Trustees, the library staff or the City of West Des Moines supports the opinions and/or views of the users.

## PUBLIC USE OF QUIET STUDY AND MEETING ROOMS

### Adopted by Board Action 4/19/2022

1. Quiet Study and Meeting Rooms and the electronic equipment provided within, are available for individual and group study, employee work groups, other work-related, organizational or personal meetings as well as paid tutoring. They may not be used for commercial purposes, including transacting business or soliciting customers or clients, nor for private events of a purely social nature (receptions, parties, showers, etc.).
2. The Library Regulations on Conduct (City of West Des Moines City Code 7-12-2) govern behavior in Quiet Study and Meeting Rooms. Users not in compliance with library policies will be asked to leave and may be denied future use of meeting space. The library will not be responsible for theft or damage of equipment or material supplied by users. This includes personal items.
3. The library does not publish any Quiet Study or Meeting Room reservation on the public calendar. Organizations may ask the library to post a flier on the community bulletin board if the meeting falls under our Exhibits and Displays Policy.

#### 4. Study room descriptions:

Study Rooms A and B	Quiet Study Rooms with a maximum capacity of two (2) people.
Study Rooms D, E, and F	Quiet Study Rooms with a maximum capacity of four (4) people.
Study Room G	Quiet Study Room with a maximum capacity of five (5) people.
Study Room C	Meeting Room with a maximum capacity of eight (8) people.
Southwoods Room	Meeting Room with a maximum capacity of ten (10) people.
Millie Knee Classroom	Meeting Room with a maximum capacity of twenty people.

5. Quiet Study and Meeting Room reservations for 2 or more people must be made by an adult who is 18 years or older. The contact person listed on the reservation assumes full responsibility for damage to library property in their custody.
6. Reservations for rooms B, C, E, F, G and Southwoods Room may be made up to 90 days in advance, with a maximum of 13 reservations from the current date forward 90 days.
7. Reservation requests for Millie Knee Classroom may be made up to 90 days in advance, with a maximum of three (3) reservations from the current date forward 90 days. Reservation requests for Millie Knee Classroom require approval by staff – requests are typically reviewed within 2 business days.
8. Online reservations must be made 12 hours in advance, for those rooms that allow online pre-reservation. Same day and walk-in bookings for rooms A-G, Southwoods Room, and Millie Knee Classroom must be made with Adult Services desk staff.
9. Cancellations should be made promptly so other meetings may be scheduled.
10. There is a 4-hour time limit for study room use in rooms A-G and Southwoods Room; there is a 6-hour time limit for Millie Knee Classroom. Users may check with Adult Services staff at the end of their time limit to see if their time may be extended. There is no guarantee the time may be extended.
11. Quiet Study and Meeting Rooms will be locked at all times. Users will check in at the Adult Services desk for access to study rooms A-G, Southwoods Room and Millie Knee Classroom. 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 room key is returned. Single users may use a larger room during times the room is not reserved or already in use, at staff discretion. Smaller groups may be asked to move into smaller rooms to allow a larger group to use one of the larger rooms at discretion of library staff.
12. The reservation will be cancelled and made available for others if the person/group does not check in within 15 minutes of the reservation start time.
13. Covered drinks and pre-packaged/wrapped snacks for individual consumption are allowed in Quiet Study and Meeting Rooms. Hot food or fast-food takeout meals are only allowed in Millie Knee Classroom and the Library Living Room.



## PUBLIC USE OF TEEN STUDY ROOMS

### Adopted by Board Action 4/19/2022

1. Teen Study Rooms and the electronic equipment provided within, are available for use by teen patrons for individual and group study and paid tutoring.
2. The Library Regulations on Conduct (City of West Des Moines City Code 7-12-2) govern behavior in Teen Study Rooms. Users not in compliance with library policies will be asked to leave and may be denied future use of meeting space. The library will not be responsible for theft or damage of equipment or material supplied by users. This includes personal items.
3. The library does not publish any Teen Study Room reservation on the public calendar. Organizations may ask the library to post a flier on the community bulletin board if the meeting falls under our posting guidelines.
4. Study room descriptions:

Teen Study Rooms 1, 2, and 3	These rooms have a maximum capacity of four (4) people.
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5. Reservations for Teen Study Rooms are on a same-day, walk-in basis at the discretion of Teen Center staff. Users of Teen Study Rooms will check in at the Teen Center desk.
6. There is a 4-hour time limit for Teen Study Rooms. Users may check with Teen Center staff at the end of their time limit to see if their time may be extended. There is no guarantee the time may be extended.
7. Covered drinks and pre-packaged/wrapped snacks for individual consumption are allowed in Teen Study Rooms. No hot food or fast-food takeout meals are allowed in Teen Study Rooms but may be consumed in the Library Living Room.

## EXHIBITS AND DISPLAYS

### **Adopted by Board Action 4/19/2022**

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, bulletin boards and pamphlet racks 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.

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 Library 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.

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.)

### DISPLAY CABINET

Groups, organizations and individuals may request to use the display cabinets subject to review by staff and administration. Those leaving materials for display will complete and sign a Display Case Consideration and Waiver Form 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.

### BULLETIN BOARD AND PAMPHLET RACKS

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 Library Board of Trustees or by the City of West Des Moines.

Groups, organizations and individuals may request to have items displayed in the lobby pamphlet racks or on the Community bulletin board located in the Library Living Room subject to review by staff and administration. Those leaving materials will complete and sign a Display Materials Consideration Form.

## LIBRARY HOLIDAY CLOSINGS

**Adopted by Board Action 4/19/2022**

The holiday schedule for the following year is presented annually for consideration and approval of the Library Board of Trustees, no later than the November board meeting. For a detailed listing of the current year's holiday closings, please refer to the library's website.

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.

NEW YEAR'S DAY:	CLOSED
MARTIN LUTHER KING'S BIRTHDAY:	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—CLOSED SUNDAYS BETWEEN MEMORIAL DAY AND LABOR DAY

JULY 4th:	CLOSED
LABOR DAY:	CLOSED

REGULAR SCHEDULE BEGINS WITH LABOR DAY—OPEN SUNDAYS BETWEEN LABOR DAY AND MEMORIAL DAY

DAY BEFORE THANKSGIVING	CLOSED AT 5PM
THANKSGIVING:	CLOSED
FRIDAY AFTER THANKSGIVING:	CLOSED
CHRISTMAS EVE:	CLOSED
CHRISTMAS DAY:	CLOSED
NEW YEAR'S EVE:	CLOSE AT NOON

## HOURS OF SERVICE

**Adopted by Board Action 4/19/2022**

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

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

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

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

## NO SMOKING OR OTHER TOBACCO USE ALLOWED

**Adopted by Board Action 4/19/2022**

Smoking, vaping and the use of smokeless tobacco are not permitted inside the library or on library grounds, in accordance with Iowa Code Chapter 142D and West Des Moines City Code 7-12-2.

## LOST AND FOUND

### **Adopted by Board Action 4/19/2022**

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.

## PATRON CONFIDENTIALITY

**Adopted by Board Action 4/19/2022**

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 to identify patterns of irresponsible library use and to reimburse patrons for items that were lost and subsequently found. Histories are not 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 Collection Services who may release the information requested by the court order with the permission of an officer of the Library Board of Trustees (President, Vice-President or Secretary).
5. State of Iowa Code Chapter 22 on Examination of Public Records informs the library's policy on confidentiality.

### 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. Every effort will be made to protect patron confidentiality in electronic, phone and in person communications.
2. If the person who borrowed the materials is requesting the information, library staff can tell them what they have 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.
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 special needs may also have people who are legally responsible for them. Teachers, baby-sitters, nannies, day-care providers and other non-legal guardians 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 will be 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 or email 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 homebound 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 referred to the Head of Circulation or to the Library Director.

## LIBRARY PHOTOGRAPHY

### **Adopted by Board Action 4/19/2022**

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.

## SURVEILLANCE CAMERA & COLLECTED VIDEO FOOTAGE

### **Adopted by Board Action 4/19/2022**

1. Areas of the West Des Moines Public Library building and offsite property are under constant video camera surveillance. Images may be collected that allow an individual to be identified. The use of video surveillance is for the purposes of controlling theft, ensuring the safety of library users and staff, and facilitating the identification of individuals who behave in a disruptive, unsafe or violent manner, cause damage to library property or otherwise act in conflict with the library's Conduct Policy.
2. Information obtained through video monitoring will chiefly be used for security and law enforcement purposes. The library director may authorize the review or release of video monitoring recordings for other legitimate purposes, however, including the protection of the library and the City of West Des Moines from lawsuits.

3. Only the director or his/her designee will have access to archived video material in pursuit of incidents of criminal activity or violation of the library's Conduct Policy.
4. The West Des Moines Public Library will not release video footage to an outside party for any reason other than to enhance criminal justice efforts unless under dictum of a binding court document, which the library will submit to the City Attorney for review prior to releasing video data.
5. In keeping with the library's Patron Confidentiality Policy the library will make every effort to protect the confidentiality of library patrons in the event that footage must be shared, up to and including releasing only still frames of footage if possible and obscuring the facial and bodily features of individuals not under suspicion or investigation.
6. The West Des Moines Public Library may use surveillance camera footage for non-security purposes, including space usage and foot traffic studies of library buildings and facilities, but will make every effort necessary to guarantee the privacy of recorded patrons is respected, up to and including obscuring recognizable patron facial and bodily features.

## PATRON COMPLAINTS

### **Adopted by Board Action 4/19/2022**

The Library Board of Trustees and Staff of the West Des Moines Public Library are committed to providing quality service to our patrons. In the event a patron believes our service has fallen short of expected standards or established policies, the patron should first respectfully discuss the complaint and seek resolution with the staff member on duty at the department desk or service area in which the complaint arose. If the matter cannot be resolved through informal discussion, the following procedures will apply:

#### Step 1

The patron should fill out a Library Patron Complaint Form and request a meeting with the appropriate department head to discuss the matter. If, after discussion at that level, there is a mutually satisfactory resolution, the resolution will be implemented and recorded on the Complaint Form. If no resolution is found, the patron's complaint and the department head's response will be forwarded in writing to the Library Director for review. The Library Director will then schedule a meeting with the patron.

#### Step 2

At the scheduled review meeting, the Library Director and patron will work toward a resolution of the original complaint. If both parties have come to a resolution, the resolution will be implemented and recorded on the Complaint Form. If, after meeting with the Library Director, no resolution is found, the written complaint and the Library Director's response will be forwarded to the Library Board of Trustees for consideration on the agenda of their next meeting, to which the patron will be invited.

#### Step 3

At the next agreed upon board meeting, time will be set aside to hear the complaint either during the Public Comment period at the beginning of the meeting or, if the complaint involves Library personnel, during a Closed Session in accordance with Iowa Open Meetings Law. The Board will seek to make a decision at that meeting but may table further discussion to the next regular meeting at which time a decision will be reached. In either case, The Library Board of Trustee's response will be submitted to the patron in writing on West Des Moines Public Library letterhead. The Library Board of Trustee's decision will be final.

## CHAPTER 2: PERSONNEL POLICIES

Adopted by Board Action 4/19/2022

### USE OF CITY OF WEST DES MOINES EMPLOYEE HANDBOOK

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

### PROGRESSIVE DISCIPLINE (Section 3.7)

Any disciplinary action resulting in suspension, paid or unpaid, is at the sole discretion of the Library Director, pending review by the Library Board of Trustees.

### APPROPRIATE ATTIRE (Section 3.14)

As representatives of the West Des Moines Public Library and City of West Des Moines, library staff are expected to always err on the side of neat and professional appearance. However, due to the public-facing and often physically active nature of library work, library employees can take a somewhat more relaxed approach to dress code than some employees of the City. Library staff should adhere to the City's Appropriate Attire guidelines in the City's Employee Handbook between Labor Day and Memorial Day unless taking part in a special project. (NOTE: The asterisk denotes clothing options supervisors and administrators should always avoid unless taking part in a special project or activity.)

Some Variations Allowed for library Staff Include:

1. Shorts\* (allowed between Memorial Day and Labor Day)
  - a. Shorts must be of sufficient length that, when the wearer is standing and the waistband is at the navel, the hem is no higher than one hand's width above the upper edge of the knee cap.
  - b. Shorts should have a clean and pressed appearance.
  - c. Shorts should be hemmed and cut-offs should not be worn; blue jean or denim shorts should not be worn.
  - d. Shorts, being casual by nature, should be paired with both closed-toe shoes and button-down or polo shirts to avoid an overly lax appearance.
2. T-Shirts
  - a. Staff may wear T-shirts reflecting their team loyalties (if any) with neat, unfaded, untorn jeans on all Fridays of the year. Employees who are students may wear t-shirts reflecting the school/university they attend.
  - b. Except for "relaxed casual"/Team Fridays, T-shirts worn to work at the library should be solid-colored or tastefully patterned, without slogans, sayings or advertisements unless those slogans, sayings or advertisements are related to libraries, reading, literacy, or a program happening at the library (including the summer reading program). Example: wearing a tie-dyed t-shirt to work to advertise for a teen tie-dying program is acceptable. Likewise wearing a "Dr. Who" shirt for a Dr. Who party, "Harry Potter" shirt for Harry Potter Day, etc.
  - c. If a t-shirt of the sort described above is worn to work on a non-Friday, it should not be worn with shorts.
  - d. Tank tops are not acceptable attire for work unless covered by a shirt, blazer or other cover up; staff is expected to avoid excessive décolletage.



3. Open-Toed Shoes and Sandals

Staff should consider the hazards of the library environment when choosing footwear. While open-toed shoes and sandals are allowed, they should not be worn with shorts.

4. Skirts

A skirt's hem should hang no higher than one hand length above the knee when standing at rest.

5. Denim Pants and Jeans

Tidy, unfaded blue jeans and denim pants of any color can be considered business casual-acceptable for library staff. Torn or ripped jeans are not acceptable workplace attire for the library.

6. Miscellaneous

In any question of length, appearance, etc., the other specific points of this policy should be observed.

### PAY FOR ADDITIONAL TIME WORKED (Section 5.3)

Call back pay applies when staff are scheduled to work on City-recognized holidays or on holiday-adjacent days that the library is closed to the public (2 hour minimum at time and one half).

All hourly staff working on Sundays are paid at time and one half. Full-time, hourly staff may choose to take any Overtime as Comp Time. In lieu of overtime or comp time, hourly staff may be able to work with their supervisor to take time off within the same pay period to compensate for working a weekend day. Salaried staff will take an appropriate number of hours off during their normal work week in compensation for time worked on weekends or for extra hours worked during the work week.

### WORK BREAKS (Section 5.10)

Employees scheduled to work three, but less than five hours will be entitled to one 15-minute break. Employees scheduled to work five, but less than six hours will be entitled to one 30-minute break. Employees scheduled to work six hours or more will be entitled to one break period of 30 minutes and two 15-minute breaks. Supervisors have the responsibility and discretion for determining when and where their employees take breaks. Employees who take breaks on City-School campus are on call during break and are therefore paid. Breaks taken off City-School Campus are not paid.

### INCLEMENT WEATHER / EMERGENCY CLOSING (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.

## CHAPTER 3: COLLECTION DEVELOPMENT POLICY

**Adopted by Board Action 4/19/2022**

### *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.

### *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 and balance of viewpoint
- Availability of the same or similar materials in the local area
- Intended audience
- Price

The library collection taken as a whole will be an unbiased and diverse source of information, representing as many viewpoints as possible. Subjects will be covered in sufficient depth and breadth to meet anticipated and expressed individual and community needs.

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 or images 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 (Appendix A), and the American Library Association's "Library Bill of Rights" (Appendix 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.

### *JUVENILE BOOKS*

To encourage life-long reading habits, the children's collection provides materials in a variety of formats to satisfy and stimulate the informational, educational, cultural, and recreational needs of the children of the West Des Moines Public Library from infancy through grade six. The materials are selected regarding the stages of emotional and intellectual maturity of children. The collection also provides adults with materials that relate to the well-being of children, enrich preschool and school curriculums, and aid in the study of children's literature. Juvenile materials are presented in a variety of different formats:

- Board Books are developed in a sturdy format to meet the needs of infants and toddlers

- Picture books are intended for all ages, particularly for those aged 3 to 8, to foster an enjoyment and appreciation of reading
- Easy Readers serve the needs and interests of beginning readers and are categorized based on word count and vocabulary
- Juvenile Books – Fiction and Nonfiction - are intended to serve children from third grade through sixth grade and are selected based on reading and comprehension level, illustrations, accuracy, type, and format.

#### *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 interest and encourage young 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.

#### *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 strong language or frank detail in accomplishing their purpose.

#### *NONFICTION – GENERAL*

The library aims to acquire materials which provide a core of basic knowledge. In addition, the library selects, makes accessible, and promotes the use of materials which:

- address contemporary issues
- provide self-help information
- facilitate continuing education
- enhance job-related knowledge and skills
- increase knowledge of affairs of the community, the country, and the world
- support business, cultural, recreational and civic interests in the community
- present different viewpoints on issues
- nourish intellectual, aesthetic, creative and spiritual growth

#### *FOREIGN LANGUAGE MATERIALS*

Foreign language collections will be considered when community needs are evident. Selection of foreign language materials will be overseen by library staff who have a working knowledge of the language(s) being collected, and/or in conjunction and cooperation with community partners and/or vendors who are fluent in the language. The library will endeavor to develop foreign language collections in relation to apparent public interest, community population size/need and materials availability. The library provides bilingual dictionaries and instructional materials on major languages.

#### *PERIODICALS*

The library's newspaper and magazine collection, both print and electronic, provides current information aimed at meeting the research and recreational reading needs of the community. The collection also contains periodicals that serve the professional reading and material review needs of the library staff. Periodicals supplement the book collection by providing up-to-date information, covering current topics not yet available in books, and presenting a less in-depth treatment of a subject than is usually found in books.

#### *NON-PRINT – REALIA*

The library collects puppets, games, toys, and other materials for circulation or in home use, 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 – EDUCATIONAL KITS*

Educational kits can include books, DVDs, music CDs, educational games and toys, and STEM (Science, Technology, Engineering, and Mathematics) activities designed to educate children on various subjects. Educational Kits are

secured in durable containers that allow for easy transportation to educational settings. Guidelines for selection include storage capability, lasting value of contents, and popular interest.

#### *NON-PRINT – MEDIA*

The library purchases a diversified collection of visual and sound media. This collection consists mainly of informational, how-to, and popular entertainment titles for all ages. Most movie titles purchased are box office hits and most music titles purchased are for the Juvenile collection. Most of the titles purchased do not include public performance rights. Videos produced specifically for instructional use in the classroom are not purchased. Visual and sound media review and selection decisions are based primarily on the same criteria used for print purchases. The library normally does not purchase edited versions of recordings and movies. Additionally, the library purchases visual and sound media in the predominant format.

#### *NON-PRINT – SOUND RECORDINGS / SPOKEN WORD*

The library selects, acquires and maintains a diversified collection of sound recordings. Review and selection decisions are based on the same criteria used for print purchases. The library tries, when possible, to buy unabridged versions of sound recordings for Adult, Youth, and Juvenile collections.

#### *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*

The library acquires access to some materials in digitized formats. These formats include databases and downloadable or streaming text, audio or print resources. These resources will be acquired to complement or enhance the library materials that have historically been provided in physical formats. Acquisition may be by licensing, rather than outright purchase.

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

- patron demand, including preferred formats
- available format(s), with a preference for fully online (no local storage) resources
- value
- accessibility, including digital rights management
- ease of use
- availability of equivalent resources
- accuracy, authority and uniqueness of content
- frequency of updates
- training requirements for any new formats for staff and patrons

#### *NEW FORMS OF MEDIA*

From time to time new forms of media are introduced into the marketplace. New media formats are studied carefully to assess their suitability for public library use, and sufficient time is often needed to properly determine

whether they will receive lasting and wide-spread public acceptance before collections of such new forms of media are added to the library. Among the criteria used to evaluate the appropriateness of any new media are:

- Market penetration of the media format compared to existing and competing media formats
- Expense of any required playback equipment
- Complexity of use
- Cost per use
- Copyright and digital rights management licenses

#### *SELF-PUBLISHED WORKS*

The library enthusiastically embraces the reading and written literacy and creative endeavors of its patrons; however, self-published creative works and vanity press publications (i.e., works designed, created, published, and paid for by the creator) are considered for acquisition only if they meet the General Principles For Selection and are favorably reviewed by recognized review sources. To have a self-published work considered for selection, please fill out a Self-Published Works Consideration Form.

#### *LABELING AND RESTRICTED SHELVES*

Library materials are not marked or identified to indicate approval or disapproval of their content or suitability for any specialized audience demographic. 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 of Library Materials 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 of Trustees for further consideration. Challenged materials will not be removed from the public shelves while awaiting resolution of a request for reconsideration.

#### *THEFT AND MUTILATION*

The library will make a reasonable attempt to replace stolen or mutilated items which are necessary for maintaining a well-rounded collection. (Please see the section of this policy titled "Borrowing Policies" for more on how the library will attempt to recover delinquent materials.)

#### *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.

#### *BOOK SALE*

Pursuant to Iowa State Code 256.51, the Library Board of Trustees of the West Des Moines Public Library designates the West Des Moines Public Library Friends Foundation, a 509(a)(3) supporting organization founded and maintained for the exclusive benefit of the West Des Moines Public Library, as the agency empowered to sell on a consignment basis any and all physical items owned by or donated to the library after such time as library staff, in due keeping with the library's collection development policy, has determined that the items are unneeded, obsolete, worn out, no longer needed or no longer appropriate to the mission of the public library.

Proceeds from the sale of discarded library materials may be remitted directly to the West Des Moines Public Library and may be used by the West Des Moines Public Library for the purchase of books and other library materials or equipment, or for the provision of library services.

The West Des Moines Public Library Friends Foundation may deposit proceeds from the sale of discarded library materials into funds, interest bearing accounts, charity investments or endowments for the purpose of growing the investment to better support the library. Reports on these investments will be made available at regular meetings of the West Des Moines Public Library Friends Foundation or upon request made to officers of same.

#### *ITEMS DONATED TO THE LIBRARY*

#### **Adopted by Board Action 9/16/2014**

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 Accounts and Checkout desk in a limited quantity as noted 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 Friends Foundation 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.

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.

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").

The library reserves the right to reject any donation outright.

## CHAPTER 4: EXPENDITURES AND FINANCE POLICY

**Adopted by Board Action 4/19/2022**

### *GUIDELINES*

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.

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 of Trustees has exclusive and final authority and control over the expenditure of all funds available to the library. (For legal authorization, City of West Des Moines City Code 2-6-5). The Library Board of Trustees 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 State Library of Iowa and contract communities.

The Library Board of Trustees 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. 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.

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 shall review all purchases over \$1,000 before orders are placed. The Library Director monitors general purchase trends through the review and approval of invoices 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 ensure that all relevant concerns are addressed. Staff will, in every case, seek to be efficient when ordering or purchasing. In all cases, payment must be made after receipt of an original invoice.

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 \$50.00 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.

C. 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.

D. 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.

E. 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.

F. 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 of Trustees 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 of Trustees 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 of Iowa are deposited into a trust account. Additional sources of revenue can be deposited into



the trust accounts with the consent of the Library Board of Trustees and, if necessary, the City of West Des Moines. The Library Board of Trustees 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 of Trustees 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 of Trustees President to seek approval. The Library Director will report to the Board on the project at the subsequent Library Board of Trustees meeting.

D. DONATIONS WITH SPECIFIC REQUESTS

Contributions made to trust accounts for the acquisition of library materials conforming to the Collection Development Policy may be acted upon by library staff. Appropriate recognition may be added according to the donor's specifications.

*SOLICITATIONS OF DONATIONS AND ORGANIZED FUND RAISING*

The Library Board of Trustees 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 of Trustees 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

### Adopted by Board Action 4/19/2022

#### 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 Library 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 City of West Des Moines City Code 2-6 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 Library 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 Library Board of Trustees, Friends Foundation, and the Director of the library.
  - (6) Present all pertinent information regarding proposed gifts and purchases to the Library 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 Library Board of Trustees.
- F. The Library Board of Trustees retains the right to accept or refuse any donation.

- G. 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 Library 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 Library 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 Library 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 on the section of the library's website 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 will make 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 Library Board of Trustees and the Library Director. The President and Director also acknowledge, by letter, all gifts and bequests.
- D. When deemed appropriate, the Library Board of Trustees shall direct the staff to attain appraisals of works that have been acquired.

## CHAPTER 6: LIBRARY CONDUCT POLICY

Adopted by Board Action 5/17/2022

### GUIDELINES

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. Please note: Adult patrons in the children's or teen areas who are not retrieving children's or teen materials nor are caregivers for a child or teen may be asked to relocate to other areas of the library.

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. Bullying is defined as the unwanted, aggressive use of physical, social or mental/intellectual power to control, harm or humiliate another person in a repetitive or pervasive manner. 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 of Trustees, pursuant to authority granted in City of West Des Moines City Code 2-6, 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 unless the Library Board of Trustees has approved of an event or function at the library where alcoholic beverages will be provided. The consumption or possession of alcoholic beverages shall be limited to that provided to those in attendance at the approved library event or function, and shall be confined to a designated area within the library during the event or function.
10. Deface or destroy library property.
11. Relocate or rearrange furniture beyond repositioning existing seating around tables.
12. Eat or drink (unless eating or drinking is specifically allowed in an area or at a particular activity).
13. Use tobacco or smoke in the library, including the use of electronic cigarettes or vaping devices.
14. Sleep in the library or exhibit the appearance of sleep.
15. Remain in the library after regular closing hours.
16. 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.
17. Be in any state of inappropriate undress.
18. Bring animals into the library with the exception of service animals or service-animals-in-training as defined by Title II and Title III of The Americans with Disabilities Act and/or Iowa Code 216C.1A.
19. Use sports equipment, skates or a skateboard in the library.
20. Campaign, leaflet, petition, interview or survey patrons or staff in a manner that is disruptive to library activities.
21. Willfully expose patrons and staff to offensive images or language.
22. Engage in sexual activity of any kind, including inappropriate displays of romantic affection.
23. Bring luggage, bedrolls or large bags into the library.
24. 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.

25. 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 the library facility and grounds. Should they refuse to leave, library staff will contact the 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 suspension of library privileges. For minors, a suspension of privileges will be accompanied by an attempt—by phone, email, or mail—to notify a parent or guardian. At the discretion of the Library Director or Head of Youth Services, an attempt may be made to contact the student and/or their caregiver via West Des Moines Community Schools.

### *MINOR VIOLATIONS*

Minor Violations are typically handled by library staff.

1st Offense = Warning/Leave building - suspension of library privileges for the current day

2nd Offense = 7-day suspension of library privileges and signed behavior agreement upon return

3rd Offense = 14-day suspension of library privileges and signed behavior agreement upon return

4th Offense = 30-day suspension of library privileges and signed behavior agreement upon return

Examples of Minor Violations:

- Creating unreasonable noise or engaging in disorderly, loud, or boisterous behavior, using personal electronic equipment at a volume that disturbs others, or otherwise engaging in behavior that interferes with the rights of individuals to use library materials and services.
- Swearing or using foul or offensive language.
- Being in any state of inappropriate undress (examples: no shoes, no shirt, wearing a swimsuit without any additional covering).
- Bring animals into the library with the exception of service animals or service-animals-in-training as defined by Title II and Title III of The Americans with Disabilities Act and/or Iowa Code 216C.1A.
- Refusing to follow reasonable directives or instructions from library staff.
- Disruptive behavior including but not limited to: running, pushing, throwing things, play fighting, using furniture in ways other than intended.
- Inappropriate displays of affection.
- Intentionally entering non-public or locked areas unless accompanied by a staff member or with prior authorization.
- Entering or remaining on library premises after having been notified by library staff not to do so or when library privileges have been suspended. (Suspension periods shown will be added to a current suspension where applicable.)
- Accumulation of violations will be measured on a 30-day rolling basis.

### *MAJOR VIOLATIONS*

Major violations are typically handled by the Director and, if warranted, local law enforcement.

Examples of Major Violations:

- Possessing, selling, distributing, or consuming any alcoholic beverage, controlled substance, or tobacco product on library grounds (including electronic cigarettes or vaping devices).
- Fighting with or physically assaulting staff or other patrons.
- Improper use or destruction of property including but not limited to:
  - Vandalism or destruction of library materials or facilities or the personal property of library patrons or staff
  - Maliciously altering, deleting, damaging, or destroying any computer, peripheral, network, computer program, or data.
- Accumulation of violations will be measured on a 12-month rolling basis.

## *APPEAL PROCEDURE*

Any patron whose library privileges are suspended for more than one day can appeal the suspension by:

1. Contacting the Library Director or other Library Administrator, in writing (via email or letter). The Library Director or designee will consult with staff, review the Incident Report and related documentation, and any written information provided by the patron. The patron may also schedule an appointment with the Library Director or designee to discuss the decision to suspend library privileges. After reviewing information and/or meeting with the patron, the suspension period may be terminated or shortened, or the suspension may remain in place. Library Administration may also require the patron to sign a Behavior Agreement before library privileges are reinstated. The patron will be informed of the Library Administration decision in the most expedient fashion—via telephone call, email, or mailed letter.
2. The patron may appeal the determination of the Library Administration to the Library Board of Trustees via a written notice of appeal within 10 days after receipt of the Library Administration determination. The notice of appeal shall be filed with both the Library Director and the Library Board of Trustees President. The Library Board of Trustees will hold a hearing to discuss the suspension at their next regularly scheduled meeting. A parent or guardian must accompany a minor (under the age of 18) to the hearing.
3. The Library Board of Trustees will hear the appeal and will vote to uphold or dismiss the suspension. Library Administration will notify the patron by letter of the decision of the Library Board of Trustees. The suspension will remain in effect until the Board's decision. The Library Board of Trustees' decision will be final.

## *UNATTENDED CHILDREN AND VULNERABLE ADULTS*

### **Adopted by Board Action 4/19/2022**

The Library Board of Trustees, Library Administration and staff are concerned for the safety and welfare of children and vulnerable adults who use the library unattended by a parent, guardian or caregiver. Library staff cannot provide babysitting, supervision, or childcare service for library patrons. Library staff cannot assume responsibility for unattended young people who are on library grounds after hours, nor can library staff extend open hours or remain in the building after hours with library patrons of any age. Staff members have no authorization to assume a guardian's role in these cases or to transport or assume custody of young library patrons.

It is the responsibility of parents, guardians and caregivers to:

- Stay at the library and provide direct, continuous supervision (in the same area of the library and within eyesight) of children younger than 10 years of age 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. Children between the ages of 7 and 10 may attend library programs without a caregiver but the caregiver is expected to remain in the building and join the child immediately following the program. Caregivers are also expected to remain immediately reachable should an issue arise during any library programs.
- Ensure that vulnerable adults receive the care and supervision they require to be safe and healthy while visiting the library.
- Encourage positive behavior of any patron in their care while in the library.
- Cooperate with library staff if any patron in their care are disruptive or if they interfere with or endanger others.
- Provide a means of transportation away 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 if children are left unattended and problems of safety, disruptive behavior, or well-being occurs.

If a child or vulnerable adult is left unattended, is disruptive, or needs supervision, staff will locate the person responsible for them and review expectations for supervision and conduct. If staff cannot locate the caregiver in the building, police will be called to assume responsibility for the child or vulnerable adult. If a child or vulnerable adult is left unattended when the library is closing, staff will contact police to assume responsibility for them. If a child or vulnerable adult is repeatedly left unattended by their caregiver, the caregiver may be issued a Notice of

Suspension of Library Privileges, as outlined in the Library Conduct Policy. If a child or vulnerable adult is repeatedly in the library without a caregiver, staff may forgo calling a parent or guardian and immediately contact the police.

#### *COMPUTER AND INTERNET USE POLICY*

**Adopted by Board Action 4/19/2022**

The Internet is an unregulated global computer network. The West Des Moines Public Library provides public access to the Internet 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.

Anyone using our Internet service - including via wireless - is subject to the Library's Computer and Internet Use Policy and the Library's Conduct Policy.

#### Rules and Guidelines for Public Computer Station Use

- Stations are available on a walk-in basis. Time limit on these stations is one (1) hour if another person is waiting.
- Patrons wanting to use the computer stations must sign-in using our Envisionware sign-in system. To sign on to Envisionware, patrons will use their library card numbers and PINs. Staff members will help patrons who do not have or do not recall their PINs. If a patron has forgotten or is not eligible for a library card, the patron may obtain a guest pass. Patrons may not misuse the sign-in process to gain additional periods of usage.
- No more than 2 people may use a computer station at once, except for adults with small children.
- Children 10 years of age or younger must be accompanied by an adult.
- Patrons are expected to be knowledgeable in basic computer operations. Library staff cannot always offer individualized instruction.
- Patrons may download information to their own external drives, while assuming all liability for computer virus or malware exposure that might occur.
- Printing is allowed, currently for 20 cents per page for b/w or 50 cents per page for color printing. Payments for printing will be handled through the Envisionware system, either with staff or via self-service stations. To reduce cost, patrons are encouraged to only print out what they need.
- Regulation of the Public Computer Stations is at the discretion of the library staff.

#### Wireless Internet Use

The WDM Public Library is pleased to provide wireless ("Wi-Fi") access for our patrons to our Internet service. If you bring your own laptop computer or other Wi-Fi capable device into the library to use, you will need the following:

- Wireless capability
- Ability to configure laptop to use the library's public Wi-Fi connection
- Charged battery (many electrical outlets are available, but not in every seating area)
- Audio/Video users should bring headphones. Headphones or earbuds may be available at the Youth Services or Adult Services desks.
- Library staff members generally do not assist customers with their devices or their configuration. Library staff cannot accept the liability for handling non-library equipment.

- Wireless Printing is available through our Envisionware print management system. The service is web-based and can be accessed through the library's website.



## CHAPTER 7: GIFT POLICY

**Adopted by Board Action 4/19/2022**

**The Friends Foundation adopted this policy on 8/25/09**

### *GUIDELINES*

Additional financial support is necessary to provide the extra amenities and services that 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 of Trustees 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 of Trustees.

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 of Trustees 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 of Trustees 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. Art works (such as paintings, sculpture, murals and engravings) are addressed in the library's Art Policy.

### *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 of Trustees, 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 of Trustees. 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 of Trustees 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 of Trustees will select another activity of similar value and continue using the name.

#### NAMING OF ENDOWED FUNDS

Named Endowment Funds are intended to ensure 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 fundraising 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 of Trustees 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 of Trustees and the Friends Foundation for final acceptance. Once a deferred gift has received formal acceptance by the Library Board of Trustees 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 of Trustees.
- All requests for naming shall be submitted to the Library Board of Trustees in writing. The request shall contain justification compliant with the criteria and objectives outlined in this policy. The Library Board of Trustees 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 of Trustees.
- Upon approval of the naming by the Library Board of Trustees, 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 of Trustees 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 of Trustees 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 of Trustees that the use of the name be discontinued.

## CHAPTER 8: SPONSORSHIP AND PARTNERSHIP POLICY

**Adopted by Board Action 4/19/2022**

The West Des Moines Public Library welcomes the support of institutions, businesses, nonprofit organizations and community groups to enhance or improve library activities, services, events and programs through the establishment of sponsorships or collaborative partnerships. These relationships serve as a means to pool resources and to advance the library's vision, mission and strategic plan.

The library will only enter into sponsorships and collaborative partnerships determined to be in the best interest of the library. Sponsorships and collaborative partnerships will be subject to the approval of the Director or his or her designee and, if of sufficient import, the Library Board of Trustees will be consulted.

Agreements between the library and its sponsors and partners must be beneficial to all parties. In particular, these relationships should further the library's goals in one or more of the following ways:

- Increase library visibility in the community;
- Support regular or special library activities, services, events and programs;
- Enhance or create ways to respond to identified community needs.

### Definitions

#### Sponsor

A sponsor is an institution, business, nonprofit organization, community group or individual who contributes funds or products or services of a defined value to the library in support of an activity, service, event or program.

#### Sponsorship

A sponsorship is a mutually beneficial exchange between the library and a sponsor, whereby the sponsor contributes funds, products or services of a defined value to the library and in turn, receives recognition, acknowledgement or other promotional considerations, including mention(s) in library publications and social media. Sponsors will be provided with a level of recognition commensurate with their contribution. A sponsorship of a substantial value requires a Letter of Agreement between the library and the sponsor, with possible review by the Library Board of Trustees.

Sponsorships do not imply library endorsement of the sponsor or its products or services. The sponsor is responsible for its own determination of deductibility and gift valuation for tax purposes.

A sponsorship differs from a philanthropic gift or donation in that a philanthropic gift or donation is a contribution of cash and/or products or services without expectation or requirement of a reciprocal benefit.

#### Collaborative Partner

A collaborative partner is an institution, business, nonprofit organization or community group that collaborates with the library to provide and/or promote information, activities, services, events and programs to the public in ways that are mutually beneficial and without the contribution of funds, products or services of a defined value to the library. Collaborative partners will be provided with a level of recognition commensurate with their level of collaboration.

#### Collaborative Partnership

A collaborative partnership is a relationship between the library and an institution, business, nonprofit organization or community group that involves working together in an effort to provide and/or promote activities, services, events and programs to the public in ways that are mutually beneficial and without the partner's contribution of money or products or services of a defined value.

### West Des Moines Public Library Friends Foundation

The Friends Foundation works in cooperation with the library to provide valuable support and assistance throughout the library. Members of the Friends are volunteers who work to raise funds for and increase awareness of the library by advocating and supporting the library's activities, services, events and programs. Because the Friends group and Foundation were established solely to support the library and enjoy a special relationship with the library, they are not required to endorse a Letter of Agreement with the library.

#### Requests Made of the Library

Requests from institutions, businesses, nonprofit organizations or community groups seeking a sponsor or partner relationship with the library for a non-library activity, service, event or program are subject to the approval of the Director, the Director's designee and/or the Library Board of Trustees, depending on level of commitment or cost.

## APPENDIX A: THE FREEDOM TO READ

**Reviewed by Library Board 4/19/2022**

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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.

It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.

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

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

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

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

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

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

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. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

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

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness,

worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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

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

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

Subsequently endorsed by:  
American Booksellers for Free Expression  
The Association of American University Presses  
The Children's Book Council  
Freedom to Read Foundation  
National Association of College Stores  
National Coalition Against Censorship  
National Council of Teachers of English  
The Thomas Jefferson Center for the Protection of Free Expression



## APPENDIX B: LIBRARY BILL OF RIGHTS

**Reviewed by Library Board 4/19/2022**

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

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
- VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996.

*Although the Articles of the Library Bill of Rights are unambiguous statements of basic principles that should govern the service of all libraries, questions do arise concerning application of these principles to specific library practices. See the documents designated by the Intellectual Freedom Committee as Interpretations of the Library Bill of Rights.*

## APPENDIX C: PROCEDURE FOR SEX OFFENDERS

**Reviewed by Library Board 4/19/2022**

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.

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