

Policy Manual

**Prepared 1993 and Updated Regularly with
Revisions indicated in Text
Revised 2015**

**Johnston Public Library
6700 Merle Hay Road
P.O. Box 327
Johnston, Iowa 50131-0327
515-278-5233**

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General Library Information

Revised December 1997, January 2003, April 2007, August 2007, February 2011

The Johnston Public Library opened as a branch of the Urbandale Public Library on July 5, 1988. On July 1, 1992, the branch became an independent library governed by its own board. The board of trustees consists of five members who are residents of Johnston, serve six-year terms, and are appointed by the mayor and council. The trustees employ a director who is responsible for the day-to-day operation of the library.

The Library moved to the current location at 6700 Merle Hay Road in September 2001. A \$4.5 million bond referendum and donations built and helped furnish the 27,000 square foot building.

Board meetings are held the third Thursday of each month in the Library conference room at 5:30 p.m. and are open to the public. The policies adopted in this manual were approved by the Board of Trustees and are reviewed annually.

Library Hours

Monday through Thursday..... 10:00 a.m. to 8:00 p.m.

Friday and Saturday 10:00 a.m. to 5:30 p.m.

Sunday 1:00 p.m. to 5:00 p.m.

Phone Number

(515) 278-5233

Address

6700 Merle Hay Road

P.O. Box 327

Johnston, Iowa 50131-0327

Website

www.johnstonlibrary.com

Facebook

<https://www.facebook.com/johnstonpubliclibrary>

Circulation & Library Card Policy

Library Cards

Individuals age 5 and older who are residents of Johnston, residents of contracting communities, or residents of areas with libraries participating in Iowa's Open Access program may apply for a library card. Applicants under the age of 14 must have his/her application signed by a parent or guardian, who must be present at the time the card is issued.

Identification

Applicants 18 & Older

Applicants 18 and older must present a driver's license or other government issued photo ID that includes proof of his/her current street address. Applicants whose ID does not include their current street address, must also present a piece of mail or other document that includes their name and current street address.

*Applicants 14-17**

Applicants 14-17 years of age do not need to present a photo ID but must present a document that includes their name and current street address. A photo ID with proof of street address from a parent or guardian who is present at the time the card is issued is sufficient if the child's documentation is unavailable.

*Applicants Younger Than 14**

A photo ID with proof of street address from a parent or guardian is required for applicants under 14.

*Cards for children will not be issued to parents/guardians if the child is not present.

Expiration and Renewal

Library cards expire every two years. Renewal requires verbal verification of street address and other contact information.

Replacement

Replacement cards are issued when a library card is lost, stolen, or damaged. There is a \$1.00 fee for a replacement card.

Probationary Status

The library reserves the right to restrict the borrowing of patrons consistently unable to comply with the library's circulation policy. Cardholders with this probationary status may have a total of ten items out at one time.

Special Cards

Library cards may be provided to library users with special residency circumstances—Camp Dodge or Youth Homes of Mid-America, for example. Guidelines for special cards are documented in the Johnston Public Library Procedures Manual.

Borrowing Materials

Most materials check out for three weeks and may be renewed twice if no other borrower has them reserved.

For all transactions, borrowers must have a valid library account and present a library card or photo ID.

Circulation and some remote access privileges are suspended for cardholders owing the library \$10.00 or more in fines. Cardholders may make partial payments and still be allowed to check out materials if their total outstanding fines do not exceed \$10.00.

Circulation and other access privileges are suspended when a library card expires.

Circulation Periods and Limits

Circulation periods may be longer or shorter than those shown below for high-demand or special items. Cardholders with a probationary status may have a total of ten items out at one time.

Item	Circulation Period	Limit	Probationary Limit
Blu-Rays	7 days	20	3
Books	3 weeks	none	3

Books on CD	3 weeks	20	3
Cake pans	3 weeks	none	3
Comics / Graphic Novels	3 weeks	none	3
CDs	3 weeks	30	3
Downloadable Audio & eBooks	14 days	3	3
DVDs	7 days	20	3
Equipment & Kits	7 days	2	1
Magazines	3 weeks	none	3
Porta Books	3 weeks	20	3
Puppets	3 weeks	none	3
Video games	7 days	2	1

Fines & Fees

Overdue Fines

Overdue fines are charged at a rate of 15¢ per day for each day the library is open starting the first day an item is overdue. The maximum overdue fine on any one item is \$10 with the exception of magazines which have a maximum overdue fine of \$5.

Overdue fines may be waived in full or part on a case-by-case basis.

Lost or Damaged Materials

The full acquisition or repair cost for a lost or damaged item is charged to the borrower to whom the item was checked out at the time that it was lost or damaged. An additional processing fee of \$5.00 per item is charged when items are lost or cannot be repaired. Once paid, processing charges and charges for lost or damaged materials are non-refundable.

If no acquisition or repair cost can be determined, the charges listed below apply:

Item	Cost
Puppet, CD, Cassette, Cake Pan bag, Compact disc tray, Audiovisual materials inserts, PORTABOOK Battery Cover, Magazine folder	\$1.00
DVD, Blu-Ray, jewel cases	\$1.50
PORTABOOK Case	\$3.00
PORTABOOK Foam Insert	\$4.00
CD Book Case	\$5.00
Magazine, Comic	\$5.00 (no processing fee)

Acquisition or repair costs may be waived in full or part on a case-by-case basis.

Retrieval of Overdue Materials

Notification

Notices are sent at regular intervals to cardholders with overdue library materials. The last notice is a bill for the acquisition cost of the item plus a processing fee.

Long Overdue Materials

Library accounts for which a bill has been sent may be submitted to a collection agency and/or to a local law enforcement agency for further action. An additional processing charge of \$15.00 is added to each account sent to collections. (See also Code of Iowa, Chapter 714.5, Theft of Library materials and equipment.)

Revised:
 December 1997
 January 2003
 January 2005
 January 2006
 May 2007
 August 2008
 June 2010
 February 2011
 January 2012

October 2013
July 2014
October 2014
March 2015
December 2015

Collection Development Policy

This policy exists to guide library staff in selecting materials—physical and electronic—and to inform the public about how selections are made. Collection development is the ongoing process of assessing materials for purchase or licensing, and making decisions on their retention.

Ultimate responsibility for collection development lies with the Director who operates within the framework of policies adopted by the library's Board of Trustees.

Selection Guidelines

The library strives to develop a collection that:

- includes works of enduring value
- includes works that reflect or directly address current social, cultural, and political tastes and trends
- helps children, teens, and adults learn new skills and improve literacy
- offers materials suited to a range of learning styles
- contributes to community awareness and involvement
- introduces patrons to unique, little-known, or internationally important works of significant artistic or intellectual merit
- offers materials that reflect a wide range of opinions and perspectives
- preserves unique resources related to the history of Johnston and the surrounding area

Staff may consider one or more of the following criteria when assessing materials for inclusion in the library's collection:

- Timeliness
- Accuracy
- Durability and ease of use
- Authority or significance of the author
- Critical reviews and artistic merit
- Price and availability
- Local interest or authorship
- Popular demand
- Relationship of the work to current holdings

Access to Materials

The library subscribes to the principles embodied in the *Library Bill of Rights* and *The Freedom to Read* and *The Freedom to View* statements adopted by the American Library Association.

Access to library materials will not be restricted based on a borrower's age except where deemed appropriate due to an item's replacement value. It is the responsibility of parents and guardians to monitor children's use of library materials.

Collection Maintenance

To ensure that the library's collection is up-to-date and relevant to the community's needs, the usefulness of materials previously added to the collection is reevaluated on a regular basis.

Materials may be withdrawn if they are out-of-date, damaged, or no longer being used. Withdrawn materials will be disposed of in accordance with the City of Johnston's *Policy on Disposal of City Property*.

Reconsideration

Including materials in the library's collection does not constitute endorsement of their contents. The library recognizes that any given item may offend some patrons but will not remove specific titles solely because individuals or groups find them objectionable.

Those wishing to make a formal complaint about a particular item may do so by completing the form "Request for Reconsideration of Library Materials". The director will consider the request and respond to the complainant. If the

complainant wishes to appeal the Director's decision, he/she may do so by asking for an appeal to the Library Board of Trustees.

Revised January 2005

January 2006

October 2006

February 2009

Reviewed January 2012

January 2015

March 2015

Request for Reconsideration of a Work

Johnston Public Library Approved: April 15, 1999

Type of Material

book video cassette magazine CD other, please specify _____

Title: _____

Author: _____

Publisher: _____ Copyright _____

Request initiated by: _____

Address: _____ City _____

Telephone W _____ H _____

Complainant represents:

Himself/herself Organization (name) _____

Other (please specify) _____

1. To what in the work you object? Please be specific: cite passages, pages, etc.

2. Did you read/view /listen to the entire work? _____

3. What value is there in this work? _____

4. Are you aware of the judgment of this work by critics? _____

5. What do you believe is the theme or purpose of this work? _____

6. What would you prefer the library do about this work? _____

7. In its place, what work would you recommend that would convey as meaningful a picture and perspective of the subject as presented in this work? _____

Signature _____ Date _____

Staff initials _____

Conduct in the Library

The Johnston Public Library is committed to providing a safe, comfortable environment for the use of materials and facilities. Behavior that threatens the rights and safety of library patrons and staff or the integrity of library property will not be tolerated.

To consistently enforce these standards of behavior, the library procedure manual contains a number of examples of violations and their consequences. This list is not intended to be exhaustive. Library staff are authorized to judge the consequences—for patrons, staff, and library property—of behavior and to respond accordingly.

Staff response to first offenses will include review of the library's Conduct in the Library Policy. Upon suspension of library privileges, parties will be issued a Notice of Library Suspension (included below) which outlines the procedure for appeal. For minors, each offense will be accompanied by an attempt—by phone, email, or mail—to notify a parent or guardian.

Prohibited conduct is that which:

- interferes with the rights of individuals to use library materials and services,
- interferes with the ability of library staff to conduct library business, or
- threatens the security and/or comfort of the library or of those using the library

Approved

April 15, 1999

Revised

January 2003

January 2006

July 2006

August 2016

Notice of Library Suspension

Today's Date: _____

Patron Name: _____

Your visitor privileges to Johnston Public Library is suspended for a period of _____ day(s)/week(s)/month(s).

This means that you may not enter the Johnston Public Library from _____ to _____.

Your access to Johnston Public Library will be restored on _____.

Reason for suspension:

Staff name: _____

I understand the terms of the suspension written above (patron signature): _____

APPEAL PROCEDURE

Any patron suspended for more than one day can appeal the suspension by:

- Contacting Library Administration, in writing, within five working days of the suspension. 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. The patron will be informed of the Library Administration decision in the most expedient fashion—via telephone call, email, or mailed letter.
- The patron may appeal the determination of 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 President, care of Johnston Public Library, 6700 Merle Hay Road, Johnston, IA 50131. The Library Board will hold a hearing to discuss the suspension at their next regularly scheduled meeting. The patron will be provided at least 10 days' notice of the hearing date. A parent or guardian must accompany a minor (under the age of 18) to the hearing
- 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.

Confidentiality

Adopted August 20, 1998. Revised January 2005, August 2007, February 2011, January 2012

The Library Director is the custodian of the records. In the absence of the Library Director, the Assistant Director serves this role. In the absence of the Assistant Director, the president of the Library Board of Trustees will serve.

The Johnston Public Library Board of Trustees upholds the confidentiality of records of patrons (customers) pursuant to Iowa Code Chapter 22.7, Sections 13-14:

Chapter 22.7 Confidential Records.

The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information:

- 22.7(13). The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.
- 22.7(14). The material of a library, museum or archive which has been contributed by a private person to the extent of any limitation that is a condition of the contribution.

The Johnston Public Library Board of Trustees also upholds the confidentiality of records pursuant to United States Public Law 107-56: Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001. Public Law 107-56 is commonly known as the Patriot Act. The Act may provide law enforcement broader boundaries when investigating information accessed and transmitted by customers with regards to national security concerns.

Access to customer information may include but not be limited to:

- Database search records
- Circulation records
- Computer use records
- Interlibrary loan records
- Reference interviews

Collection of Materials

The library cannot guarantee the privacy of library records when attempting to collect overdue materials. In addition, the library will release information to the parent or guardian of a minor child for the purposes of recovering overdue material and settling accounts for lost, late, or damaged material, and for other matters related to the recovery of material or charges incurred by minor children for which a parent or guardian may be considered liable. Information will not be provided to parents or guardians who are merely attempting to determine what library materials their minor children are using.

Johnston Public Library's Policy and Procedures Regarding Information Access and Confidentiality

Database Search Records

These records refer to the searches of the collection a customer may conduct on the Online Public Access Terminals (OPAC). These searches are conducted by utilizing the library's automated circulation system. Once a search is conducted, the software does not retain a copy of the search. Any records of the search will not exist.

Circulation Records

Customer material is circulated via the SIRSI system. The circulation software tracks materials currently charged.

Computer Use Records

The library system is equipped with public computers.

Customers use their library cards to access the computers. The library does not assign a computer to a customer and no paper record with the customer's information printed is generated. When the customer logs off, the public computer erases the history.

Interlibrary Loan Records

Customers may borrow items not owned by Johnston Public Library from other libraries worldwide via Interlibrary Loan (ILL). Johnston Public Library maintains records only as required by the Interlibrary Loan Code.

Reference Interviews

A reference interview occurs when a customer looking for information approaches a library staff member. The staff member questions or interviews the customer in order to narrow down the specific information needed. No paper record is kept during the interview that has any customer information on it. If a customer name and number is taken by phone, and customer information is written down, as soon as the requested information is delivered, the paper record is destroyed.

Johnston Public Library's Policy and Procedures for Complying with Law Enforcement

Johnston Public Library administration will comply with law enforcement when supplied with legal subpoena or warrant by first contacting legal counsel.

Contracting for Library Service with Other Entities

Approved January 2006. Reviewed February 2007, February 2009

The Johnston Public Library supports the philosophy that library service is best provided locally, that city residents recognize the importance of library service and are willing to pay for it through local taxes, and that tax support should be equitable among those residents paying taxes to provide a local library. The library recognizes that some cities and counties have not established a public library, that such cities and counties have an obligation to provide library service through contract with an existing library, and that entering into such a contract provides an opportunity to extend the benefits of library service to those who are not otherwise served.

To assure equitable tax support of libraries among residents of Johnston, the residents of other city and county jurisdictions providing library service in the county, and the residents of contracting cities, the Johnston Public Library will charge contracting entities at a fair rate as approved by the Johnston Board of Trustees.

Printing & Copying

Copying & Printing Fees

Black & White	15¢ per page
Color*	50¢ per page

- For double-sided copies or prints, customers will be charged for each side.
- Customers who wish to provide their own paper will be charged the rates listed above.
- The Library reserves the right to limit the number of copies and/or minutes a customer uses the copier if others are waiting.
- The Library recognizes the rights of the holders of copyright for materials and will not knowingly allow violation of the law either by staff or by the public.

**The library's copier is currently unable to make color copies*

Revised:
December 1997
January 2005
January 2007
October 2013
October 2014

Bulletin Boards & Displays

Bulletin boards and displays are available for the announcement of library services, collections, or programs and the educational, recreational, civic, cultural, intellectual, or charitable activities of local agencies and organizations. Display of items is subject to the following conditions:

1. No item shall be exhibited or placed in the library for distribution without permission from Library staff.
2. The Library reserves the right to limit the size, number of items, and the frequency with which any one individual or organization may display in the Library.
3. Sale of anything other than items which promote the mission or goals of the Johnston Public Library is prohibited.
4. The Library assumes no responsibility for theft, loss, damage or destruction of items left for display.
5. Library-produced displays have priority over displays proposed by non-Library groups or individuals.
6. Priority for displays is given to groups and individuals within Polk County.
7. Political campaign literature is not permitted.
8. Donation receptacles for local organizations may be considered on a case-by-case basis.
9. Items will be displayed for a maximum of one month.

Revised
December 1997
January 2005
July 2015

Donations

Revised December 1997, January 2005, January 2006. Reviewed March 2007

On behalf of the Johnston Public Library, the Johnston Public Library Foundation accepts cash donations that are spent appropriately as the donor wishes, subject to approval by the Library Director and Board. If nothing is specified, the Director and Board may purchase library materials, programs, or services not generally budgeted. Funds may also be saved to be used for a special purpose. The donation is placed into the separate Johnston Public Library Foundation account for the library and is not deposited into the City's general fund.

The Library accepts all "library materials" donations with the understanding that the donations will be incorporated into the collection as appropriate, sold at the book sale, or disposed of at staff discretion. Receipts are available from the staff acknowledging the number of donated items. However, it is the responsibility of the donor to assign a monetary value to the donations.

Dress Policy

The Personal Appearance Policy is intended to establish guidelines to assist employees in determining appropriate attire for both normal business and designated casual days. Library employees are asked to follow these guidelines as closely as possible, although appropriate attire may be different depending on the type of work performed on a particular day. In general, all clothing worn should be clean and in good condition.

Within the guidelines, employees can rely on their discretion when deciding what to wear. Should an employee have any questions about the appropriateness of a specific piece of clothing, he/she should ask his/her immediate supervisor. An inappropriately dressed employee may be sent home, on his/her own time, to change to appropriate attire before returning to work.

Every Friday, Saturday, and Sunday is designated as a “Casual Day” at the library. All other days of the week are considered “Normal Business” days.

Normal Business Day

Appropriate Attire

Acceptable business attire for men and women may include, but is not limited to, the following: dresses, skirts, blouses, dress pants, dress capris, slacks, suits, sweaters, polo shirts, golf shirts, library/reading related t-shirts or sweatshirts, dress shirts, neckties, jackets and blazers.

Appropriate footwear must be worn at all times.

Inappropriate Attire

Unacceptable business attire for men and women may include, but is not limited to, the following: jeans, sweat pants, shorts, spandex clothing, t-shirts (unless library/reading related), clothing with offensive logos/language, ill-fitting clothing, undergarments worn as outer garments, and worn out or soiled clothing.

Casual Day

Appropriate Attire

Examples of acceptable Casual Day attire include, but are not limited to, the following: jeans (no rips, holes, tears, fraying, paint spots, etc.) with any regular business attire, as outlined above.

Appropriate footwear must be worn at all times.

Inappropriate Attire

Examples of unacceptable Casual Day attire include, but are not limited to, the following: sweat pants, spandex clothing, shorts, crew neck or collarless sweatshirts, bike shorts, cutoffs, tank tops, t-shirts (unless library/reading related), and clothing with rips, holes, stains, and/or offensive language, logos and/or pictures. Appropriate footwear must be worn at all times.

Employees should use discretion when dressing for casual days. If, for example, employees are meeting with the public, a vendor, etc. he/she should dress appropriately. This may require wearing Normal Business Day attire on a Casual Day.

Fax Policy

The library offers fax transmission services for the public. Library staff reserve the right to limit the number of pages transmitted and/or the number of transmission attempts. The library will not receive fax transmissions and is not responsible for damage or loss of data that may arise from the use of this service.

Fax Fees

\$1.00 for up to 10 pages; 25¢ for each additional page

Adopted August 20, 1998

Reviewed
January 2005
March 2007

Revised
February 2014
April 2016

Homebound Delivery

Reviewed January 2005, August 2007, February 2011

Monthly delivery of Johnston Public Library materials to Johnston's homebound citizens is available based upon the availability of staff and/or volunteer time. Residents of nearby, contracting communities are eligible for participation on a case-by-case basis, per approval by the library director. The participant completes a library card application, and the card is kept in the library. The participant also completes an interest survey sheet detailing the type of materials they wish to receive. Materials are picked up and delivered to their places of residence on a monthly basis.

Several criteria are considered to determine homebound eligibility.

- *Is the candidate able to come to the library without assistance?
- *Does the candidate have a family member or other person who can bring the candidate to the library?
- *If the candidate is unable to physically come to the library does he/she have a family member or other person who can pick up and return items to the library for the candidate?
- *How long are the services needed (i.e. short-term or longer-term)?
- *Does the candidate require reader's advisory services above and beyond the typical library user due to the type or quantity of items read on a regular basis?
- *Are there other extenuating circumstances that should be considered when determining eligibility?

Participants in this program are subject to all policies and regulations of the library.

Interlibrary Loan

Interlibrary loans (ILL) may be placed by eligible library cardholders in order to borrow materials from other libraries. There is a limit of five ILL requests per cardholder at one time. Effective July 1, 2009, the Johnston Public Library will charge the amount allowed by the State Library contract for each item. The borrower is also expected to pay all fees associated with photocopied material obtained from libraries.

Failure to return ILL items by their due date will result in a \$.15 per day charge in addition to any charges assessed by the lending library. Repeated instances of overdue ILL items may result in suspension or loss of ILL privileges.

Renewals, if allowed by the lending library, will be attempted if the request is made prior to an item's due date.

Items added to our collection in the last twelve months may not be eligible for interlibrary loan.

Revised October 1999

January 2005

January 2006

July 2007

August 2007

December 2008

February 2009

May 2009

January 2010

May 2012

July 2015

JOHNSTON PUBLIC LIBRARY

Interlibrary Loan Request Form

One item per form please.

Revised December 1997, January 2005, January 2006, March 2006, July 2007, August 2007, September 2007, December 2008, May 2009, June 2012

Note: We cannot request videos, DVD's, music CD's, mass market paperbacks, or any items less than 1 year old.

Request date _____ Date needed _____

Item requested: Book CD book Cassette book Article

BOOK	
Author (Last name first)	
Title of Book	
ISBN# (if known)	Publication Date

ARTICLE	
Article title	
Publication title (Magazine or Journal)	
Month/Day/Year	Volume & Page Number

Verification Source (where you found the citation) _____

Maximum cost you are willing to pay for photocopies or loans _____

Cardholder Name _____ Library Card # _____

Home Address _____ Phone # _____

E-Mail Address _____ Alternate Phone _____

Other Information, comments about material needed _____

Johnston Public Library charges \$3.00 per item to recoup costs for Interlibrary Loan services, plus any additional fees charged by lending libraries. In the case of photocopies, the copies become the property of the cardholder. The charge is added to the borrower's account at the time the loaned item is received at the Johnston Public Library.

By signing below, I also understand that failure to pick up Interlibrary Loan materials obtained for me will result in an additional \$5.00 service charge, plus possible loss of Interlibrary Loan privileges. In addition, repeated or extended failure to return Interlibrary Loan materials by their due date may also result in possible loss of Interlibrary Loan privileges. We appreciate your cooperation in enabling us to continue this service to our cardholders.

Cardholder signature/Date

Accepted by (staff initials)

Ordered by (staff initials)

Internet Use Policy

- The purpose of public access to the Internet is to augment the Library's collection and to support the community's informational needs.
- Library staff may monitor and limit Internet access in order to ensure a secure and comfortable environment for all Library users.
- A parent or guardian may request that a minor (persons under 18 years of age) be barred from Library Internet access. The Library is not responsible, however, for enforcing other restrictions which a parent or guardian may place on a minor's use of this resource.
- Use of the Library's Internet connection in an illegal, disruptive or destructive manner may result in the loss of Internet or library privileges. See also the Library's Conduct in the Library Policy
- The Johnston Public Library expressly disclaims any liability or responsibility arising from access to or use of information through its electronic information systems, or any consequences thereof.

Approved April 1999

Revised:

June 2004

May 2005

October 2005

August 2007

February 2009

May 2015

Library Closing

Reviewed January 2005, November 2006, February 2011

In the event that library staff finds it necessary to schedule closing the library on a day when the library is normally open, the library board of trustees will be consulted and make the final determination. If an emergency arises such as power failure or inclement weather, the Library Director will decide whether to remain open.

Regularly scheduled holidays and closings for the following year will be presented and approved by the Library Board of Trustees at the October board meeting each year.

Meeting Room Policy

- The purpose of the Library's meeting rooms is to provide space for library programs and events, and civic, cultural, educational, and informational meetings.
- Use of the meeting rooms does not imply Library endorsement of ideas expressed in the meetings or of the goals and objectives of the organizations using the facilities.
- Meeting room use is granted on a first-come, first-served basis. Reservations are taken not more than six months in advance.
- Meeting rooms are available during regular library hours. Some rooms may be available earlier than library opening hours but meetings may not go beyond library closing time.
- Groups may hold meetings once per calendar month at no charge. A fee of \$20.00/hour will be charged for subsequent meetings held in the same calendar month.
- Forums or informational meetings for potential elected officials are allowed, but no attendee names, addresses, email addresses, or other personal information may be gathered at the time of the meeting. No handbills, campaign literature, or other items intended to solicit votes may be distributed at the meeting.
- Meeting room facilities may be used for traditional meetings only (i.e. a sit-down gathering between a group of individuals during which a discussion or presentation occurs). Crafts, movie screenings, physical activities, and other non-traditional meetings require pre-approval from library staff.
- Rooms are not available for private parties.
- Sales, solicitation of later sales, order placement, or fundraising in the Library's meeting rooms are prohibited except for events that benefit the Library.
- Programs by organizations that could obtain financial gain through contact with attendees are not allowed.
- No attendee names, addresses, email addresses, or other personal information may be gathered or solicited at the time of the meeting.
- Under adequate notice and for sufficient reason, the Library reserves the right to revoke permission to use the meeting room.
- Food and non-alcoholic beverages may be served in the Large Meeting Room, the West Meeting Room or the East Meeting Room.
- All rooms are set in a standard room set-up and groups are responsible for returning the room to the standard set-up. Groups will be charged for labor and materials to cover the cost of resetting the room, damage to the room or library equipment, or extraordinary room clean up that results from use.
- Individuals and groups may make an advanced reservation of library study rooms once per week. Subsequent use of the study rooms that week will be on a first-come, first-served basis.
- Meetings for children and teens must have adult supervision (no less than a 1-10 ratio).
- The Library's Conduct in the Library Policy applies to use of the meeting rooms.

- The Library reserves the right to reschedule or cancel confirmed meeting room reservations to accommodate library-sponsored programs and events.

Approved 2001
Revised:
January 2005
December 2006
February 2009
January 2010
February 2011
July 2011
May 2013
November 2014
February 2016
March 2016

Photography and Video Policy

Approved January 2006. Reviewed December 2007, March 2011

Definition and Purpose

The Johnston Public Library provides various tools to inform, educate and communicate with its residents, businesses and others. On occasion, photographs and video will be used to promote the Johnston Public Library in electronic and printed publications, not limited to the library's web site, e-mail, newsletter, bill stuffers, brochures, and other printed publications.

Any staff member/person submitting photos and video must be age 18 or over. Parents/guardians may submit photos and video for photographers under age 18.

Photographs and Video at Library-Sponsored Events

Staff of the Johnston Public Library or independent photographers may take photographs or videos of participants in library-sponsored programs and/or special events. Please be aware that these are for the Library's use in future brochures, pamphlets, web site or other communication tools. If you object to having photos and video of you or your family used for future publication, you should notify the photographer at the time the photo is taken. Due to the public nature of library facilities, we cannot be responsible for photographs or video made by the media or others.

Consent Form Guidelines

The following guidelines have been established to determine when a consent/release form is required.

- If the photo or video is of a child and the face is recognizable, a release is required. A parent or guardian should complete the consent form.
- If the photo or video is of an adult, the face is recognizable, and the photo or video was taken at a non-public event, such as someone walking down the street, a release is required.
- If the photo or video is of an adult, the face is recognizable, and the photo or video was taken at a public event, no release is needed.
- If the face is not recognizable (far off or several people in a group, with no particular face as a central focus) no release is needed.

A completed copy of the consent form should be included with any photo or video submission.

Use of Library Images

Images on the Library's web site, in publications and other materials are not for general distribution and permission must be granted before being duplicated in any manner.

Photograph/Video Release Form

Approved January 2006. Reviewed December 2007, March 2011

The Johnston Public Library provides various tools to inform, educate and communicate with its residents, businesses and others. On occasion, photographs and video will be used to promote the Johnston Public Library in electronic and printed publications, not limited to the Library's web site, e-mail, newsletter, bill stuffers, brochures, and other printed publications.

A consent form (below) should be completed and submitted with any photos or video, following these requirements:

- If the photo or video is of a child and the face is recognizable, a release is required. A parent or guardian needs to fill out the consent form.
- If the photo or video is of an adult, the face is recognizable, and the photo or video was taken at a non-public event, such as someone walking down the street, a release is required.
- It is a photo or video of an adult, the face is recognizable, and the photo or video was taken at a public event (like public forum), no release is needed.
- If the face is not recognizable (far off or several people in a group, with no particular face as a central focus) no release is needed.

A completed copy of the consent form should be included with any photo or video submissions.

Photos or video must be taken within the city limits of Johnston, Iowa. Any person submitting photos or video must be age 18 or over. Parents/guardians may submit photos for photographers under age 18.

PHOTOGRAPH AND VIDEO CONSENT FORM

I hereby grant the Johnston Public Library permission to use my photo(s) or video on its website or for educational or public information purposes in library publications.

Full Name (please print)

Day Phone

Address

City

State

ZIP

Caption for Photo (event/activity, location, date)

Minor's age Relationship to Minor

If subject of photograph or video is a minor (under age 18), complete below: The undersigned hereby releases the Johnston Public Library, its employees, and its representatives of any and all liability as a result of the displaying of said minor child's photograph or video as stated.

Signature of parent/guardian

Date

Minor's age

Relationship to Minor

Programs

Revised July 1996, January 2005, December 2007, February 2011

Youth Programs

Youth programs are offered at the Johnston Public Library to bring children and books together. Events for children will be presented by the Youth Services Librarians or other library staff and will consist of a variety of activities.

Events will not always include children of all ages and may be limited to a specific age group. Parents or guardians of children through age 8 are expected to remain in the building during programs. (See Unattended Child Policy.)

Registration may be required for certain programs and will open for an appropriate time prior the scheduled activity. The library staff has the option to set limits on enrollment. Caregivers/Day Care providers who wish to enroll children under their supervision may sign up no more than five children per program. (If enrollment is not filled, library staff may at their discretion allow more.)

Caregivers/Day Care providers are also asked to call ahead if they plan to bring a group of children to a program for which there is no required registration. In this case, they may be asked to bring no more than five children. If space permits, library staff may allow more.

The content of materials and books used will be at the discretion of the library staff.

Summer Library Programs

The Summer Library Program is an independent reading incentive program designed to help children maintain and increase reading skills learned during the school year, as well as to promote reading interest and library use during summer vacation.

Programs will be open to children of various ages. Exceptions to a child's participation in a particular program may be made at the discretion of the Youth Services Librarian and the child's parent. If prizes are awarded, the participant must adhere to the terms of the specific programs.

Young Adult and Adult Programs

Registration may be required for certain programs and will open for an appropriate time prior to the scheduled activity. The library staff has the option to set limits on enrollment depending upon the type of event.

Input from participants on the content of materials and books used for programs will be considered, but selection will ultimately be at the discretion of the library staff.

Outreach Program/Library Tours/Study Groups

Reviewed December 2007, February 2009

At the request of a community group, the library staff may provide outreach visits. In addition, visits may be arranged in order to promote library awareness and library programs. These will be conducted at times agreed upon by the librarian involved and the community group.

Tours of the library conducted by library staff should be arranged one week in advance; tours will vary as to the needs of the group. Study groups are also welcome in the library to do reference work, but arrangements should be made if staff is needed for assistance.

Public Relations/Advertising

Revised December 1997, January 2005, January 2006. Reviewed December 2007, February 2009,
February 2011

Information regarding the Johnston Public Library and its various programs are publicized in the local news sources. Additionally, library flyers with scheduled activities are created periodically and are available at the check-out desk and posted on the Library's bulletin board and web site.

Library Board meetings are held on the third Thursday of each month in the Johnston Public Library's Archive Room, 6700 Merle Hay Road, at 5:30 p.m. Preliminary agendas are posted on the bulletin boards of the Library, City Hall, and Public Works and on the Library's website.

When positions become available in the Library, notifications are posted in on signs within the library and other City locations. Positions are also posted on the Library's own website and other library-related sites. Ads are placed in printed resources as appropriate.

Reference Book Circulation

Adopted June 1996. Reviewed January 2005, December 2007

As a policy, reference books do not circulate. However, the staff may grant special permission to a cardholder on a case-by-case basis with these restrictions:

1. The cardholder is in good standing with the library. (No fines, fees, long overdues, etc.)
2. The cardholder signs an agreement form which explains check out limitations and pays a \$25.00 deposit fee (per book, maximum of 4 books) which is refundable upon timely return of the items. If the book(s) is damaged, the cardholder will be assessed full replacement costs. If the book(s) is late, the fine is \$10.00 per each four hours late per item.
3. Library staff may refuse reference circulation by analysis of materials in question. (One volume of an encyclopedia set, very costly volumes, etc.)
4. Reference books, once approved, may be checked out no sooner than 30 minutes before the library's closing time and must be returned by opening time the next day. Reference books may be loaned for a maximum two hour period during regular library hours with the same restrictions as above.

Reference Material Check-out Agreement

Reviewed December 2007

Reference books are non-circulating materials intended for in-library use only. On occasion special permission may be granted at the discretion of the library staff to allow **selected** Reference books to be removed from the library for a brief period.

I agree to check out the following Reference volumes. I understand and agree to the restrictions as listed below:

1. I am in good standing with the Johnston Public Library. All fines, fees, long overdues, etc., have been cleared prior to check out.
2. I may check out up to 4 volumes at any one time, and I understand that the Library Staff has final approval on whether selected volumes may circulate.
3. I understand the volumes may be checked out no earlier than 30 minutes before the Library's closing and must be returned to the check-out desk by opening time the next day. If being used for a class, the volumes may be checked out for a 2 hour period during regular library hours.
4. I will leave a \$25.00 per volume deposit which will be refunded to me upon timely return of the volume(s) provided they are not damaged or late.
5. **If the volume(s) is late being returned, I will pay fines of \$10.00 per volume per each 4 hours late (15 minutes past the hour constitutes the start of a succeeding 4-hour period.)**
6. If a volume is damaged or not returned, I will pay full replacement cost plus the processing fee of \$5.00 per volume. Failure to comply will result in the loss of library privileges until all fees are paid.

Title_____ Bar Code No._____

Title_____ Bar Code No._____

Title_____ Bar Code No._____

Title_____ Bar Code No._____

Name_____ Library Card No._____

Signature_____ Date_____

Amount of Deposit Paid \$_____ Amount of Deposit Refunded \$_____ Staff Initial_____

Renewals

Revised December 1997, January 2003, January 2006. Reviewed December 2007, February 2009

All materials may be renewed two times, not to exceed a nine-week total check out period. Cardholders may renew their items in person, by telephone, or online.

An item may not be renewed if another cardholder has a hold on it or if the borrower's card is no longer in good standing.

If a cardholder wishes to continue to use an item after a second renewal, the item must be returned and remain accessible to other library customers for a period of 24 hours before it can be checked out again by the cardholder.

Sex Offender Exclusion Zone Policy

Approved July 16, 2009

Revised November 18, 2010

In accordance with Chapter 692A.113 of Subtitle 1 of Title 16 of the Code of Iowa, sex offenders convicted of sex offenses against minors are prohibited from being on library property or within 300 feet of library property without written permission of the Library Director.

The Board of Trustees has advised the Library Director not to provide such written permission.

Persons excluded from library property under this law remain entitled to library services that are not associated with being on library property. The library requires any potential cardholder to obtain or renew a library card in person at the library. Since the law prohibits affected persons from coming in person to obtain a library card, a potential cardholder affected by this law must go to the Johnston Police Department and show both photo identification and proof of current address. Upon verification by the Johnston Police Department, the library will issue a library card provided the applicant meets all the other criteria (e.g. no outstanding fines or fees) for issuance of a library card.

If a card is issued, it is the responsibility of the affected person to arrange for a designated person to select, check out, and return materials to the library through possession of the affected person's library card.

Persons excluded from library property under this law will not be served by the library's homebound delivery service. In addition, they will not be allowed access to any library services that are provided only on the premises, such as the use of public computers.

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

Social Technologies Policy

Approved August 20, 2009

Purpose and Definition

The Johnston Public Library recognizes the impact and opportunities of new and evolving technologies. In an effort to reach existing library users as well as to serve the entire community, the library seeks to establish itself within a variety of web platforms to facilitate communication.

Social Technologies are defined as any web applications, websites or accounts created and maintained by Johnston Public Library which facilitate an environment for library staff and library users to share opinions and information about library related subjects or issues. Examples of social technologies include, but are not limited to, Facebook, MySpace, and Twitter.

Uses

Guidelines for library staff using social technologies are as follows:

- Connect with the community regarding library services, programs, special hours, etc.
- Discuss or highlight library holdings, acquisitions, etc.
- Conduct themselves in accordance with all other library policies, including policies with regard to privacy of library users
- Remain professional in all interactions in the digital environment
- Report inappropriate interactions immediately.

Messaging and Posting

Comments, posts and messages are welcome and will be reviewed by Johnston Public Library's editors before publishing. The following will be removed prior to publishing:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Plagiarized material
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam

By posting content, the user agrees to indemnify the Johnston Public Library and its officers and employees from and against all liabilities, judgments, damages and costs including attorney's fees incurred by any of them which arise out of or are related to the posted content. Forums and messaging may not be used for commercial purposes or for organized political activity.

The Johnston Public Library reserves the right to monitor content before it is posted on all of its social media web sites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service. The Johnston Public Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, Johnston Public

Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

If any user does not agree to these terms, they are not to use the service, as violation of the terms can lead to legal liability.

Suggestions for Purchase

Reviewed: January 2005, December 2007

Library customers may offer purchase suggestions for any form of library material. The staff will evaluate the request and will make every effort to obtain the item as long as its cost and suitability fit the budget and collection criteria. The suggestion itself is not a guarantee of purchase. If the item is purchased, the cardholder will be notified when it becomes available.

Test Proctoring

Reviewed: January 2005, December 2007, January 2010

The library staff will consider requests to proctor tests for students. Arrangements must be made with library staff in advance, and if a conference room is required, it must be reserved prior to the testing. If a computer is required, arrangements should be made for this ahead of time as well.

There is no charge for the actual proctoring, but the student is responsible for paying any fees associated with the test including, but not limited to, return postage or faxing fees. The student's belongings shall be left with library staff during testing. The time limit as well as all other notes designated on the test will be enforced. The student must present a photo ID at the time of the exam.

The library assumes no responsibility to the testing agency or the student if the student fails to make arrangements to take the exam within the time allotted by the agency.

The library also reserves the right to refuse to proctor tests that require modifications to our public computers or require an undue burden on staff to closely monitor the activities of a student while taking the test.

Theft

Reviewed: January 2005, December 2007, February 2009

The Johnston Public Library staff reserves the right to examine any person's belongings upon exiting the building if the staff suspects theft of library materials. If the person is found to have intended to remove library materials without checking them out, the Library Director may revoke library borrowing privileges and/or prosecute.

The following notices, as approved by the Code of Ordinances for the City of Johnston, are posted in a visible location in the Library.

NOTICES

Failure to Return

Failure to return Library materials for two months or more after the date the person agreed to return the Library materials, or failure to return Library equipment for one month or more after the date the person agreed to return the Library equipment, is evidence of intent to deprive the owner, provided a reasonable attempt, including the mailing by restricted certified mail of notice that such material or equipment is overdue and criminal actions will be taken, has been made to reclaim the materials or equipment.

(Code of Iowa, Sec. 714.5)

Detention and Search

Persons concealing Library materials may be detained and searched pursuant to law.

Trust Policy for Johnston Public Library

Adopted February 2008

The Johnston City Council designated that cable franchise fees collected by the City of Johnston would henceforth be set aside in a Trust for the Johnston Public Library. This policy outlines: 1) the intended uses for these Trust funds; 2) the Library Board's role in recommending use of funds in the budgeting process; , and 3) the monetary balance guidelines for the fund.

Uses

Library Trust funds are to be used to supplement, not replace, typical operating funds for the Library. Examples of supplemental funds include technology expenditures that expand public computing capabilities, provide faster and more reliable Internet access, enable website upgrades, provide enhanced automation of library services, or enable the Library to utilize consultants to assist in the implementation and use of technology.

Trust funds may also be used to fund exceptional or infrequent building and grounds maintenance. Examples of these expenditures include the replacement of UPS batteries or the addition of security features in and around the building.

Trust funds are not intended to be used to pay for the wages, salaries, or wage-related costs of regular employees of the Library. They are also not intended to replace the funds allocated to develop the Library's collection of materials.

Role

Recommendations on the use of Library Trust funds will be considered and recommended by the Library Board of Trustees on an annual basis.

Monetary Balance Guidelines

The Library Board will review the balance in the Library Trust fund at the end of the month prior to the submission of the annual budget request. The amount of Library Trust funds included in the annual budget request is not to exceed 50% of the balance in the Trust account at that time.

In order to allow the Library Trust account to build in anticipation of a future expenditure, no minimum amount is required to be used every year. However, at least 10% of the fund balance must be used every other year.

Tutoring Policy

Adopted May, 2012

Library premises are available for the use of members of the public to meet their needs in accessing information. As part of its educational mission, the Johnston Public Library permits tutoring on the premises in accordance with this policy.

The Johnston Public Library does not sponsor, recommend, or assume liability or responsibility for the work, actions, and/or activities of tutors who use available library space.

Use of the public spaces within the library, conference and study rooms, and meeting rooms are governed by any applicable rules and regulations adopted by the Library. Due to the popularity of our Study Rooms and Conference Rooms, the Johnston Public Library has put in place additional guidelines in regard to tutoring activities, and tutors are responsible for following these guidelines while tutoring in the library building.

Guidelines for Use of Library Spaces

- Library space is not to be used as a classroom or place of business for tutors but as a safe and quiet workspace for students to receive instruction.
- Tutoring activities are to be confined to one-on-one arrangements, thus keeping the rest of the library relatively quiet for individual reading and study. Tutors are asked to inquire about the location of appropriate study areas.
- Tutors and students are welcome to use the public (non-meeting room) areas of the library without a reservation or time limitation, provided that the Conduct in the Library policy is respected.
- Tables throughout the building can neither be reserved, nor can the expectation be made that others will be asked to move to accommodate a tutoring session.
- Tutor belongings or use of space should not interfere with easy access through the building by other library users.
- Any for-profit tutor or for-profit group wishing to use the Archive Room, East Meeting Room, West Meeting Room, or Large Meeting Room will be charged the applicable fee for businesses.
- Conference Rooms and Study Rooms are governed by their own specific policy. Library sponsored activities are given priority. Beyond that, these rooms are available to all library users on a first-come first-served basis and are not solely for the reserved use of tutors. One Conference Room is available for reservation according to the policy unless otherwise posted in the specific room.
- Because of the general demand for use of our Study Rooms and Conference Rooms, the Johnston Public Library cannot accommodate library users desiring to use these rooms for extended periods of time in a single day. Use of these rooms for any purpose is therefore limited to one use per person per day with a maximum of two hours per session unless otherwise posted in the specific room. No more than four hours may be reserved in a seven-day period.

Guidelines for Conduct

- Tutoring sessions must be kept as quiet as possible. Tutors are responsible for the behavior of the students being tutored during the tutoring session. The Conduct in the Library policy applies to everyone.
- It is preferred that the parent remain in the library building while the child under the age of 9 is being tutored. The Library assumes no responsibility for children left unattended.
- Library staff members are happy to assist tutors and their students, just as they assist any user of the library. However, staff must be available to all people who come into the library for help and should not be relied upon to deliver messages or to find a tutor.
- Tutors are responsible for establishing communication protocols for their students and their parents. Library staff will not make or cancel appointments between students and tutors nor relay messages on their behalf.
- Tutors and students must bring their own supplies.
- Tutors may not publish or distribute advertisements or letters identifying the Johnston Public Library as their place of doing business or imply Johnston Public Library sponsorship of their activities.
- The following are expressly prohibited in library space: buying, selling, advertising, or trading products or services (other than educational services of a paid tutor) for cash or other consideration, except in support of the Johnston Public Library.
- No exchange of funds or payment may be made on Johnston Public Library premises.

Appeal and Review

The Board of Trustees of the Johnston Public Library will review the tutoring policy and regulations periodically and reserves the right to amend them at any time. The Board authorizes the Library Director to waive regulations under appropriate circumstances. The Library Director is the chief person empowered to make decisions regarding the availability and use of the Study Rooms and the Conference Rooms. The Library Director has delegated authority to approve room requests to the Public Services staff for both general and tutoring usage.

Appeals for changes to, or exceptions to, any portion of the tutoring policy will be considered. An individual wishing to file an appeal shall submit it to the Library Director in writing. The Library Director will respond in writing.

Unattended Children/Disruptive Behavior

Approved April 15, 1999 Reviewed January 2005, December 2007

Background

Part of the vision and mission statements of the Johnston Public Library indicate our dedication to provide a welcoming setting that supports lifelong learning.

The happiness and safety of young children left alone in the library can be a serious concern. Unattended children may become frightened, anxious, restless, and disturb other library customers. Library staff cannot provide babysitting or child care service for customers at the library. Older unattended children are sometimes waiting for their ride after closing time. Library staff cannot legally assume responsibility for unattended young people who are on library premises after hours, nor can library staff extend open hours or remain in the building after hours with library customers. Staff members have no legal right to assume a guardian's role in these cases, to transport, or to assume custody of these children.

Unattended Children Policy

Children under the age of nine who are left unattended or appear to be in the facilities without adult supervision can be a cause of concern to the Library. Issues of safety, liability, and responsibility mandate that the Library address this situation with the following rules:

- Children under the age of nine must be attended by a parent or a responsible child care provider while in the Library.
- Children between the ages of four and eight attending a Library program must be brought into the building by a parent or responsible child care provider who must remain in the building until the conclusion of the program, when they resume supervision of the child.
- Children under the age of four must be attended by a parent or responsible child care provider at all times.

If an unattended child calls attention to him/herself:

- A staff member will attempt to locate the parent or child care provider.

If the staff person is unable to locate the parent or provider within one hour or the Library is closing:

- A staff member will notify the police.

Disruptive Behavior Policy

Definition: Any action defined as prohibited conduct in the Conduct in the Library policy is termed "disruptive behavior."

Consequences:

Enforcement of these rules for children under age nine may take the following forms, depending on the severity of the misconduct, which will be determined by the staff on duty.

- In most cases, an attended child under nine who is being disruptive will be given one warning. If a child does not modify his/her behavior after one warning, the parent or child care provider may be asked to take the child out of the Library.
- For children under nine who are disruptive and are not attended by a parent or child care provider, the staff member on duty will ask the child to correct his/her behavior and take

appropriate action as outlined in the Unattended Children portion of this policy or as outlined in the Conduct in the Library policy.

Note: The Conduct in the Library policy addresses library customers of all ages.

Volunteers

Purpose

The Johnston Public Library shall use the services of volunteers to:

- Supplement efforts of paid library staff in meeting demands for quality public service.
- Create a strong link with the community through a group of citizens who, through their volunteer work, become knowledgeable about the Library's services and needs.
- Provide meaningful work experiences for special groups such as special needs populations and others as staffing permits and suitable jobs are available.

Volunteers will be used to augment basic services but will not be used to replace paid Library staff positions.

Recruitment & Placement

- Recruitment for volunteer positions, applicant screening, and placement will be the responsibility of the Volunteer Coordinator. Supervision, training, and evaluation will be the responsibility of the department where the volunteer works. In general, the Library accepts applications from individuals age 14 and older. Exceptions must be approved by the Volunteer Coordinator.
- Approved applicants will be placed in available positions based on their interests, availability, and skills. Placement of an applicant may not always be possible.
- Volunteers will work under the supervision of paid Library staff.
- Volunteers will observe regular work rules while engaged in work for the Library.
- Library staff reserve the right to terminate a volunteer if the volunteer's performance does not meet the standards for the job in which they have been placed.

Adopted January 2005
Revised:
December 2007
September 2015

Website Policy for Johnston Public Library

Approved August 20, 2009, Revised March 2011

The Johnston Public Library recognizes that a presence on the World Wide Web is essential for the provision of quality service and easy access for our library users. The Library currently maintains www.johnstonlibrary.com.

Maintenance

The Johnston Public Library website is maintained by the library staff. The website is updated several times each week or more frequently if needed. All website pages other than the online catalog and interactive calendar and reservation forms include the date of the last update for that page.

Content

The website includes access to our online catalog and enables cardholders to perform a number of transactions related to library business, such as searching, placing holds, and renewing items. The website also includes program and calendar information, marketing information, meeting room reservation capabilities, policy information, and public notices such as library board agendas and minutes. Contact information is provided, including a capability for website users to communicate directly with library staff via e-mail or telephone.

In addition, the website provides access to a number of databases to which the library subscribes. These sources are chosen in keeping with the Library's *Collection Development Policy* and are selected due to the quality of their content and their solid reputation.

Links

The Library continually adds to the number of sources listed or linked from www.johnstonlibrary.com. These links are chosen in keeping with the Library's *Collection Development Policy* and are deemed generally reliable and useful. However, library users are advised that the World Wide Web contains information that may be considered by some to be inaccurate, outdated, or personally offensive. Web pages are added or discontinued daily and are subject to frequent and sometimes dramatic change. The Library assumes no responsibility for any damages, direct or indirect, arising from use of its electronic services or its connections to the Internet.

Linking Criteria

Due to the vast proliferation of websites and the ease of finding them through common search engines, the Johnston Public Library must be very selective in adding links to external websites from its public website.

The Johnston Public Library will consider linking to external websites according to the following criteria:

- Non-commercial, unless they provide content pertinent to the needs of Johnston Public Library users.
- Complementary to Johnston Public Library collections, services and programs.
- Consistent with the mission and goals of the Johnston Public Library.
- In accordance with the Johnston Public Library *Collection Development Policy*.
- Meet a strong informational need for a large number of Library users.

- The site's content is suitable for intended audiences of different age groups i.e. children, teens, adults and seniors, and does not have any distasteful, offensive, obscene or objectionable content and is considered appropriate by a reasonable user.
- The sites do not charge a fee to access information or services on that page.
- The sites do not collect personally identifiable information from users.

The Johnston Public Library reserves the right to deny a link request for any reason and without notice. Links are reviewed often and will be removed if they no longer meet the Library's Linking Criteria. The Library encourages users to notify the Library if a web page link from our site is no longer operational.

Linking Reciprocity

The Johnston Public Library does not require that reciprocal links be established by a requesting entity. However, Internet etiquette encourages such reciprocal linking.

Use of Photographs/Videos and Names

Our website is enhanced by the inclusion of photos and video. The Library has a *Photography and Video* policy and a *Photograph and Video Consent Form* that outline the appropriate permissions for the use of photos and video. Children's names are not used on the Library's website with their accompanying photos or video.