

LINWOOD COMMUNITY LIBRARY

LIBRARY POLICY MANUAL

Updated August 2019

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OPERATIONAL AND MANAGEMENT POLICIES

Library Organization Chart

Board of Trustees <- Library Director <- Library Assistants, Staff, and Volunteers

Duties of the Board and the Library Director

- The BOARD employs a Director who meets the stated requirements and has the needed skills.
- The DIRECTOR hires and supervises staff according to policy and utilizes the skills and initiative of staff members to the library's advantage.
- The BOARD approves the policy manual, making sure that the policies concur with local, state, and federal laws that relate to the operation of libraries.
- The DIRECTOR provides the board with recommendations and materials to review and executes the policy manual.
- The BOARD adopts personnel policies as outlined in the personnel policy section of this policy manual.
- The DIRECTOR provides input, timely changes, and applies the personnel policies fairly and equitably to all employees.
- The BOARD and the Director work together to provide an adequate salary schedule and fringe benefits for all eligible employees.
- The DIRECTOR suggests policy improvements needed in compensation, benefits, and working conditions.
- The BOARD notifies appropriate authorities and persons of vacancies on the board, organizes board elections, and provides new member orientation.
- The DIRECTOR recommends criteria for effective board members and attends the election and leads orientation of newly appointed members.
- The BOARD develops criteria for evaluating the library Director's performance and reviews the Director's effectiveness in library administration.

No information shall be disclosed regarding or including:

- a patron's name (or whether an individual is a registered borrower or has been a patron)
- a patron's address
- a patron's telephone number
- the library's circulation records and their contents
- the library's borrower records and their contents
- the number or character of questions asked by patrons
- the frequency or content of a patron's visits to the library
- computer use records
- or any other information supplied to the library, or gathered by it to any individual, corporation, institution, or government agency without a valid process or subpoena.

Upon presentation of such a process or subpoena, the library shall resist its enforcement until such time as a proper showing of good cause has been made in a court of competent jurisdiction.

Parents or legal guardians are permitted access to the records of their minor children through the age of 17. The parent/guardian must be accompanied by the child, provide the child's library card, and/or provide acceptable identification. In the case of telephone inquiries, the child's library card number and verification of the child's address, telephone number, and date of birth are required.

(K.S.A. 45-221 (23) protects the confidentiality of library patron records.)

Statistics

The library Director will ensure appropriate library statistics are regularly reported to the board and that the information is retained according to the record retention policy. Statistics should be maintained throughout the year that as accurately as possible assist the Director in completing the annual state library report. The Director shall complete the state statistical report by the state deadline. Monthly library statistics shall be presented to the board at each board meeting; these shall include, at minimum, circulation, interlibrary loan, and program attendance statistics.

Director's Annual Report

The library Director shall annually create a report for the public that details important library statistics and library milestones that occurred the prior year. The annual report shall be made available on the library website and in print at the library free of charge. The Director shall also write a detailed report to the board with an overview of the year's activities, special events, and noteworthy administrative items.

14. Up to three consecutive meetings may be scheduled at one time. Reservations may be made up to 6 months in advance. 24 hours' notice is required to reserve a meeting time.
15. Patrons agree to supply the library with a person's name and phone number that can be provided to the public to answer questions regarding meeting content.

Exhibits and Displays

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

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

Areas available for public display include the bulletin board and glass display case.

Bulletin Board

Bulletin board materials may be submitted for posting by the general public or organizations. Limited space generally allows only short-term notices. The Director shall approve all postings and may prohibit postings which do not meet general library standards. Library staff will place and remove postings promptly.

If the patron has asked for displayed items to be returned, the name and telephone number of the person to be contacted should be written on the back of each article. The library will contact the person to let him/her know the items may be picked up. The library will only hold such items for pick-up for a week; if items are not picked up in that time, the items will be disposed of.

Distribution of Non-library Materials

The library does not have space to distribute large amounts of non-library

implemented through a team approach.

Purpose of Volunteer Policy

The purpose of these policies is to provide overall guidance and direction to staff and volunteers engaged in volunteer efforts of any kind.

Definition of “Volunteer”

A volunteer is anyone who, without compensation or expectation of compensation, performs a task at the direction of and on behalf of the Library. A volunteer must be officially accepted and enrolled prior to the performance of task(s). Volunteers are not employees of the Linwood Community Library, but are part of the Library team.

Types of Volunteers

- General Volunteers: Adults who volunteer for at least one or two hours a week on a regular basis.
- Short-term Volunteers: Adults who work on a specific project and/or who work occasionally or irregularly.
- Youth Service Volunteers: Young adults who volunteer and work to help fulfill requirements for school.
- Adult volunteers are 18 yrs. of age or older.
- Youth volunteers may start at age 12 yrs. old.

Volunteer Applications

All volunteers starting after the approval of this policy shall fill out and submit a volunteer application form. A copy of this form shall be given to the volunteer and a copy kept on file. Personal information is for emergency and contact purposes.

Scope of Volunteer Involvement

Volunteers may be utilized in all programs and activities of the Library and perform tasks at all levels of skills and ability. However, volunteers will not be used to displace paid staff from their positions.

Volunteer Job Areas

- Shelving
- Shelf reading
- Clerical assistance
- Programming assistance
- Materials cleaning
- General cleaning
- Miscellaneous

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|--------------------------------|--------|
| <i>Salaries and Benefits</i> | 60-70% |
| <i>Technology</i> | 10-15% |
| <i>Materials and Resources</i> | 12-15% |
| <i>Library Operations</i> | 10-13% |

The library board has the responsibility to establish the tax rate to meet the library's mission to provide the best possible service to the people in the library's taxing district. The availability of funding from gifts, endowments, and other citizen support will not be allowed to replace local taxes levied for the library.

The library board has authority over the library budget by statute, and the trustees will ensure that funds are allocated according to budget guidelines. The library board will budget to a plan rather than planning to a budget.

The library Director will review the library's funding allocations at the end of each month to make sure that the library is getting all the monies that it is legally entitled to under the current mill levy and any other allocation from the local government. Late or missed allocations shall be addressed as quickly as possible.

The library Director will assure that a monthly financial report is prepared for the library board. This report will include:

- A list of current monthly expenditures
- A list of current monthly income
- A total of current monthly expenditures by budget line item category
- The balance remaining for the fiscal year in each budget line item category

Annual Budget

The library Director should initiate a planning process to develop a strategic plan and an annual budget to provide for the library's anticipated programs and services based on an analysis of the community's needs and demands.

Budget Timeline

The library Director shall prepare a draft budget for the next calendar year during the month of May in the current year. The drafted budget shall be presented to the Finance Committee during the May committee meeting. The Finance Committee shall review the budget and make any suggestions for change. After approval by the Finance Committee, the budget shall be presented to the entire board for conceptual approval at the June

The board chair, treasurer, secretary, and vice treasurer shall have access to all bank accounts. Signature cards at the banks shall be updated as board members, board officers change.

Petty Cash

The library shall maintain a petty cash fund in order to make change to the public for services rendered (such as copies, fax, prints, etc.) and for immediate, small library expenses. Library staff shall record the purpose of all money received and keep detailed receipts for any monies spent. The Director shall periodically reconcile the petty cash fund, keeping accurate and detailed records, and making any necessary bank deposits or withdrawals to keep the petty cash fund in a proper working amount.

The petty cash fund shall be locked during the library's closed hours. The petty cash key should be kept in the library in the key box. Under no circumstances is the petty cash key to leave the library at any time. Only library staff shall have access to the petty cash fund.

Fundraising and Donations

Donations of materials or cash in any amount become the sole property of the library and will be accepted with the understanding that the library Director and Board of Trustees may utilize donated cash in any manner they see fit, unless use is negotiated with the library. *The Director will consult with the Board regarding the use of any cash donations totaling five hundred dollars or more.* Donations of cash maybe tax-deductible and the library can provide the patron with a letter of receipt if requested. The library reserves the right to sell, give to other libraries or otherwise dispose of gift materials that are not added to the library collection or no longer are appropriate for library use.

The Director will consult with the Board prior to accepting any offered real estate donations. The board reserves the right to refuse donations for any reason. Like cash donations, real estate donations maybe similarly tax-deductible.

Gifts or donations of books or other materials will be accepted by the library staff with the understanding that they may be used or disposed of as the library staff determines as appropriate. This will be determined by: 1) condition of the material and 2) using the same criteria set forth in the library's Collection Development Policy. Gifts or donations that are not added to the collection will be disposed of or placed in the library book sale.

Exceptions to the donation and gifts policy may be approved by the Director. Any type of gift not mentioned above should be discussed with the library Director prior to acceptance.

The library board is authorized by K.S.A. 12-1258 to direct a transfer annually from the general operating account of such library not to exceed 10% of the amount of money credited to such fund to a capital improvement account. All money credited to such fund shall be used by the library board for the purpose of improving, furnishing, equipping, remodeling or making additions or major repairs to the library.

In making the budget of the library, the amounts credited to, and the amount on hand in the capital improvement fund and the amount expended therefrom shall be shown on the budget for the information of the taxpayers of the district in which the library is located.

FACILITIES AND MAINTENANCE

Animals in the Library

The only animals allowed in the library are service animals. Exceptions may be approved by the Director, such as animals in the library for a featured library program or event.

No-Smoking Policy

To support the health and well-being of our employees and patrons, the Linwood Community Library is committed to providing a smoke-free environment in the workplace.

In accordance with K.S.A. 21-6109 and the Kansas Indoor Clean Air Act, the library shall adhere to the following policy:

No smoking is permitted anywhere inside or outside (within a 10-foot radius of any doorway, open window, or air intake) of the Linwood Community Library.

Janitorial Services

A janitor will be employed to do weekly cleaning of the library facility. See the janitor's job description for more detailed duties. Mid-week cleaning, as needed, will be performed by the library Director and staff.

4. Video images will not be maintained, provided no criminal activity or policy violation has occurred or is being investigated.
5. Video records and still photographs may be used by individuals authorized by the Director or the Board to identify those responsible for library policy violations, criminal activity on library property or actions considered disruptive to normal library operations as delineated in the Library Policies and Procedures.

Unauthorized Access and/or Disclosure

1. Confidentiality and privacy issues prohibit the general public from viewing security camera footage that contains personally identifying information about library users.

Disclaimer of Responsibility

1. A copy of this policy may be shared with any patron or staff member upon request. The policy is also posted on the Linwood Community Library's official website.
2. Questions from the public may be directed to the Library Director.
3. The Library disclaims any liability for use of the video data in accordance with the terms of this policy, given that the library is a public facility and the security cameras shall be limited to those areas where patrons and/or staff have no reasonable expectation of privacy.

PERSONNEL POLICY

The goal of the Linwood Community Library's personnel policy is to present information that applies to all employees of the library. Its contents should not be interpreted as a contract between the library and its employees. This policy supersedes all previous personnel policies.

The Linwood Community Library Board of Trustees reserves the right to change its policies without prior notice. The Library Director shall be responsible for carrying out the Personnel Policies adopted by the Board of Trustees.

Employment Relationships

Employees of the Library are "employees at will." Either the Library or the employee may terminate the employment relationship at any time.

Employment of the Disabled Persons

No employee or applicant for employment will be discriminated against on the basis of disability. Reasonable accommodations will be made unless to do so would cause undue hardship.

No Smoking

The Library is designated as a no-smoking institution. Staff members wishing to smoke must do so outside at a minimum of 10 feet from any door.

Alcohol and Drugs

The use, possession, sale, transfer, or purchase of alcohol, illegal drugs, or other controlled substance by employees on library premises or while conducting library responsibilities is prohibited. Any employee who violates this policy will be subject to disciplinary action, which may include termination.

Dress Code

Staff should dress appropriately and sensibly while on duty. All employees (and volunteers) are expected to be neat, well-groomed and to wear suitable, clean clothing. Prohibited clothing items include, but are not limited to: shoulderless shirts, spaghetti straps, low-rise jeans, low-cut tops, or clothing displaying offensive content. The Director may make exceptions and allow shirts with local sports team logos to be worn on important game days. Failure to dress appropriately will result in corrective action, and a staff member may be sent home and directed to return to work in proper attire before continuing their scheduled work hours.

Rest and Meal Periods

Employees are encouraged to take a compensated *rest* period of up to 15 minutes for each four hours of work. Rest periods may not be added to lunch hours, used to compensate for late arrivals or early departures from work, or be accumulated.

Meal periods will be informal and taken as work allows. Staff is on duty during meal periods and therefore will be compensated during such periods.

Injury

Any injury occurring on the job must be reported promptly to the Director or the Board Chair. This is in compliance with Kansas Worker's compensation regulations.

Changes in Position

Positions will be filled on the basis of merit. Positions may be filled from within or outside of the Library. Positions will be posted and employees may file an application for a posted position.

Resignation

Resignations are to be submitted in writing to the board or Director as appropriate. A one-month advance notice is expected for the Director and a two week notice is expected for all other personnel. The termination date-the final work day or the end of any accumulated leave to be taken-shall be stated in the letter of resignation.

Discipline and Termination for Cause

The Board and/or the Director shall have authority to discipline employees for willful violation of personnel policies. The employee may be terminated for cause. Use of alcohol or illegal drugs while at work, refusing to obey a direct order of a supervisor, willful damage of property, gross neglect of duty, poor attendance, and/or continuous poor relations with peers or the public are examples of causes that may lead to dismissal.

Evaluations

The library board shall annually conduct a written evaluation of the library Director's performance. The Director shall annually conduct a written evaluation of the performance of all other library employees. The library Director will recommend to the library Board salary increases for other library employees based upon job performance, continuing education, and length of service.

Absence/Tardiness

An absence of an employee including an absence for a single day or part of a day without authorization and prior notice, is an absence without pay and shall be cause for disciplinary action. Excessive absence or tardiness may result in disciplinary action or termination.

Grievances

A grievance is a complaint involving misuse or misinterpretation of a rule, practice, or policy under the personnel rules or board policies. A sincere attempt should be made by the Library Director or Board Chair to resolve any grievance through explanation and counseling before it becomes necessary to file a written

approval, it becomes a part of the budget document. The Library shall respect the current minimum wage. The regional office of the U.S. Dept. of Labor, Wage and Hour Division has stated that all units of local and state government, including libraries, are covered under the Fair Labor Standards Act. 20 U.S.C., 201 et. see.

Compensatory Time

Compensatory time may be given to non-exempt employees in lieu of monetary overtime for hours worked in excess of 40 in the work week at the rate of 1.5 hours for every hour worked over 40 in the work week. Compensatory time must be used within the following seven-day period it was granted, unless otherwise approved. (FLSA) 20 U.S.C. 201 et. see.

Time Sheets

Employees are required to maintain accurate time records noting hours worked and designating if they are regularly scheduled, vacation, sick leave, hours worked in place of another employee, or hours rescheduled due to a conflict or other work-related reason. Employees are paid as determined by the Board and the Director.

When a staff member is required to attend a meeting/training session at a time other than the regularly scheduled working hours, the pay will be for the meeting time in increments of .25 hours with a minimum payment of 1.0 hour.

Mandatory Deductions

The Linwood Community Library Board will levy for an employee benefit fund which is separate from and in addition to the general library levy.

K.S.A. 12-16,102. The benefit fund that be broken down as follows:

1. Federal and state income tax withholding
2. FICA
3. Medicare for employees hired after March 31, 1986 who are not under Social Security Public Law 99-272
4. Worker's compensation

Annual Leave

All employees who regularly work more than 20 hours a week earn Paid Time Off (PTO). After 30 days of employment, employees shall receive PTO

been employed at least 1,250 hours of service during the 12 month period preceding the commencement of leave.

All eligible employees are entitled to a total of twelve (12) weeks of leave during any 12 month period for one or more the following reasons: 1) birth of a child, 2) placement of a child for adoption, 3) adoption of a child, 4) caring for a spouse, child, or parent with a serious health condition or 5) the serious health condition of the employee. A serious health condition is defined as inpatient care at a hospital, hospice, or residential medical care facility, or continuing care by a doctor of medicine osteopathy. The Director or board may require an employee to provide a doctor's certification of the serious health condition.

The Library will continue the employee's health benefits (if applicable) during the leave period at the same level and conditions as if the employee had continued to work. Employees will be responsible for their contribution to such health care coverage, if any. If the employee chooses not to return to work for any reason other than the employee's continued serious health condition, the Library may reserve the right to recover from the employee premiums that the Linwood Community Library paid for the employee's health coverage.

Under the FMLA, an employee can take the 12 weeks of leave intermittently for a serious health condition (i.e. take a day periodically when necessary or use the leave to reduce the work week or work day on a regular basis). The employee and the Library Director or Board Chair must agree on such reduced work schedules if the employee is taking leave for the birth, adoption, or foster care of a child.

If employees have accumulated paid leave for the equivalent of 8 or less weeks of hourly leave (see section e: Annual Leave above), they may take the rest as unpaid leave to supplement the paid leave. The Library may require the employee to use up all paid vacation or other paid leaves before taking unpaid leave.

When the employee plans to take leave under the FMLA, the employee is required to give his/her supervisor 30 days' notice, or, if this is not practical, as much notice as is possible.

- iv. Present military pay to the Library and receive full pay from the Library
- v. Use accumulated annual leave and retain full military pay

An employee returning from military leave shall be entitled to restoration to the former position or position of like pay and responsibility. The employee must make application for reinstatement within thirty (30) days after release from active duty. K.S.A. 48-517.

Civil Leave

An employee shall be given necessary time off, with pay, for the following:

- vi. Jury duty. The employee will assign the juror's fee to the Library in the event of a trial running more than two (2) weeks.
- vii. Court appearances as a witness in answer to a subpoena or as an expert witness when acting in an official capacity in connection with the Library.
- viii. Voting.

Mileage Reimbursement

Employees shall receive mileage reimbursement at a rate per mile per the IRS business mileage rate by the board for drives to and from library conferences, training sessions, meetings, and other professional development events. Employees will track their mileage using the provided mileage reimbursement form.

Continuing Education

The Linwood Community Library Board of Trustees supports the guidelines in the NEKLS Accreditation Standards which are based on the 2016 Kansas Library Standards, which states, "Library boards should be committed to the continuous development and improvement of personnel and should include continuing education expenses within library budgets."

To encourage lifelong learning for professional development, the Board of the Linwood Community Library encourages staff to participate in LEEP (Library Employee Education Program) sponsored by Kansas State Library, and the School of Library and Information Management of Emporia State University. Programs sponsored by these institutions, plus college courses, professional conferences, community-sponsored programs, and commercial training seminars that relate to professional concerns, professional skills, organizational skills, interpersonal skills, or social education, are all forms of encouraged professional development.

In accordance with NEKLS Accreditation Standards which are based on the 2016 Kansas Library Standards, Library personnel shall pursue an ongoing program of

...to acquire by purchase, gift or exchange books, magazines, papers, printed materials, slide pictures, films, projection equipment, phonograph records and other material and equipment deemed necessary by the Board for the maintenance and extension of modern library services.

The Linwood Community Library will follow the laws of the State of Kansas in implementing this Materials Selection and Collection Development Policy.

Mission Statement

The Mission of the Linwood Community Library is to serve as the center of community resources and information. The collection, programs and services of the library should reflect the lifelong learning needs of its patrons and respond to their informational, cultural and recreational interests.

Intellectual Freedom

The Linwood Community Library Board of Directors endorses the Library Bill of Rights, Freedom to Read statement, and Freedom to View statement of the American Library Association and the Intellectual Freedom statement of the Kansas Library Association.

Material Selection and Collection Development Policy

The goal of the Linwood Community Library's Collection Development Policy is to promote and sustain a quality collection of materials that appeal to all age levels and reading abilities and that is inclusive of a wide range of interests and a diversity of points of view.

The library's collection should include a wide variety of contemporary works of fiction representing all genres, international works of fiction, classics and important novels of the past. While current works of popular interest naturally form the majority of a library's collection, in order to serve the full community it is important to carry materials of both basic and advanced nature, challenging as well as accessible, classic as well as contemporary.

The Library Collection Objectives

- To provide materials that address a core of basic knowledge, and include representation of both past and current works of value.
- To promote literacy, and offer support for lifelong learning for district residents of all ages
- To help people know more about themselves and their world and to function effectively as members of society

collection

c. Adequate retrospective and current subject coverage

d. Adequate coverage when there is a scarcity of material published on the subject

12. Representation of an important movement, genre, trend, or national culture
13. Artistic presentation and experimentation
14. Contemporary materials representing various points of view, which are of current interest and possible future significance, including materials that reflect current conditions, trends, and controversies

Collection Maintenance and Evaluation

Library materials are continuously assessed for their condition, accuracy, currency, and performance within the context of the total Library collection, as well as for their continuing relevance to library users. The withdrawal of materials is a formal process conducted by knowledgeable staff as a necessary method to maintain collection vitality, size, and scope.

Responsibility for Selection

The responsibility for the materials selection and collection development policy lies with the Board of Trustees of the Linwood Community Library. The Board delegates to the Library Director and other staff members designated by the Director the responsibility of selection of materials and development of the collection. The final responsibility for materials selection and retention resides with the Library Director.

Recommendations from the Public

The Linwood Community Library welcomes suggestions from the public concerning possible purchases for library materials. The Library Director will have the patron fill out a form giving information concerning the materials as known. This information will be on file for purchase consideration as funds are available. These suggestions will be considered by the same criteria used for the purchase of other library materials, and in light of the library's current collection development objectives.

SERVICE POLICY

Library Cards

The library will serve all residents of the Linwood community and surrounding areas. To get a library card all that is needed is a picture ID and something with your name and your current address. The library participates in the Northeast Kansas Regional

4. Interlibrary loan materials will follow the lending library's loan periods.
5. All materials may be renewed twice if there is not a waiting list for the item.
6. The library Director may establish special loan periods for unique situations, for example for a group book club.

The Library shall enforce a limit of five (5) DVDs at one time. This limit only pertains to items belonging to the Linwood Community Library; a patron may check out additional DVDs belonging to other libraries in the NEXT system. There is no limit on the number of books a patron may check out at one time; the limit on eBooks is five (5) at one time.

Interlibrary Loan/Reserves

Interlibrary loan is an invaluable service available to all library patrons who have a library card at the Linwood Community Library. If our library does not currently have the requested item, library staff shall attempt to find another source for the item.

Claims Returned or Claims Never Had

When a patron claims to have returned an item that is still on his/her account or if a patron claims he/she never had an item showing as checked out on his/her account, library staff shall politely ask the patron to recheck for the item at home. Library staff should also indicate to the patron that we will look for the item at the library to see if it is perhaps here, but not checked in properly.

If the patron has left and library staff finds the missing item in the library, library staff should contact the patron to let him/her know.

The library Director should be notified of difficult situations. The library Director will use his/her discretion on how to handle the situation, i.e. charge for the item or forgive the item.

Lost or Damaged Materials

If a patron loses materials checked out on his/her card, the patron will be responsible for the replacement costs of those items.

payment has been made. Consideration to restricting other minors of the guarantor should also be considered at that time.

Fines and Fees

The Linwood Community Library does not charge fines for overdue materials.

NEXT (formally NExpress) Consortium Policies

The Linwood Community Library shall abide by any approved policies set forth by participation in the NEXT consortium, which is administered by the Northeast Kansas Library System (NEKLS).

The Linwood Community Library shall not remove any restrictions in the NEXT system for non-Linwood patrons unless all fines have been paid.

Borrowing Materials by Library Board and Staff

The same borrowing privileges and patron policies will apply to the library board and staff.

Internet Policy, Internet Privacy, and Children's Internet Protection Act (CIPA)

Public access computers are provided for the use of library patrons and visitors.

The library is not responsible for damage to and/or incompatibility with personal hardware or software that is used and data may not be permanently stored to the library's computers.

Using library computer workstations or wireless network in an inappropriate manner or for illegal purposes is prohibited.

The library is concerned for the safety, security, and privacy of users who access online information. The library has no control over the information on the Internet and cannot be held responsible for its content. As with other library materials, the library affirms the right and responsibility of parents or guardians to guide their children's use of the internet.

Members of library staff are under no obligation to monitor library workstation or wireless usage, except to comply with the library policies and the law.

have been banned from the library may appeal to the Board for re-consideration. The Director will report banning's of one month or greater and appeals to the Board.

Banning Guidelines

The following guidelines are to be used when a library patron has violated the Patron Conduct policy sufficiently to require banning from library properties. The Library Director will be involved in all cases of banning a patron.

- One day ban is for behavior such as refusing to comply with standard rules in the Patron Conduct policy. This is for more minor disruptive behavior and should be considered the basic response when patrons are having a hard time handling library rules. One day can serve to calm people down without causing further disruption.
- 7 day ban is used when a “cooling down” period is needed. This is for verbal abuse or inappropriate language rather than an assault. This also applies to repeat offenders who have already been banned for one day several times.
- One month ban is for more pronounced disruptive behavior and for more serious violations of the Patron Conduct policy. This includes significant verbal harassment of staff or other patrons. This also includes patrons who have had prior one day or 7 day bans and who continue to violate the Patron Conduct policy.
- One year ban is for very serious problems, such as verbally or physically threatening behavior, physical assaults of patrons and/or staff, or criminal activity in the library, with review for possible continuation. This can also include patrons who have repeatedly violated the Patron Conduct and have a prior history of suspensions from the library. At the end of the banning year, administration will review the banning and decide whether the period of time needs to be extended.
- Beyond one year for the most serious incidents such as shooting a gun in the library, threatening behavior towards children, or stalking a staff member. The Library Director will review this banning and make the appropriate decision as to the length of the banning. Prior to the end of the banning period, the Library Director will review the banning and decide whether the period of time needs to be extended. The Library Director may also ban until further notice until there is a chance to investigate and review an incident. The library Director will then let the patron know what the decision is.

A notice of suspension will be given verbally but any suspension beyond one day will be accompanied by a written notice, and a phone call, to the person, parent or responsible adult and will include the reason(s) for the suspension or ban. The patron will be advised that if he/she wants to appeal this decision, he/she must contact the Library Director within 10 days of the date of this document.

Examples of the banning letter and ban appeal form can be found on the Library Website.

Children in the Library and Unattended Children

Children of all ages are encouraged to use the library for homework, recreational reading, program attendance, or general library services. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given warning to calm down or will be asked to leave the library. After a second warning the child will be asked to leave the library. If the child needs to contact a parent for transportation, s/he will do so and then wait with a staff member until the parent arrives.

Library staff is not expected to assume responsibility for the care of unsupervised children in the library. The library staff does not have the authority to take legal or personal responsibility for children in the library.

Therefore, it is library policy that all children under the age of eight must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program. Responsible person is defined as any individual 12 years of age or older who has the authority and responsibility to care for a child by the child's parent or legal guardian.

If an unattended child under the age of eight is noticed, the library staff shall attempt to locate the parent/responsible person via the telephone. If no such parent or caregiver can be reached, the library staff will notify the police. Patrons who are in violation of this policy are subject to suspension of library privileges.

Children under the age of eight can use the public internet computers if the parent or guardian sits with them at that computer, or a computer immediately adjacent to the one the child is using.

If an unattended child is left at the library at closing time, library staff will attempt to contact that child's parent. If the parent is not reached within 15 minutes after closing time, the library staff will call the police to report an abandoned child.

PUBLIC RELATIONS POLICY

The public library must strive for two-way communication with the community. It is a

- organizing these to fulfill the community's need for education, cultural, informational, or recreational opportunities.
7. Local media and social media shall be used to keep the public aware of and informed about the Library's resources and services.
 8. Newsletters, brochures, and other promotional materials shall be produced and distributed through regular mailings and other effective methods of reaching the public.
 9. Grievance or materials reconsideration forms will be available to patrons upon request.

Social Media Policy

The purpose of the social media policy is to ensure effective promotion of library services, resources, and events to the public, and to ensure a high standard of customer service on social media.

Establishment and administration of social media accounts: The Linwood Community Library may establish social media accounts with the permission of the library Director. For the purposes of this policy, "social media" refers to any online or mobile platform open to the public, including but not limited to Facebook, Twitter, Instagram, Snapchat, Yelp, LinkedIn, Tumblr, etc.

The Director may assign an employee or employees to manage social media accounts. The Director may require that they are added as account administrator in order to ensure continuity of access.

Content of posts: Posts should inform library users about services, resources, programs, events, promote library use, and encourage dialogue between users and library representatives. Social media posts, as with all library media releases, should be positive in tone and should reflect the values and viewpoint of the library rather than personal opinions.

Third-party posts: The library is not responsible for the content of posts made by third parties, including customers, reviewers, advertisers, etc. Public posts by third parties do not reflect the positions of the library, its employees, or Linwood Community Library.

The library reserves the right to delete public posts or comments if they include spam or advertisements, hateful or harassing speech, obscenity, personal disparagement or defamation, or any other comment that violates the library's code of conduct.

- statutes
- regulations
- policies
- minutes/records of open meetings
- salaries of public officials
- Library budget documents

Exceptions

The KORA recognizes that certain records contain private or privileged information. The Linwood Community Library Board policy has established that the following records whether in print, graphic or electronic format are confidential:

- medical treatment records
- personnel records of library employees
- information which would reveal the identity of an individual who lawfully makes a donation to the library if the anonymity of the donor is a condition of the donation
- library patron registration records and circulation or loan records which pertain to identifiable individuals
- records protected by attorney-client privilege
- records containing personal information compiled for Census purposes
- notes and preliminary drafts

A list of additional exemptions can be found in K.S.A. 45-221.

Procedures

- consult with the agency's Freedom of Information Officer to determine if the record needed exists or is available.
- the request must pertain to records whether written, photographic or computerized
- the Library is only required to provide public records that already exist; there is no requirement for the Library to create a record upon request
- the Library may require the request in writing, and may ask for proof of identity
- reasonable fees, not exceeding actual cost, may be charged for access to records, copies of records, and staff time
- if request is denied, the Library must identify the records to be denied and the specific legal authority for the denial

Record Retention

Budget and Financial Statements
Major Architectural and Building Plans
Committee Reports
Contracts and Leases - currently in effect
Maintenance Agreements - for life of equipment
Correspondence on Administration
Policies and Procedures - until supplanted
EEOC Grievance Files
Employee Handbook
Entry Ledgers
Federal Fund Allocation Papers
History of the Library
Inventory - Fixed Assets Statement
KPERs Documents
Librarian's Reports
Membership Directories
Newsletters
Press Releases
Photographs
Real Estate Deeds
Unemployment and Workman's Compensation Claims