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## **LIBRARY POLICIES OF THE BLACK RIVER FALLS PUBLIC LIBRARY**

### **Mission Statement/Library Objectives of the Black River Falls Public Library shall be:**

1. To serve all residents of the community and Jackson County.
2. To acquire and make available to all residents of the above area such books, periodicals, and other materials and services that will satisfy their need to become well informed, to decide important questions, to discipline the emotions, to cultivate the imagination, and to refine the tastes and to enjoy leisure by means of reading and other media services.
3. To aid and encourage the young in their pursuit of knowledge and in gaining rewarding experiences through books and other media. To provide the adult reader with books, magazines and other material in many fields from this library or from other libraries.
4. To have resources to provide the most frequently requested material from its collection.
5. To maintain a program of service, which locates information, guides reading, organizes and interprets material for people of various backgrounds, and stimulates thinking in the young and adults.
6. To consistently maintain an open-minded attitude toward new methods and improvements for better service and to avoid a static condition of satisfaction with things as they are.
7. To review regularly these objectives of the Black River Falls Public Library and, if necessary, revise them in the light of new developments.

- and -

The mission of the Black River Falls Public Library is to provide quality materials and services toward fulfilling educational, informational, cultural, and recreational needs of the entire community in an atmosphere that is welcoming, respectful, and businesslike.

Approved: 03/21/2017

### **Who May Use the Library**

The library will serve all residents of Jackson County. Service will not be denied or abridged because of religious, racial, social, economic, or political status.

1. The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, penalties, disturbance of other patrons, or any other objectionable conduct on library premises.
2. The library will serve residents of the state of Wisconsin, according to the agreement with the Winding Rivers Library System. People wanting to check out material must live in the state of Wisconsin or own property in the state. They must have current identification to obtain a library card.
3. All persons may use the library facilities without holding a library card.

Approved: 03/21/2017

### **Services of the Library**

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

1. Select, organize, and make available books and other materials necessary to fulfill the needs of the public it serves.
2. Provide guidance and assistance to patrons.

3. Initiate programs, exhibits, displays, book lists, etc.
4. Cooperate with other community agencies and organizations.
5. Secure information beyond its own resources when requested. (ILL, etc.)
6. Lend to other libraries upon request.
7. Provide services to patrons with special needs.
8. Maintain a balance in its services to various age groups.
9. Cooperate with, but not perform the functions of, school or other institutional libraries.
10. Provide service during hours which best meet the needs of the community including evening and weekend hours.
11. Regularly review library service being offered. (Library Board)
12. Use media, etc. to promote new books, periodicals and non-print materials as well as services available.

Approved: 03/21/2017

### **Personnel Policies**

1. A full-time employee is one hired to work an average of 40 hours per week. This position is considered as full time by the City of Black River Falls. Benefits for a full-time employee will be decided by the Black River Falls Library Board and guided by City personnel policies.
2. A part-time employee who works an average of 15 hours or more per week over a 52-week period is eligible for vacation and holiday pay as determined by the Library Board.
3. A part-time employee who works an average of less than 15 hours per week over a 52-week period does not qualify for vacation days or holiday pay.

### **General Personnel Policies for Part-time Employees**

1. Probationary period: New employees shall be classified as probationary for their first six (6) months of continuous employment by the Library. After completion of the probationary period, an evaluation of the employee shall be conducted by the Library Director.
2. Attendance: Regular attendance during all scheduled hours of work, reporting for work on time, and continuing to work to the end of the work period is expected of every Library employee. Unsatisfactory attendance, including reporting late or quitting early, can be cause for disciplinary action including discharge at the discretion of the Library Director. If, for any reason, the employee cannot report for work on time the employee should contact the Library Director or other designated person as far in advance of the employees starting time as possible.
3. Evaluation: Employees of the Black River Falls Public Library will have an annual evaluation. This evaluation will be conducted by the Library Director and reviewed with the employee.
4. Holidays: The Black River Falls Public Library will be closed for the following holidays and unless stated elsewhere no pay will be given.
  - A. New Year's Day
  - B. Saturday before Easter
  - C. Memorial Day weekend - Saturday and Monday
  - D. July 4th
  - E. Labor Day--Saturday and Monday
  - F. Thanksgiving Day
  - G. Friday after Thanksgiving
  - H. Christmas Eve Day
  - I. Christmas Day
5. General: In the absence of the Library Director an Acting Library Director, the Library Services

Coordinator, shall be appointed.

6. Vacations: Employees who work an average of 15 hours/week over a 52-week period are entitled to vacation leave with pay according to the following format:
  - A. The number of vacation hours earned is equal to the average number of hours an employee works per week during the previous year. Vacation hours will be reviewed annually and will begin to accrue on a bi-weekly basis on the anniversary of hire date.
  - B. Years of Employment:
    1. Year 1: Employee is not eligible for vacation.
    2. Years 2 through 7: Vacation will be the hours earned from part A multiplied by two with a Maximum of TWO average weeks.
    3. Years 8 through 14: Vacation will be the hours earned from part A multiplied by three with a Maximum of THREE weeks.
    4. Years 15 and beyond: Vacation will be the hours earned from part A multiplied by four with a Maximum of FOUR average weeks.
  - C. Employees hired prior to March 20, 2013 will be grandfathered to their previous vacation schedule. (2nd-5<sup>th</sup> year, 2 times average weekly hours; 6th-10th year, 3 times average weekly hours; 11th year and beyond, 4 times average weekly hours)
  - D. The Library Director has the authority to schedule and approve vacation usage. Staffing needs required to perform necessary library services will be taken into consideration.
  - E. Vacation shall be requested as far in advance as possible.
  - F. Vacation time must be used within one month of annual anniversary of hire date. If an employee leaves and has earned vacation, they will receive all vacation credit (pay) earned as of the date of resignation.
7. Emergency Leave: Emergency leave may be granted by the Library Director upon the request of the employee. Accrued vacation hours may be utilized to cover approved emergency leave.
8. Extra hours: Hours worked in excess of regularly scheduled work time may be requested by the Library Director or the employee and must be approved by the Library Director. These hours may not be considered make up for unpaid leaves.
9. Workmen's compensation: An employee who is injured during the course of his/her library duties or suffers from illness caused by his/her work, becomes eligible for hospitalization, surgical and medical attention under the provisions of Workmen's Compensation Act of the State of Wisconsin.
10. Continuing education: The Library Director, staff, and trustees are encouraged to attend and participate in continuing education activities and shall be allowed expenses at the discretion of the Library Director or Library Board according to the amount appropriated in the budget. Staff development/continuing education activities include, but are not limited to: participation in workshops, seminars, conferences, and formal coursework within and outside the library dealing with aspects of the staff member's work.

Continuing education for library employees shall be paid on the following basis:

  - A. No reimbursement will be paid for continuing education taken by an employee without previous consent of the Library Director or the Library Board.
  - B. Continuing education will be paid at the employee's regular rate of pay. Pay will be for the number of hours in the class or meeting, and travel time to and from the location for out-of-town meeting as approved by the Library Director or Library Board.
  - C. Mileage will be paid the driver of the vehicle for out-of-town meetings at the current state mileage rate.
  - D. An employee requesting to participate in continuing education seminars must present the request in writing to the Library Director prior to the experience. The request should indicate how the experience aligns with the mission of Black River Falls Public Library and include the types of

expenses possible such as class registration fees, travel costs, meals and lodging expenses. The Library Director may or may not approve the request based on merit, cost, time away from job and other considerations. When funds are insufficient to meet all anticipated requests, funds shall be allocated at the discretion of the Library Director and the Library Board.

- E. The Library Board recognizes the importance of the Library Director participating in functions as the representative of the Black River Falls Public Library. Therefore, the Library Director will receive full support for expense incurred attending training sponsored by the Winding Rivers Library System and the annual Wisconsin Library Association Conference.

11. Holidays:

The following are recognized as paid holidays for part-time employees that work 15 hours or more per week over a 52-week period. Rate of pay will be regular rate for 6 hours.

- A. Thanksgiving
- B. Christmas Day
- C. New Year's Day

Approved: 03/29/2011  
Revised: 05/27/2014  
Revised: 08/26/2014  
Revised: 07/21/2015  
Revised: 02/16/2016  
Revised: 03/15/2016  
Revised: 02/19/2019

## **Dress Code/Service/Knowledge Standards**

### **Appearance Standards**

An employee's appearance reflects the library image to the public. We strive to provide a welcoming atmosphere where patrons feel comfortable. Untidy or inappropriate appearance can offset many other fine qualities and can negatively reflect the library's image.

A Business casual appearance is preferred. Here are some guidelines:

- Good personal hygiene
- Moderation in dress, grooming, hairstyles, and body accessories, fragrance
- Employees whose primary responsibilities include shelving may wear clothing which is more casual as long as it is neat, clean and not torn
- Dressy jeans in good condition without holes, fraying, etc., and then only on Fridays and/or Saturday.
- For safety reasons, shoes that are comfortable and sturdy

### **Service Standards**

- Be at work station and ready to respond to external or internal customers when work shift begins
- Promptly make eye contact, smile and express a verbal greeting or ask if help is needed
- Demonstrate courtesy by tone of voice, content of conversation, and body language
- Acknowledge frequent patrons by using their name or knowing their interests
- Answer telephone calls as quickly as possible using your smiling voice
- Prioritize communicating with the person in your presence over accepting a new phone call

- Avoid personal phone calls and conversations during your work shift

### **Knowledge Standards**

- Black River Falls Public Library hours of operation
- Phone number and address of library
- Library policies

Approved: 05/22/2012

Revised: 04/18/2017

### **Grievance Policy**

It is the intent of the Black River Falls Public Library and the City of Black River Falls that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works procedures and conditions of the specific position, relationships with fellow workers or supervisors, and library rules as they apply to staff. The Grievance policy as stated in the City of Black River Falls Employee Handbook is as follows:

#### **VIII. If the grievance is not settled after said discussion, the employee **GRIEVANCES****

- A. Definition: For purposes of these rules and regulations, a grievance or complaint is a wrong, real or perceived, considered by an employee as grounds for a complaint.
- B. Policy: This policy is intended to comply with Section 66.0509 (1m), Wis. Stats., and provides a grievance procedure addressing issues concerning workplace safety, discipline and termination. This policy applies to all employees covered under Section 66.0509 (1m), Wis. Stats., other than police and fire employees subject to Section 62.13 (6m), Wis. Stats. An employee may appeal any level of discipline under this grievance procedure. For purposes of this policy, "workplace safety" is defined as conditions of employment affecting an employee's physical health or safety, the safe operation of workplace equipment and tools, safety of the physical work environment, personal protective equipment, workplace violence, and training related to same.
- C. Procedure: Employees should first discuss complaints or questions with their immediate supervisor. Every reasonable effort should be made by supervisors and employees to resolve any questions, problems or misunderstandings that have arisen before filing a grievance.
  1. Written Grievance Submission. The employee may file a grievance. The grievance must be filed within seven (7) calendar days of the termination, employee discipline or actual or reasonable knowledge of the workplace issue. The grievance must be in writing and must be filed with the City Administrator. The grievance shall contain:
    - a. A clear and concise statement of the relevant facts and dates;
    - b. The identities of people with material knowledge;
    - c. Relevant documentation;
    - d. Steps taken to informally resolve the dispute and the results of those discussions;
    - e. Rationale supporting the grievance; and,
    - f. The remedy that is being requested.A grievance alleging a workplace safety issue shall also identify the workplace rules allegedly violated, if applicable.
  2. Administrative Response. The City Administrator shall review the grievance and typically provide Grievant with a written response within fourteen (14) calendar days of receipt of the written grievance. The written response shall contain a statement of the basis for the decision to sustain or deny the grievance, and, if denied, the deadline for the Grievant to appeal the grievance to an

Impartial Hearing Officer, except in the case of some Union contracts. The City Administrator is encouraged to meet with the Grievant to discuss the grievance.

3. Impartial Hearing. The City Administrator's decision shall be final unless the Grievant files a written appeal requesting a hearing before an Impartial Hearing Officer. The written appeal shall be filed with the City Administrator within seven (7) calendar days of receipt of the Administrative Response. The hearing shall take place within a reasonable time, but in no case more than twenty-eight (28) calendar days from the filing of the written appeal. The Impartial Hearing Officer shall file a written decision within fourteen (14) calendar days of the close of the hearing.
4. Appeal for Review. The non-prevailing party may file a written request for review by the City Council within seven (7) calendar days of receipt of the Impartial Hearing Officer's written response.
5. Decision of the Governmental Body. The City Council shall issue its written decision on the grievance within twenty-eight (28) calendar days of receipt of the appeal.
6. Time Deadlines. No grievance shall be advanced if not filed or appealed within the System's time deadlines. The parties may mutually agree to extend any time deadline, which extension shall not be precedential.
7. Meetings/Hearings. Any meeting or hearing held under this System shall be during off-duty hours unless specifically agreed to by the City.

Approved: 6/2009

Revised: 5/27/2014

Reviewed: 4/18/2017

### **Responsibilities and Duties of the Library Board**

1. Refer to Chapter 43 of the Wisconsin Statutes (particularly section 43.58), the Wisconsin Public Library Trustee Manual, and Black River Falls Public Library bylaws to provide the basis and framework for the responsibilities and authority of the library Board and individual trustees.
2. The Black River Falls Public Library encourages each library trustee to take advantage of training opportunities for trustees offered by the Winding Rivers Library System or statewide agencies and organizations. Likewise, the Library encourages trustees to be active in the state library organization and its efforts to inform the governor and legislature of the benefits and needs of public libraries.

Approved: 04/18/2017

### **Collection Development Policy**

1. Mission of the Library and of Collection Development
  - A. Mission Statement: The purpose of the Black River Falls Public Library is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure and the creative use of leisure time.
  - B. Objectives of the Collection within the Context of the Mission  
The library acts to fulfill its mission by selecting, acquiring, organizing, preserving and providing access to a collection of resources that address the interests and needs of the members of the community.
2. Purpose of Collection Development Policy  
This policy serves several essential purposes.
  - A. Due to the volume of publishing and limitations of budget and space, the library must have a selection and collection development policy to meet community needs and interests.

- B. The collection development policy aids staff in the selection of materials and serves to acquaint the general public with these selection practices.
- C. To ensure the principals of the Library Bill of Rights and The Freedom to Read Statement have been met, as approved and endorsed by the Black River Falls Public Library Board of Trustees.

3. General Principles of Collection Development

Collection development at the Black River Falls Public Library is founded on the principles found in the Library Bill of Rights and The Freedom to Read Statement, as well as on the principles of intellectual freedom, preservation and equal access for all. The library presents a collection of balanced viewpoints in a broad subject matter in formats suitable to the needs and interests of the community.

A. Intellectual Freedom

The library makes available a wide diversity of ideas, viewpoints and opinions in various formats in support of an informed and democratic society. The library supports individual choice and judgment of its users in seeking information.

B. Access

The library makes its collection available to all. Due to limited budget and space, the library cannot provide all materials that are requested. However, by being a member of the Winding Rivers Library System, the Black River Falls Public Library can offer the community more materials and information available from other system libraries. Through WISCAT and BADGERLINK the Black River Falls Public Library may also request interlibrary loans for the community to better serve their needs beyond the scope of the library's collection.

In return for utilizing interlibrary loan to satisfy the needs of our patrons, the Black River Falls Public Library agrees to lend its materials to other libraries through the same interlibrary loan network, and to make an effort to have its current holdings listed in an online public access catalog that is accessible by other libraries throughout the state. In the efforts to procure materials and information for users, the Black River Falls Public Library will operate within the provisions of the United States copyright law.

C. Preservation

The Black River Falls Public Library recognizes the importance of a collection that reflects both the past and the present. In accordance with this, the library offers space in the form of a history room. The Jackson County History Room assists in the collection and preservation of written historical information concerning Jackson County and its people, as well as disseminates that information to the public for the purpose of enjoyment, education, and research.

4. Responsibility of Selection

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

5. Collection Management

A. Selection Sources

Published professional reviews are the major source of information for new materials. Other selection sources include user requests and recommendation, publisher and vendor catalogs, and advertisements.

B. Selection Criteria



Librarians use their subject knowledge, expertise, and community awareness in combination with the standards below to select and evaluate materials. Donations and gifts are also selected and evaluated using the same criteria. Not all criteria must be met for each individual selection.

C. General Criteria

- 1) Suitability of the item to community
- 2) Cost relative to the value of the item to the collection
- 3) Popularity
- 4) Space available for the item
- 5) Relevance to community needs and desires

D. Content Criteria

- 1) Scope of the treatment of subject matter
- 2) Reputation and qualifications of the author, creator or publisher
- 3) Consideration of the work as a whole, rather than a specific passage or passages
- 4) Representation of diverse viewpoints
- 5) Popular demand and appeal

E. Gifts and Donations

The library appreciatively accepts gifts of money and materials under the circumstances listed below.

F. Funds

The library accepts monetary gifts intended for the purchase of library materials when donors' intentions for the gifts are congruent with the library collection objectives and scope.

G. Materials

- 1) The library accepts donations of materials that are in good condition if deemed valuable to the collection. The library reserves the right to dispose of donated materials that are in poor condition. Donated materials may be added to the collection based on their suitability to the collection or rejected at the discretion of the library. Donated materials not added to the collection will not be returned to the donor. Unused donations will be given to the Black River Public Library for public sale, discard, or disposal. By law, the library is not allowed to appraise the value of donated materials, though it can provide an acknowledgement of receipt of the items requested by the donor.  
Memorial gifts of books or money are also accepted with suitable bookplates placed in the item. Specific memorial materials will be ordered for the library per the request of the donor if they enhance the library collection. Material selection will be made by the Director if no specific item is wanted. Memorial gifts or materials are subject to the same weeding policy as all other library materials.

H. Weeding Policy

An attractive and useful collection is maintained through a continual discarding and replacing process. The discretion, responsibility, and timeliness of weeding lies with the Director. The methods and criteria for weeding are listed below.

I. Method

- 1) CREW: Continuous, Review, Evaluation and Weeding. The CREW weeding method uses objective and selective criteria based on the age of the material and the materials circulation or use statistics.
- 2) MUSTIE: Misleading (factually inaccurate), Ugly (worn beyond mending or rebinding), Superseded (by a newer edition or more accurate material), Trivial (of no literary or

scientific merit), Irrelevant (to the needs and interests of the library collection),  
Elsewhere (the material can be obtained from another library).

J. Weeding Criteria

- 1) Age
- 2) Use (circulation and in-house)
- 3) Physical Condition
- 4) Currency of Condition
- 5) Duplication
- 6) Appropriateness to the collection
- 7) Bias
- 8) Obsolete format
- 9) Space

K. Obsolete Formats

Due to the changing technological aspects of librarianship and material format, the Black River Falls Public Library will strive to offer the most current technological formats to patrons.

L. Selection Challenges

The Black River Falls Public Library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated in this policy. Patrons requesting that material be removed from the collection may complete a [Statement of Concern About Library Resources form](#), which is available at the library circulation desk. The Director will provide the complainant with a response within thirty working days. A copy of the complaint form and the Director's response will be placed on the agenda of the next regular meeting of the Black River Falls Public Library Board of Trustees. An appeal of the Director's decision may be made by the Library Board. The complainant should be informed that they are entitled to appear at the scheduled Board Meeting.

Approved: 02/22/2011

Revised: 05/16/2017

## Circulation of Materials

### 1. Registration

- A. All borrowers must be registered and must have a Windings Rivers Library System library card to borrow materials.
- B. Patrons must fill out an application form to register for a new library card.
- C. The Black River Falls Public Library issues Winding River System borrower cards.
- D. When applying for a library card, a form of ID and proof of current residence is required.
- E. Children may register for a card at the age of 4. **For patrons under the age of 16, a Black River Falls Public Library Registration Form must be completed by the parent or guardian giving permission to check out media and to use the computers.** A parent must accompany them and apply for the card.
- F. Identification required may be a state driver's license or a state ID. A photo ID and one of the following or two of the following without a photo ID. A checkbook with the name and current address printed on it, a current lease with the name and address on it or a current piece of mail if the envelope has the name and current address and is postmarked within the last 30 days.
- G. Types of cards issued are:
  - 1) Permanent cards for people or organizations in the WRLS service area.

- 2) Permanent cards are available for anyone living in Wisconsin but out of the WRLS service area.
  - 3) Permanent cards are available for out-of-state residents owning property in Wisconsin (must bring a tax bill or proof of property ownership).
  - 4) Temporary cards – 3 month – for people staying at a temporary address.
  - 5) Home Delivery cards available for ‘Library to Go’ recipients with due date for items extended to six weeks.
- H. Persons applying for a library card may check out items on the day of application.
- I. Library card registration expires after one year and is renewable.

## **2. Lost or forgotten cards**

- A. Patrons must present their library card if they wish to check out materials. Lost cards will be replaced with proof of identification. Parental permission is needed for replacement of cards for patrons under sixteen years of age.

## **3. Loans Periods**

- A. 3 weeks for books and audio books – unless otherwise indicated
- B. Generally, reference books do not circulate. Upon request, some reference materials may be checked out overnight.
- C. Interlibrary loans are due the date indicated by the Black River Falls Public Library.
- D. Current issues of periodicals do not circulate.
- E. Non-current periodicals may be checked out for one week.
- F. One week check out for DVDs. Two-week checkout for DVD series/seasons.
- G. All library items may be renewed three times providing no one else has requested the item.
- H. The Director may establish the loan period for small collections, materials that are temporarily in great demand for student’s projects, or materials added to the collection, which are in a new format.
- I. There is no limit on the number of items a patron can borrow at one time, with the exception that only 6 DVDs from our collection may be borrowed on the patron’s account.
- J. Children’s Library:  
Circulation of materials for the children’s library is the same as for the adult library. The following exceptions should be noted.
- a. Parents registering their child for a library card should also fill a card out for themselves or have one already on file.

## **4. Reserves**

Reserves may be placed by patrons either in person, over the phone, or on the library online catalog. Patrons will be notified according to their notification preference when the materials are available. There is no charge to the patron for placing a reserve or for interlibrary loan services.

## **5. Fines and Charges**

- A. There is a .10 a day fine on all 3-week material. The fine on overnight and 7-day material is .10 a day. There is a \$ .50 a day fine on an overdue video or DVD. There is no grace period before a fine is assessed.
- 1) A first notice is sent 7 days after the material is due.
  - 2) A second notice is sent 21 days after the material is due.
  - 3) A third notice and bill are sent 35 days after the material is due.
- B. Patrons who have been sent a bill shall be denied borrowing privileges until those materials are returned or paid for.
- C. Patrons having overdue material and/or fines in excess of \$10.00 must pay the fines and/or return the overdue material before they can check out additional materials.

- D. After 35 days of overdue status and if no attempt by the patron has been made to contact the library, the account will be referred for collection to the City of Black River Falls Police Department. Once the account has been satisfied, the patron will be limited to checking out 1 item at a time for a period of 6 months.
- 6. Books that have been lost or damaged to the point of replacement will be charged according to the following schedule.
  - A. Actual replacement cost of the material, if that can be determined. Other replacement cost will be:
    - 1) All adult hardcover = \$25.00
    - 2) Paperback nonfiction = \$15.00
    - 3) Paperback fiction = \$5.00
    - 4) Periodicals = \$5.00
    - 5) Children's fiction = \$15.00
    - 6) Children's nonfiction = \$15.00
  - B. All other materials – replacement cost or if unavailable = \$20.00.
  - C. Fines for damages will be imposed at the discretion of the Library Director. Damage may be from water, heat, torn pages or surface dirt.
- 7. Confidentiality**
  - A. All records, formal and informal, in the Black River Falls Public Library relating to patron registration and the subsequent circulation by patrons of materials provided by the library are considered to be confidential in nature.
  - B. In order to prevent an unreasonable invasion of personal privacy, the contents of registration and circulation records shall not be made available to anyone except under the written order of the Library Director, such order having been issued pursuant to a proper legal process, order, or subpoena under the law.
  - C. Upon receipt of any process, order, or subpoena, the person named and/or served shall immediately report to and consult with the Library Director and the legal counsel of the City of Black River Falls to determine if such process, order, or subpoena is proper and in full compliance with proper legal authority. In the event the legal process fails to sufficiently identify or name in specific terms or specifications the records on file in respect to an identified library patron, the request is considered to be defective and not binding upon the Library and its personnel, except under further due process of law.
  - D. Any problems or conditions relating to the privacy of a patron through the records of the Black River Falls Public Library which are not specified in the policy statement shall be referred to the Library Director, who after study and consultation with the Library Board and/or legal counsel, shall issue a written decision as to whether to heed the request for information

Approved: 09/30/2014  
Revised: 04/21/2015  
Revised: 04/19/2016  
Revised: 12/21/2016

## **Reference Service Policy**

The Black River Falls Public Library staff:

- 1. Will provide information in the form of short answers to specific questions and guidance in locating material for patrons who appear in person, call on the telephone, or request information through correspondence.

2. Will assist patrons in the use of the Library and teach research methodology, when appropriate. This includes providing help in developing a research strategy and advice on whether a trip to the Library would be worthwhile for individuals who telephone.
3. Will provide bibliographic verification of items both in the Library and not owned by the Library and will assist patrons in obtaining materials through interlibrary loan, when appropriate.
4. May refer library users to other agencies and libraries in pursuit of needed information.
5. May use not only the Library's resources in printed form, but consult appropriate resource libraries, the Internet, and agencies by telephone in pursuit of "ready reference" information.

Approved: 05/16/2017

## **Technology Policy**

Libraries and librarians have a responsibility to provide material and information presenting all points of view. Libraries support access to materials to meet the users' informational needs. The Black River Falls Public Library provides access to the Internet to enhance educational and recreational opportunities for the citizens of the library's service area. The library provides desktop/laptop computers and tablets for in-library use with an open, unsecured wireless network. Library computers are filtered of pornography.

1. Internet Use: You must have your own Winding Rivers Library System card or register with staff as a "guest" user.
  - A. Be kind, use headphones and silence your cell phone.
  - B. The use of the Internet and e-mail is not guaranteed to be private. Messages relating to or in support of illegal activities will be reported to the proper authorities. Use of computers and the Internet may be revoked at any time for inappropriate conduct.
  - C. Understand that files saved on library computers are not saved between sessions.
  - D. Library patrons under the age of 16 must have a signed consent form by a parent/guardian indicating whether the child may use the computer. The parent/guardian must have a library card on file as well. Parents of minor children must ultimately assume responsibility for their children's computer use and behavior.
  - E. The Black River Falls Public Library is not responsible for the content, quality, or accuracy of the information obtained from the Internet.
  - F. Use of the Internet workstation is limited to one hour per day per library patron, with time extensions granted based on availability. Public computer use is on a first come, first served basis. One person may work at the terminal at a time.
  - G. Library staff may provide minimal assistance as their time permits.
  - H. There is a suggested fee for printing of materials.
  - I. The public and staff may use library computer resources only for legal purposes. These resources should be used in accordance with the ethical standards of the library. Examples of unacceptable behavior and/or use include, but are not limited to, the following:
    - Harassment;
    - Libel or slander;
    - Sending or posting content considered threatening, harassing, obscene or abusive;
    - Destruction of, damage to, or altering equipment, software or data belonging to the library or others;
    - Disruption or unauthorized monitoring of electronic communications;
    - Unauthorized copying of copyright-protected material;
    - Conducting illegal activities of any kind;
    - Violation of computer system security;

- Unauthorized use of computer accounts, access codes or network identification numbers assigned to others;
- Violation of software license agreements;
- Violation of network usage policies and regulations;
- Violation of another person's privacy.

A refusal to abide by legal and ethical guidelines will result in suspension of library privileges. The library assumes no responsibility for loss or damage to the patron's data or for any damage or injury arising from invasion of the patron's privacy.

2. Copier/Printer Use:

- A. A copier/printer is available to patrons who wish to copy, print or scan materials. Suggested copy costs are posted near the copier/printer.
- B. Users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the user.
- C. The library is not responsible for damage to personal items or data from use of this public machine.

Approved: 06/20/2017

### **Public Relations**

1. Public relations goals of the Black River Falls Public Library are:
  - A. to promote a good understanding of the library's objectives and services to governing officials, to civic leaders, and to the public;
  - B. to promote active participation in the varied services offered by the library to people of all ages.
2. The Board recognizes that public relations involve every person who has a connection with the library. The Board urges its own members and every staff member to realize that he or she represents the library in every public contact. Good service supports good public relations.
3. The Director will be expected to make presentations and to participate in community activities to promote library services. A reasonable amount of library time will be allowed for preparation and speaking.
4. Materials to be used by the media will be approved by the Director.

Approved: 07/18/2017

### **Patron Responsibilities and Conduct**

It is a patron's responsibility to maintain necessary and proper behavior standards to protect his/her individual rights and the rights and privileges of other patrons.

1. Public Nuisance
  - A. If a patron creates a public nuisance, that patron may be asked to leave the library and furthermore may be restricted from the use of the library's facilities. Law enforcement will be contacted for those who are unwilling to leave.
2. Food and Beverage Consumption
  - A. Consumption of food and beverage is allowed in the library's Internet Café only. The public is asked to please place garbage in the waste receptacles provided.
3. Cell Phone Use
  - A. The public is encouraged to limit cell phone use to the library's Internet Café, conference room or study rooms. While in the main library, the public is asked to kindly turn off their cell phones so as not to disrupt other patrons.
4. Solicitations
  - A. Panhandling for money or anything else is not allowed on library property. Soliciting signatures for a petition is not allowed in the building, but it is allowed in front of the library's

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entrance if it does not create interference with access to the library. Leaving petitions for staff or patrons to sign is not permitted.

5. Youth

- A. Children of all ages are encouraged to use the library for homework, pleasure reading and program attendance, and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff are not expected to assume responsibility for the care of unsupervised children in the library. Children under the age of eight must be accompanied by a parent or adult guardian while in the library.
- B. Library staff realize 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 dealt with firmly. A warning will be given that the child must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so then wait in the front foyer until the parent arrives.

Approved: 11/26/2013

Revised: 07/18/2017

## **Volunteers**

The Library Board encourages individuals and groups to volunteer their time and efforts to support the library's mission to meet the lifelong learning needs of our diverse community. Volunteers are liaisons to the community and by their contribution are advocates for quality library service.

- 1. A volunteer is a person who performs tasks for the Black River Falls Public Library without wages, benefits, or compensation of any kind. Volunteers supplement the efforts of paid library staff to provide quality library collections, services, and programs. Volunteer application and agreement forms are attached to this policy.
- 2. Volunteers are supervised by the library director. Volunteers are recognized by the public as representatives of the library. Volunteers are expected to act in accordance with library policies and to reflect positive customer service attitudes to all library patrons. To present a positive image to the public, it is expected that volunteers dress and appearance will be appropriate for a business environment and in keeping with the work assignment. The volunteer relationship is "at-will" and can be discontinued at any time by either party.
- 3. Volunteers are not covered under a Workers Compensation plan. Volunteers help perform routine tasks and special projects with direction provided by library staff.

Approved: 02/26/2014

Revised: 08/15/2017

[Black River Falls Library Volunteer Agreement](#)

[Black River Falls Library Volunteer Application](#)

[Black River Falls Public Library Friends Adult Literacy Program Information Tutor Form](#)

## **Meeting Room Policies**

Black River Falls Public Library Small Conference Room Policy

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As a community service, the Black River Falls Public Library meeting room will be made available at no cost to community groups and organizations for occasional use. This policy is intended to govern the use of the library's meeting room in order to provide the greatest benefit to the Jackson County community while not impacting the function and interests of the library.

Library and library-sponsored programs have priority over all outside programs. Groups may be asked to reschedule if a conflict arises with a library function. Reservations may be made not more than 6 months in advance, and are subject to availability.

Groups using the meeting room are encouraged to limit meeting times to a maximum of two hours.

The meeting room will only be available during normal library hours. The meeting room is intended to be open to the public and utilized for meetings of an informational, educational, cultural, or civic nature. The sale or solicitation to buy or sell any product, merchandise or service is not permitted on library premises including the meeting room. This restriction does not apply to library or library sponsored events or activities.

The acceptance of a group's reservation request and the content of the subsequent meeting does not constitute an endorsement of, or any opinion about, the philosophy or motives of said group or organization by the library or the City of Black River Falls.

The library, its staff, its trustees, and the City of Black River Falls do not assume any liability of any kind for any group or individual attending a meeting, including loss or damage to property.

Library staff or representatives may enter the meeting room at any time on any occasion.

Animals may not be present on library premises unless it is part of a library-sponsored program. Seeing-eye or registered assist dogs are accepted.

Groups using the meeting room are expected to leave it in a neat and orderly condition. Failure to do so may result in denial of future use. The use of alcohol and tobacco products is not allowed on library premises. Individuals attending meetings are asked to park on city streets and not in the library parking lot.

#### Black River Falls Public Library Program Room Policy

As a community service, the Black River Falls Public Library program room will be made available at no cost to Jackson County based community groups and organizations for occasional use, not to exceed 4 times per year. This policy is intended to govern the use of the library's program room in order to provide the greatest benefit to the Jackson County community while not impacting the function and interests of the library.

The room will be reserved by completing and signing the Program Room Use Agreement form attached to this policy. The request will be reviewed for policy compliance before the reservation is approved by library staff. Reservations may be made not more than 6 months in advance, and are subject to availability.

Library and library-sponsored programs have priority over all outside programs. Groups may be asked to reschedule if a conflict arises with a library function.



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The program room will only be available during normal library hours. The program room is intended to be open to the public and utilized for programs of an informational, educational, cultural, or civic nature. The program room is not available for purely social functions (e.g. receptions, showers, etc.). The sale or solicitation to buy or sell any product, merchandise or service is not permitted on library premises, including the program room. This restriction does not apply to library or library sponsored events or activities.

The acceptance of a group's reservation request and the content of the subsequent program does not constitute an endorsement of, or any opinion about, the philosophy or motives of said group or organization by the library or the City of Black River Falls.

The library, its staff, its trustees, and the City of Black River Falls do not assume any liability of any kind for any group or individual attending a program, including loss or damage to property.

Library staff or representatives may enter the meeting room at any time on any occasion.

Animals may not be present on library premises unless it is part of a library-sponsored program. Seeing-eye or registered assist dogs are accepted.

Groups using the program room are responsible for setting up and taking down tables and chairs.

Food and refreshments may be served in the program room, and all supplies must be provided by the organization. Trash should be disposed of in the containers provided. Groups using the program room are expected to leave it in a neat and orderly condition. Failure to do so may result in denial of future use. The use of alcohol and tobacco products is not allowed on library premises.

A library staff member will inspect the room after the meeting to assess whether damages have occurred. If there is any type of damage, the library staff will notify the organization immediately and the organization will pay for repairs and/or replacement. Work to repair or replace items or structure will be done by persons or companies chosen by the Library Board of Trustees.

Individuals attending programs conducted by outside groups are asked to park on city streets and not in the library parking lot.

### Study Room Policy

The library provides study rooms for the purpose of quiet study and discussion. Study rooms seat up to two people and are available on a first-come, first-served basis. Rooms may be booked for two hours. Extensions may be granted if no one is waiting. Individuals may reserve a room the day of in person or by calling the library. A person must be at least 16 years of age to occupy a study room.

Approved: 05/2009  
Revised: 1/28/2014  
Revised: 1/19/2016

[Black River Falls Public Library Program Use Agreement Form](#)

## Displays and Bulletin Board

1. Displays

- A. As an educational and cultural institution, The Black River Falls Public Library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The Director shall accept or reject material offered for display in accordance to suitability and availability.
  - B. The Library assumes no responsibility for the preservation, protection, or possible damage or theft of any item displayed or exhibited. All items placed in the Library are done so at the owner's risk.
2. Bulletin Board
- A. The Black River Falls Public Library provides bulletin boards to display information that meets the educational, professional and recreational needs of the community. Priority is given for programs and events taking place in Jackson County. The library reserves the right to refuse posting or remove any materials that do not meet guidelines.
  - B. All materials must be brought to the circulation desk for staff approval. Those approved will be displayed. Any items not approved will not be returned. Unauthorized items placed on any bulletin board or literature stand will be removed and discarded.
  - C. Notices for posting on the boards should be no larger than 8 ½" x 11". Larger notices will be considered, space permitting.
  - D. Political campaign literature, religious proselytizing, personal notices, handwritten material, and commercial advertisements will not be posted.
  - E. Materials must be appropriate for viewing by all ages.
  - F. The Black River Falls Public Library does not endorse any organization or individual displaying materials nor its beliefs or policies.
  - G. Notices that are not date sensitive may be posted for up to three months, space permitting. Each notice will be marked with the date it was posted.
  - H. The Black River Falls Public Library does not assume responsibility for items damaged or stolen.
  - I. The Black River Falls Public Library maintains literature stands in the front foyer for brochures and flier copies. Materials submitted for placement on these stands must follow the above guidelines regarding subject matter and time sensitivity.

Approved: 08/15/2017

## **Emergencies and Library Closing**

### **1. Fire**

- A. Do not panic and do not clear the building at the first whiff of smoke. Find out what is happening and where. Put out the fire if you can. If a big fire occurs – don't panic – clear the building and call the fire department.
- B. The time to think about fires is before they happen. Familiarize yourself with the type and application of the fire extinguisher in the building.

### **2. Health Emergencies**

Staff members should exercise caution when administering first aid of even a minor nature because of the potential danger of a lawsuit. However, the sick or injured patron should be made comfortable and protected from needless disturbance until medical help can be obtained. The Rescue Squad/Police should be called immediately in the event of a serious problem. At no time should staff attempt to provide first aid. No medication, including

aspirin, should ever be dispensed to the public.

3. Bomb threats

- A. Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person.
- B. If the caller does not indicate the location of the bomb or the time of possible detonation, ASK FOR THIS INFORMATION.
- C. Pay particular attention to peculiar background noises such motors running, background music and any other noises which may indicate where the call is originating from.
- D. Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.
- E. Immediately after the caller hangs up, call the police.  
Clear the building.  
The police will handle the actual bomb search.

4. Inclement weather and other conditions

- A. The basic philosophy to keep in mind is the Library is a service organization.
- B. Closing the library will be at the discretion of the Library Director. Public service announcements will be made on the local radio station if the Library must close. Closing information will also be posted on library doors, library website and the library's Facebook page.
- C. If the library closes due to inclement weather, library material due dates will be backdated so that fines do not accrue on the days closed.
- D. All planned programs at the library will be cancelled if the Black River Falls School District closes for inclement weather.
- E. If a library employee is unable to report to or remain at the library due to inclement weather, he/she may utilize available leave time or choose no pay for hours missed that day. In the event the library closes; library employees will be excused without pay for the time not worked. Employees may utilize leave time or choose no pay for the time missed on that day. Time lost due to the library closing may be rescheduled with the library director within the week it was lost.

Approved: 02/21/2017

**Programming**

- 1. The purpose of library programming is to promote library materials, facilities and services, as well as provide opportunities that will contribute to the intellectual and social growth of individuals in the community. A "program" is a planned interaction between the library staff and the program participants providing informational, entertaining or cultural experiences.
- 2. Programming includes such activities as story times, youth activities, summer library programs, presentations, and book or author discussion groups.
- 3. The board, in conjunction with the library director, will establish a budget for programming to facilitate the effective implementation of this service.

Approved: 10/17/2017

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1. The purpose of the Jackson County History Room is to collect and preserve the written historical information concerning Jackson County and its people and to help in disseminating that information to the public for the purposes of enjoyment, education, and research, including genealogical research.
2. The room will be accessible during most regular Library hours and will be staffed by a historian on a part-time basis.
3. The resources of the room will be non-circulating.

Approved: 09/19/2017

### **WRLSWEB Shared Information Technology Network**

1. WRLSWEB is a shared information technology network, cooperatively owned by the member libraries in the Winding Rivers Library System who have elected to join. The network is administered by Winding Rivers, which also manages the technology infrastructure. The [ILS](#) software is managed by the La Crosse Public Library and policies and procedures are determined by a [Network Advisory Committee](#), whose membership includes representatives of all WRLSWEB member libraries. The hardware and software are owned jointly by members, who contribute funds to cover operating expenses as well as capital improvements.
2. The WRLSWEB shared information technology network is established to provide a shared, integrated library automation system to WRLS member public libraries.
3. All participants accept the premise that by joining in this sharing effort, the library resources in this region will be more available and valuable, and the whole of WRLSWEB will be greater than the sum of its parts. Participating libraries accept the premise that standardization of some components, procedures, and policies will allow WRLSWEB to function more efficiently and effectively for all members, and that the autonomy waived by adopting these standards is outweighed by the collective benefit represented by the shared information technology network.
4. By action of the Black River Falls Public Library Board of Trustees, the Black River Falls Public Library is a member of WRLSWEB.

Approved: 10/17/2017

### **Review of Library Policies**

The Black River Falls Public Library Board of Trustees shall review library policies at least biannually.

Approved: 10/17/2017

### **Appendices**

“Library Bill of Rights”

“Freedom to Read Statement”

“WRLSWEB Bylaws”