

North Liberty Community Library Board of Trustees Meeting
City Council Chambers, 1 Quail Creek Drive, North Liberty
January 21, 2019 6:30 pm

Call to Order

- I. Additions/Changes to the Agenda
- II. Public Comment
- III. Approval of Minutes
 - a. December
- IV. Staff introduction
 - a. Mitch
 - b. Heidi
- V. Reports
 - a. Budget
 - b. Friends
 - c. Director
 - d. Staff reports – questions
- VI. Policy Review
 - a. Service Policy
 - b. Child Safety Policy
 - c. Personnel Policy
- VII. Old Business
 - a. Sex Offender Library Use Policy (pending attorney review)
- VIII. New Business
- IX. Other Business

Adjourn

North Liberty Community Library Board of Trustee Meeting

City Council Chambers, 1 Quail Creek Drive, North Liberty

December 17, 2018

Meeting Called to Order @ 6:30 p.m.

Present: Marcia Zeimer, Jessica Beck, Heidi Wood, Laura Hefley, Malinda Allen,

Chris Mangrich

Library Director: Jennie Garner

1. Additions/Changes to the Agenda – None
2. Public Comment - None
3. Approval of Minutes for Nov. – Approved
4. Staff Introduction - Jennifer Jordebek, Assistant Library Director

Jennifer gave a general overview of her duties as Assistant Library Director. and also reporting that the library is now fully staffed. Also, giving an overview of her program Stork Story Time and upgrading of the program for new and expectant parents and care givers with podcasts and tool kits to help the families. And continuing on to 1000 Books Before Kindergarten programs. And reaching out to other Libraries in the area and elsewhere, including many other states.

5. Reports.
 - a. Jennie reports that the budget is close to being on pare for this year and may be about 8% over but thinks over all this will even out.
 - b. Donations to the endowment Fund have tripled since 2016.
 - c. Friends are still planning on helping the library with funding for training for Family Library Destination.
Both the Cookie walk @ Waffle breakfast were successful.
 - d. Also touched on CPR training in conjunction with a city-wide training program.
 - e. Mentioning marketing and social media coverage for the library.

6. Policy review.

Library Access for Sex Offenders against Minors policy.

Last reviewed & approved in Oct. 2017. Reviewed @tonight's meeting and tabled

until Jennie has this policy looked @by the new City Attorney in Jan.

7. Old Business - None
8. New Business – None
9. Adjourned @ 7:29 p.m.

Next meeting: January 21, 2019

**financial report FY19
Dec18**

| Budget Line | Account # | Actual | Monthly Expenditures | YTD Expenditures | % of budget spent |
|----------------------------------|-------------------|-------------------|-----------------------------|-------------------------|--------------------------|
| Regular Salaries & Wages | 010-6-4010-1-6010 | 517,170.00 | 0.00 | 257,868.21 | 49.86% |
| Part-time & Temp Wages | 010-6-4010-1-6020 | 83,237.00 | 0.00 | 38,575.70 | 46.34% |
| Overtime pay | 010-6-4010-1-6040 | 500.00 | 0.00 | 438.06 | 87.61% |
| FICA/Medicare | 010-6-4010-1-6110 | 45,123.00 | 0.00 | 22,291.43 | 49.40% |
| IPERS | 010-6-4010-1-6130 | 55,681.00 | 0.00 | 26,988.10 | 48.47% |
| Group Insurance | 010-6-4010-1-6150 | 88,393.00 | 0.00 | 40,893.92 | 46.26% |
| Workers' Compensation | 010-6-4010-1-6160 | 3,000.00 | 0.00 | 0.00 | 0.00% |
| Mileage | 010-6-4010-1-6182 | 2,600.00 | 0.00 | 1,461.50 | 56.21% |
| Group Insurance Deductible | 010-6-4010-1-6183 | 10,000.00 | 0.00 | 11,091.60 | 110.92% |
| Dues/Memberships/Subscriptions | 010-6-4010-1-6210 | 1,800.00 | 147.00 | 1,895.00 | 105.28% |
| Training & Conferences | 010-6-4010-1-6240 | 8,500.00 | 596.06 | 5,717.80 | 67.27% |
| Tuition Reimbursement | 010-6-4010-1-6250 | 0.00 | 0.00 | 0.00 | |
| Volunteer Training & Programs | 010-6-4010-1-6252 | 100.00 | 0.00 | 86.99 | 86.99% |
| Employee Recognition | 010-6-4010-1-6253 | 0.00 | 0.00 | 0.00 | |
| Total Personnel Services | | 816,104.00 | 743.06 | 407,308.31 | 49.91% |
| Building Maintenance | 010-6-4010-2-6310 | 1,800.00 | 0.00 | 0.00 | 0.00% |
| Office Equipment Repair | 010-6-4010-2-6340 | 0.00 | 0.00 | 0.00 | |
| Electric Utility | 010-6-4010-2-6371 | 42,000.00 | 2,534.38 | 23,169.22 | 55.16% |
| Dumpster Pickup | 010-6-4010-2-6372 | 525.00 | 35.00 | 210.00 | 40.00% |
| Cleaning Services Contract | 010-6-4010-2-6373 | 16,320.00 | 1,260.00 | 7,712.03 | |
| Gas Utility | 010-6-4010-2-6390 | 14,000.00 | 514.11 | 2,066.05 | 14.76% |
| Insurance/General | 010-6-4010-2-6408 | 3,000.00 | 0.00 | 0.00 | 0.00% |
| Legal fees | 010-6-4010-2-6411 | 0.00 | 0.00 | 0.00 | |
| Immunization & Testing | 010-6-4010-2-6412 | 600.00 | 46.50 | 748.50 | 124.75% |
| Adveristing & Publications | 010-6-4010-2-6414 | 3,000.00 | 0.00 | 839.10 | 27.97% |
| Office Equip. Maint. Contracts | 010-6-4010-2-6422 | 4,000.00 | 187.63 | 1,202.59 | 30.06% |
| Telephone | 010-6-4010-2-6425 | 1,500.00 | 0.00 | 755.72 | 50.38% |
| Database Subscriptions | 010-6-4010-2-6431 | 11,000.00 | 0.00 | 6,515.02 | 59.23% |
| Credit Card Fees | 010-6-4010-2-6439 | 0.00 | 0.00 | 0.00 | |
| Software Support | 010-6-4010-2-6491 | 5,000.00 | 26.25 | 1,534.45 | |
| Library Books | 010-6-4010-2-6502 | 46,000.00 | 3,352.93 | 21,788.77 | 47.37% |
| Office Supplies | 010-6-4010-2-6506 | 5,000.00 | 431.92 | 1,782.87 | 35.66% |
| Postage & Shipping | 010-6-4010-2-6508 | 2,200.00 | 68.75 | 664.47 | 30.20% |
| Cleaning Supplies | 010-6-4010-2-6511 | 1,500.00 | 0.00 | 877.03 | 58.47% |
| Building Maintenance Supplies | 010-6-4010-2-6514 | 600.00 | 39.61 | 71.69 | 11.95% |
| Furniture & Fixtures | 010-6-4010-2-6517 | 1,000.00 | 0.00 | 4,161.10 | 416.11% |
| Computers & Technology | 010-6-4010-2-6518 | 8,000.00 | 851.74 | 4,866.34 | 60.83% |
| Program Materials | 010-6-4010-2-6537 | 8,000.00 | 233.65 | 4,287.61 | 53.60% |
| Misc Ground Maintenance Supplies | 010-6-4010-2-6538 | 0.00 | 0.00 | 0.00 | |

**financial report FY19
Dec18**

| | | | | | |
|---|-------------------|---------------------|------------------|-------------------|---------------|
| Summer Reading Program | 010-6-4010-2-6539 | 5,000.00 | 0.00 | 740.17 | 14.80% |
| Library Supplies | 010-6-4010-2-6540 | 7,000.00 | 629.79 | 3,432.77 | 49.04% |
| Audio Books | 010-6-4010-2-6541 | 3,500.00 | 315.20 | 992.26 | 28.35% |
| DVDs/Videos | 010-6-4010-2-6542 | 11,000.00 | 797.20 | 4,573.22 | 41.57% |
| Misc Collection | 010-6-4010-2-6543 | 200.00 | 0.00 | 0.00 | 0.00% |
| Newspapers/Periodicals | 010-6-4010-2-6544 | 4,250.00 | 0.00 | 2,335.94 | 54.96% |
| Software | 010-6-4010-2-6545 | 750.00 | 0.00 | 1,085.00 | 144.67% |
| E-Books | 010-6-4010-2-6546 | 25,000.00 | 0.00 | 20,000.00 | 80.00% |
| Software Maintenance Fees | 010-6-4010-2-6547 | 10,000.00 | 0.00 | 10,634.45 | |
| Total Services & Commodities | | 241,745.00 | 11,324.66 | 127,046.37 | 52.55% |
| Capital Equipment | 010-6-4010-3-6726 | 0.00 | 0.00 | 0.00 | |
| Total Library Services | | 1,057,849.00 | 12,067.72 | 534,354.68 | 50.51% |

Attendees: Donna Hallett, Heather Healy, Ruth E Hurlburt, Liz Litfin, Regina Mass, Diane McGraw, Judi M Moore, Rose Rogers, Jeanne Stokes, Linda Westergaard, Gayle Woodward

Absent: Justin & Jenny

Approval of Meeting Minutes Motion to Approve: Regina Second: Rose

Approved with note that next meeting date was incorrect.

Financial Report Checking balance \$12,894.37 CD balance \$6,264.33

This includes profit from the cookie sale. Judi donated the cost of social media ads for waffles and cookies.

New Business

At this time we feel the Friends board is at an optimum size. New volunteers will be Friends members but not board members.

2019 Officers were elected as follows: Motion to approve: Regina Second: Jeanne

President – Donna Vice President – Judi Treasurer – Justin Secretary - Diane

Funding Requests

\$6,000 for Family Library conference attendance – no date yet – Jenny & Emily to attend- already approved.

\$1250 for fall marketing intern (550 first payment, 700 final payment) – when Jenny requests it .

Motion to approve: Diane Second: Regina

Fund-raising Events

Co-leads were decided as follows:

Display case (April) Regina & Heather April meeting Judi & Diane

Book sale Ruth & Rose Ghost Walk Judi & Liz

Waffle breakfast Donna & Justin Cookie sale Jeanne & Linda

Each team will develop a checklist for the event and assign other Board members as needed during events.

Book Sale discussion – are the books in the outer library shelves part of the Friends money? Ask Andrew

Should those books be moved into the sale tables? If not, cover shelves with a sheet.

Should leftover books be chosen to replace outer shelf sale?

Judi will post info/request to donate books on social media ahead of sale.

Reminder – Gayle has 2 easels that can be used for signage during events. Signs should be placed ahead of time on rec center front bulletin board or windows AND on library door.

Sell book bags at all events.

Miscellaneous

April meeting: suggestion made for Jenny to talk about what Friends money helped fund in the past year, possibly lead a tour or hold event in children's area since so much work has been done there.

Wednesday, April 17 from 5:30 – 6:30 with talk at 6:00

We need invitations WITH RSVP and decision on snacks.

Officers will be introduced, sign on easel with Friends' contributions from past year (not amounts).

Discussion re: amount of money we have in the bank. Points made:

Donors like to see what \$ were used for, might not contribute if they think we are sitting on \$.

Some project funds have been requested/approved but not yet disbursed.

Some ongoing projects will require additional/annual funding.

New furniture for teen room mentioned, not requested yet.

Ghost Walk city asked if we want to sell snacks. We decided not to make it a fund raising event but to hand out something for free. Glow necklaces were discussed – available from Oriental Trading – or chex mix in baggies. Gayle would volunteer to make the chex mix if needed. Judi will check with the city to see if glow necklaces are already being given by another group.

Thank you written to Sara Farebrother for her volunteer hours which brought us \$1000 donation from Go Daddy.

Suggestion that we have nametags at meetings, no decision made.

Next meeting: Wednesday, February 13 at 12 PM in the library.

Library Director Report
North Liberty Community Library Board of Trustees Meeting
December 17, 2018

- I. Financial Report and Update as of Nov. 30, 2018:
 - A. Personnel Services: 49.91 percent
 - B. Services & Commodities: 52.55 percent
 - C. Total Library Services for: 50.51 percent
 - D. Average this time of year: 50 percent

- II. Administrative Update
 - A. Budget Update
 - i. We had the City Council FY20 budget work session on Jan. 15
 - ii. All departments were asked to make some concessions to increased proposals
 - 1. Tax valuations did not grow as expected
 - iii. Library was asked to cut \$18,500 from the budget
 - 1. Much of the budget will remain same as FY19
 - 2. Maintained request for Public Services position to increase to full-time
 - 3. Other areas proposed to increase include staff training and databases

 - B. Library Services/Programs Update
 - i. All City departments have a new phone system
 - 1. Library voicemail will be programmable to select an option to hear hours once we get everything ironed out
 - 2. Front desk will now ring to staff in the workroom if front desk staff is busy so we should rarely miss calls during the day.

 - C. Staff Update
 - i. Public Services Librarian, Heidi Hartke, is beginning work on training program for onboarding new staff
 - ii. Community Center staff training retreat tentatively planned in November

 - D. Citywide Safety Training
 - i. Staff completing Slips, Trips, and Falls Training for January

 - E. Community update
 - i. NLCL is hosting a delegation of Uzbek librarians on Feb. 7 to learn more about our library volunteer program and the role volunteers play in fostering the library's mission and success
 - 1. Jennie, Jennifer, Amy, and Erin will meet with them
 - 2. Part of the International Visitor Leadership Program

3. Through Council for International Visitors to Iowa Cities (CIVIC is a community based non-profit that hosts international visitors) and sponsored by the Department of State's Education and Cultural Bureau

Respectfully Submitted, Jennie Garner, Library Director

Assistant Director Library Board Report
North Liberty Community Library
January 2019

The following are updates on the projects I have been focusing on during December:

- Stork Storytime (SS) updates
 - Developed and recorded Stork Storytime Talks podcast to post in January
 - Topic was “Dad’s Dish” with an experienced dad, an expecting dad, and a new dad
 - Began collaborating with the adult services and public services librarians to assist in the continued development and implementation of SS programming
- Scheduled full time and part time staff work hours for all of 2019

Submitted by,

Jennifer Jordebrek
Assistant Director

Adult Services Board Report

December Overview

December programs Cook the Book and Present Wrapping Party were a hit with attendees. We had wonderful feedback, and I hope to do something similar to the Present Wrapping Party next year. Cook the Book has a following so I am looking for ways to grow the program and change some things up. Possibly doing a Meal Prep one – which I think could possibly hit a wider audience.

Updates for Future Planning & Programming

I've met with the Executive Director for Keystone Place at Forevergreen in December, and we have discussed future outreach there for their independent, assisted living, and memory care residents. Technology assistance for residents who can no longer read print is a high priority for staff. We have decided to start with presentations to small groups about what the library can offer and move forward from there assessing resident need and interest. I expect to begin regular visits in early 2019.

In collaboration with Andrew, I'm starting a tie and scarf collection for patrons who have an interview and may not have the funds to go out and purchase one. I'm looking into other ways to expand our programs and services for job seekers in our community. Our January program, Get A-head in the Job Search, with our community partner Portraits by Jeanna is one we have the option to continue as an annual program.

Family Services Board Report
North Liberty Community Library
January 2019

- Family:
 - 12/14 Family Movie
 - Sherlock Gnomes
 - 20 people attended
 - 12/20 Yoga Storytime
 - 15 people attended
 - 12/28 Noon Year's Eve
 - 281 people attended
 - Around 600 balloons for the drop
 - Face painting (Erin & Amy)
 - DJ dance party (Janet)
 - Zumba (Core Fitness)
 - S'mores snack (Friend's volunteers)
 - Core brought apples & bottle water
- Baby & Tot
 - Doodle Bugs (first program 1/23)
 - New program provided (planned and staffed) by Cedar Rapids Museum of Art
 - Storytime and craft based on exhibits at the museum
 - Once a month, fourth Wednesday, in place of regular storytime
 - 12/14 Iowa City Gym Nest
 - 47 people attended
 - 1/16 Tippiie Toes
 - 100 people attended (!!!!)
 - 1000 Books Before Kindergarten
 - 184 enrolled
 - 27 completed
- BYOB:
 - 01/25 *Station Eleven* by Emily St. John Mandel and eating at Mirabito's

Youth & Teen Services Board Report

North Liberty Community Library

January 2019 (Dec. 10th - Jan. 15th)

Family (Overlap with Emily)

- Noon Year's Eve party - 280 people attended
- Movie Night - 23 people attended

Kids

- Super Tuesdays – avg of 10 kids per week
- Rotating schedule for the month - Games, Book + Art, Crazy 8s math club, Lego day

Tweens

- Avg. of 7 kids per week
- Rotating schedule for the month - Games, Pinterest Club, Crazy 8s math club, Wild Card (they choose their activity that day)

Special Programs

- Youth Impact Initiative - 1/13/19 20 tweens in attendance and we did a program on internet safety

Outreach:

- Van Allen PreK - avg. 41 kids (2 classrooms); Penn PreK - avg 21 kids

Question of the Week: avg of 22 kids participated

Teens

- Maker Monday – avg. of 2 participants
- Game Day - 4 participants for the first one (new weekly program)
- Gulp Fiction Book Club: off for December
- Musical Theatre Workshop - 30 teens participated (This was very well received and I'm excited to do more theatre in the library!)

Respectfully submitted,

Erin Silva

Youth and Teen Services Librarian

**Technical Services Board Report
North Liberty Community Library
January 2019**

Wall Street Journal

- The library has one online subscription to a paper- The New York Times Online
- With not much marketing it is one of our fastest growing online resources
- The numbers are not separated out for Iowa City, Coralville and North Liberty

| | July | Aug | Sept | Oct | Nov | Dec |
|-----------------------|------|------|------|------|------|------|
| New York Times | 1661 | 1816 | 2144 | 2644 | 2718 | 2866 |

Talk Tech and Sip Joe

- I will be doing an adult program with Amy on Monday January 28th
- Will help people with their devices
- May use some of our tech equipment to show them how tablets work
- The library is doing the program as one of the ways **Beat the Bitter** is being kicked off

Janet D Lubben
Technology Services Librarian

SERVICE POLICY

Address: 520 W Cherry St., PO Box 320, North Liberty, IA 52317

Phone: (319)626-5701

Web page: www.northlibertylibrary.org

I. Purpose Statement

The purpose of the Service Policy is to clarify library card registration and outline use of the library, including access to materials and technology and the processes for overdue fines and account reconciliation. The North Liberty Library supports the American Library Association's *Library Bill of Rights* which states that "A person's right to use a library should not be denied or abridged because of origin, age, background, or views (Article V)." (<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/intfreedom/librarybill/lbor.pdf>)

II. Library hours

- A. The Library will have regular business hours posted.
- B. The Library will close for legal, city holidays; occasional library staff training or city events; and inclement weather in compliance with City policy.

III. Confidentiality of Patrons

- A. The Library Board of Trustees and library staff upholds the confidentiality of patron records, including but not limited to card application information, circulation and Internet records.
- B. The State of Iowa has deemed patron records to be confidential as cited in Chapter 22.7 of the Code of Iowa.
- C. Library records may be subject to disclosure to officials pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.
- D. The library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which we provide access. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.

IV. Registration

- A. Citizens of North Liberty, rural Johnson County, and communities participating in Iowa's Open Access program may obtain a library card.
- B. Library cards are valid for three years and may be renewed upon patron request at expiration.
- C. Library cards are issued to individuals. Family cards are not available.
- D. Adult patrons are asked to provide a current, government issued photo ID and proof of residence at time of registration. If proof of residence is not available, proof may be provided on the next visit. A library postcard may also be mailed to a new residence to confirm address, as needed.

- E. Children may register for a library card at any age when they can accurately provide full name, address, phone number, and birthdate. A follow-up welcome letter sent to the child's home and returned to the library may be used as an identifier and for verification of residence.
- F. Parent or guardian permission must be provided for children who are unable to provide accurate registration information.
- G. The staff will collect contact information for library use only and patrons will be contacted by their preferred means (text or e-mail).
- H. A patron may be limited in the number of items he/she may check out at a time at the discretion of library administration if he/she consistently has overdue materials or due to large fees on the card-holder account.
- I. A photo will be taken of each new patron to accompany their record for identification purposes.
- J. A \$2.00 replacement fee is assessed for lost cards and a \$.50 fee for barcode replacement on Recreation Center passes.

V. Use of Library material

- A. Check out loan periods:
 - a. Express books, DVDs and Cake Pans have a one (1) week checkout period.
 - b. Television series DVDs have a two (2) week checkout period.
 - c. Books, magazines and audiobooks have a three (3) week checkout period.
 - d. Miscellaneous collection items such as bike locks, device chargers, and air quality monitors are also available for checkout. See staff for loan information.
- B. Loan periods are based on open business days and exclude holidays.
- C. All material types, excluding Express Collection, may be renewed if the title(s) is not on reserve for another patron.
- D. Items on the reserve list may be renewed one time for three (3) days.
- E. The most current issue of magazine subscriptions is not available for checkout until a new issue has arrived.
- F. Patrons may request materials through Interlibrary Loan that are not owned by NLCL. There is a minimum \$3.00 charge/item to be paid at pick-up. Patrons are responsible for replacement cost for lost or damaged materials and any additional fees charged by the lending library.
- G. North Liberty and rural Johnson County residents have access to a variety of electronic resources including subscription databases, e-books, e-audiobooks, and online magazines with a current library card.

VI. Reserve Material

- A. Library material may be reserved in-person, by phone, by email or on the library's website.
- B. Patrons will be notified by preferred contact method when a reserved item is available.
- C. Items are held for five days for pick up unless other arrangements are made. After five days, items are passed on to the next patron with a reserve or re-shelved.

VII. Equipment Use

- A. Laptops with wireless Internet and printing for adult patrons are available free of charge on a first-come, first-served basis. Adult patrons must have a library card or a current photo ID to

check out a laptop and a mouse. Laptops are for in-library use only and may not be used in the public restrooms or in the Teen Zone.

- B. Quick computer stations may be accessed with a 15-minute pass, available at the Information Desk.
- C. Copying and printing charges are \$.10 per page for single or double-sided. There is no fee for scanning a document to email.
- D. Patrons under 18-years of age have access to desktop computers and iPads in the library at no cost on a first-come, first-served basis.
- E. An overhead projector is available to patrons at no charge to be used in Meeting Rooms CD upon request.
- F. Card-holders are responsible for repair or replacement costs due to negligent damage to library equipment.

VIII. Notices & Displays

- A. Display space and notice posting is available to educational, cultural and nonprofit groups as long as they are not using obscenity or profanity, advocating violence, or in violation of the Iowa Hate Crimes Law. All notices and posters in designated public display areas will be reviewed and posted by staff.
- B. Objections to notices or displays may be brought before the North Liberty Community Library Board of Trustees through a written explanation of the objection and/or written request to discuss the objection with the Library Board at their monthly meeting.
- C. All notices posted in the library become property of the library and may be removed and discarded at any time.

IX. Overdue Materials & Fee Structure

- A. The North Liberty Community Library does not collect overdue fines until items are overdue for two weeks past the due date.
- B. Patron will be notified by text message or e-mail of overdue material when past the due date.
- C. There are no fees for items returned within 14 days of the established due date.
- D. Items returned 15 or more days overdue are subject to a \$2 fee/item.
- E. Iowa Code addresses the theft of library materials or equipment in sections 714.5 and 808.12. Patrons may refer to these sections of the Iowa Code for more information.
- F. Replacement cost for items returned more than eight (8) weeks past the due date will be billed to the library patron who has the items checked out, along with a \$5 processing fee per item.
- G. Parents or legal guardians are responsible for all assessed library fees for minor children according to Iowa Code section 613.16(<https://www.legis.iowa.gov/docs/code/613.16.pdf>).
- H. Items that patrons "claim return" will be searched for in the library for 60 days and then will be considered lost and the card-holder may be billed replacement and processing fees.

X. Reconciliation & Suspension of Library Accounts

- A. Library services, including material check out and use of library equipment and services are suspended for account balances exceeding \$10.00.
- B. Lost material/replacement charges are the responsibility of the card-holder whose account bears the overdue items.

- C. Overdue fees may be paid with Food for Fines (one non-perishable food item/\$1 owed).
- D. Replacement costs for unreturned or long overdue library materials (past 8 weeks) and damaged equipment require cash payment or a replacement copy of the same title/material type unless other arrangements are made with library administration. In addition, a \$5 processing fee applies for each unreturned item.
- E. Minor children may also opt to read at the library for one hour per \$10.00 in fines owed.
- F. Patrons may set up a monthly payment plan with administration through the library's reconciliation program as needed.

SERVICE POLICY

Address: 520 W Cherry St., PO Box 320, North Liberty, IA 52317

Phone: (319)626-5701

Web page: www.northlibertylibrary.org

I. Purpose Statement

The purpose of the Service Policy is to [affirm the rights of all people to free and equal access to information. The North Liberty Community Library is dedicated to providing respectful, courteous service in an inclusive and non-discriminating environment. This policy is set forth to clarify library card registration and](#) outline use of the library, including [library card registration](#), access to materials and technology, and the processes for overdue fines and account reconciliation. The North Liberty Library supports the American Library Association's *Library Bill of Rights* which states that "A person's right to use a library should not be denied or abridged because of origin, age, background, or views (Article V)." (<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/intfreedom/librarybill/lbor.pdf>)

II. Library hours

- A. The Library will have regular business hours posted.
- B. The Library will close for legal, city holidays; occasional library staff training or city events; and inclement weather in compliance with City policy.

III. Confidentiality of Patrons

- A. The Library Board of Trustees and library staff upholds the confidentiality of patron records, including but not limited to card application information, circulation and Internet records.
- B. The State of Iowa has deemed patron records to be confidential as cited in Chapter 22.7 of the Code of Iowa.
- C. Library records may be subject to disclosure to officials pursuant to a process, subpoena or court order authorized pursuant to a federal, state, or local law relating to civil, criminal, administrative or legislative investigative power. Library staff will seek legal counsel from the City Attorney's Office in the event of such request for release of library records, and will respond to the request according to advice of counsel.
- D. The library cannot guarantee the confidentiality of information sought or received, or materials consulted or borrowed from third-party digital services to which we provide access. When patrons use those resources, they are subject to the individual third-party terms and privacy policies.

IV. Registration

- A. Citizens of North Liberty, rural Johnson County, and communities participating in Iowa's Open Access program may obtain a library card.
- B. Library cards are valid for three years and may be renewed upon patron request at expiration.
- C. Library cards are issued to individuals. Family cards are not available.

- D. Adult patrons are asked to provide a current, government issued photo ID and proof of residence at time of registration. If proof of residence is not available, proof may be provided on the next visit. A library postcard may also be mailed to a new residence to confirm address, as needed.
- E. Children may register for a library card at any age when they can accurately provide full name, address, phone number, and birthdate. A follow-up welcome letter sent to the child's home and returned to the library may be used as an identifier and for verification of residence.
- F. Parent or guardian permission must be provided for children who are unable to provide accurate registration information.
- G. The staff will collect contact information for library use only and patrons will be contacted by their preferred means (text or e-mail).
- H. A patron may be limited in the number of items he/she may check out at a time at the discretion of library administration if he/she consistently has overdue materials or due to large fees on the card-holder account.
- I. A photo will be taken of each new patron to accompany their record for identification purposes.
- J. A \$2.00 replacement fee is assessed for lost cards and a \$.50 fee for barcode replacement on Recreation Center passes.

V. Use of Library material

- A. Check out loan periods:
 - a. Express books, DVDs and Cake Pans have a one (1) week checkout period.
 - b. Television series DVDs have a two (2) week checkout period.
 - c. Books, magazines and audiobooks have a three (3) week checkout period.
 - d. Miscellaneous collection items such as bike locks, [book club kits](#), device chargers, and air quality monitors are also available for checkout. See staff for loan information.
- B. Loan periods are based on open business days and exclude holidays.
- C. All material types, excluding Express Collection, may be renewed if the title(s) is not on reserve for another patron.
- D. Items on the reserve list may be renewed one time for three (3) days.
- E. The most current issue of magazine subscriptions is not available for checkout until a new issue has arrived.
- F. Patrons may request materials through Interlibrary Loan that are not owned by NLCL. There is a minimum \$3.00 charge/item to be paid at pick-up. Patrons are responsible for replacement cost for lost or damaged materials and any additional fees charged by the lending library.
- G. North Liberty and rural Johnson County residents [with a current library card](#) have access to a variety of electronic resources including subscription databases, e-books, e-audiobooks, and online magazines [with a current library card](#).

Commented [ET1]: add book club kits?

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VI. Reserve Material

- A. Library material may be reserved in-person, by phone, by email, or on the library's website.
- B. Patrons will be notified by preferred contact method when a reserved item is available.
- C. Items are held for five days for pick up unless other arrangements are made. After five days, items are passed on to the next patron with a reserve or re-shelved.

VII. Equipment Use

- A. Laptops with wireless Internet and printing ~~for adult patrons~~ are available [for adult patrons](#) free of charge on a first-come, first-served basis. Adult patrons must have a library card or a current photo ID to check out a laptop and a mouse. Laptops are for in-library use only and may not be used in the public restrooms or in the Teen Zone.
- B. [Guest passes](#) ~~Quick computer stations may be to access accessed with a 15-minute pass~~ [library computer stations](#), are available at the Information Desk.
- C. Copying and printing charges are \$.10 per page for single or double-sided. There is no fee for scanning a document to email.
- D. Patrons under 18-years of age have access to desktop computers and iPads in the library at no cost on a first-come, first-served basis.
- E. ~~An~~ overhead projector is available to patrons at no charge to be used in Meeting Rooms CD upon request. [White boards are also available for use in meeting rooms and may be checked out at the Information Desk.](#)
- F. Card-holders are responsible for repair or replacement costs due to negligent damage to library equipment.

Commented [ET2]: Add sit down and job computers?

Commented [ET3]: Add white boards for meeting room usage?

VIII. Notices & Displays

- A. Display space and notice posting is available to educational, cultural, and nonprofit groups as long as they are not using obscenity or profanity, advocating violence, or in violation of the Iowa Hate Crimes Law. All notices and posters in designated public display areas will be reviewed and posted by staff.
- B. Objections to notices or displays may be brought before the North Liberty Community Library Board of Trustees through a written explanation of the objection and/or written request to discuss the objection with the Library Board at their monthly meeting.
- C. All notices posted in the library become property of the library and may be removed and discarded at any time.

IX. Overdue Materials & Fee Structure

- A. The North Liberty Community Library does not collect overdue fines until items are overdue for two weeks past the due date.
- B. Patron will be notified by text message or e-mail of overdue material when past the due date.
- C. There are no fees for items returned within 14 days of the established due date.
- D. Items returned 15 or more days overdue are subject to a \$2 fee/item.
- E. Iowa Code addresses the theft of library materials or equipment in sections 714.5 and 808.12. Patrons may refer to these sections of the Iowa Code for more information.
- F. Replacement cost for items returned more than eight (8) weeks past the due date will be billed to the library patron who has the items checked out, along with a \$5 processing fee per item.
- G. Parents or legal guardians are responsible for all assessed library fees for minor children according to Iowa Code section 613.16(<https://www.legis.iowa.gov/docs/code/613.16.pdf>).
- H. Items that patrons "claim return" will be searched for in the library for 60 days and then will be considered lost and the card-holder may be billed replacement and processing fees.

X. Reconciliation & Suspension of Library Accounts

- A. Library services, including material check out and use of library equipment and services, are suspended for account balances exceeding \$10.00.
- B. Lost material/replacement charges are the responsibility of the card-holder whose account bears the overdue items [or the parent or legal guardian for minor children](#).
- C. Overdue fees may be paid with Food for Fines (one non-perishable food item/\$1 owed).
- D. Replacement costs for unreturned or long overdue library materials (past 8 weeks) and damaged equipment require cash payment or a replacement copy of the same title/material type unless other arrangements are made with library administration. In addition, a \$5 processing fee applies for each unreturned item.
- E. Minor children may also opt to read at the library for one hour per \$10.00 in fines owed.
- F. Patrons may set up a monthly payment plan with administration through the library's reconciliation program as needed.

Reviewed/Approved by the Library Board of Trustees, January 2018

LIBRARY CHILD SAFETY AND VULNERABLE ADULTS POLICY

I. Purpose Statement

The North Liberty Community Library welcomes all ages and strives to provide an environment/place for all to enjoy. The safety and welfare of children and vulnerable adults at the library is of upmost importance, however, the library is a public building open to all. Vulnerable adults and young children should be supervised by age appropriate, responsible parties. Parents and caregivers are responsible for monitoring the activities and regulating the behavior of persons in their care while they are in the library. The Library Board and staff respect the rights and privacy of all library patrons. Library staff will intervene only when juveniles or vulnerable adults are left unattended or issues relating to safety, disruptive behavior, or well-being occur. Library staff will follow established library procedure for the protection of the involved party and to maintain an environment free from disruption in accordance with the Library Conduct Policy.

II. Unattended Children/Vulnerable Adults in the Library

- A. An unattended child is a minor of any age whose behavior requires them to be accompanied by a parent or caregiver. A vulnerable adult is a person over the age of 18-years-old who is unable or unwilling to care for themselves.
- B. The library does not have staff, staff training or State Certification to act as a child care facility or in lieu of trained staff or family for vulnerable adults.
- C. The library staff is not responsible for the care of unattended children and vulnerable adults and does not assume responsibility from the parents or caregivers for providing for the welfare of persons in their care.
- D. Library staff is not responsible for children or vulnerable adults interacting with or leaving the library with persons who are not appropriate caregivers.
- E. Library staff is not responsible for any consequences of parents or caregivers forfeiting their responsibilities.
- F. Library staff may refer to the police those children or vulnerable adults who are left unattended in the library when a parent/guardian cannot be reached or if the behavior of the minor child or vulnerable adult falls outside that of acceptable behavior in the library.
- G. Please refer to the Library Conduct Policy for more information and procedures for addressing issues with unattended children and vulnerable adults.

III. Parent/Caregiver Responsibilities

- A. Parents/caregivers should remain with persons in their care and be responsible for the care of those persons inside the entire Community Center building and on the premises. (NOTE: This expectation is for the entire facility.)
- B. Parents/caregivers should encourage positive behavior by persons under their care while in the library.
- C. Parents/caregivers should cooperate with the library staff if persons in their care are disruptive or if they interfere or endanger others or cause damage to property.
- D. Parents or guardians with children who are mature enough to be left alone at the library are expected to set reasonable time limits for their children's visits to the library and provide a means of transportation home from the library by the time the library closes.
- E. Please refer to the Recreation Center Child Safety Policy for requirements to use the Recreation and Aquatic Centers.

IV. Staff Guidelines

- A. Staff will attempt to contact the parent, guardian, or caregiver to address concerns of lost, unattended, or scared children or vulnerable adults, or those with conduct issues.
- B. If the parent or responsible guardian cannot be found in the building or by phone, the proper authorities will be notified after a period of 15 minutes.

- C. An incident report will be filled out, given to appropriate Community Center personnel, and kept on record.
- D. Library staff may not take children or vulnerable adults out of the building, unless caregivers are located within sight of the facility, nor is staff permitted to transport children or vulnerable adults away from Library facilities.
- E. For the safety of a child or vulnerable adult left unattended in the library at closing, appropriate law enforcement authorities will be contacted to take custody after a time period of 15 minutes following closing if attempts to contact the parent, legal guardian, or custodian.

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**North Liberty Community Library
Personnel Policy Statement**

The North Liberty Community Library staff follows the personnel policy for the City of North Liberty as approved by North Liberty City Council.