

North Liberty Community Library Board of Trustees Meeting  
City Council Chambers, 1 Quail Creek Drive, North Liberty  
April 20, 2020 6:30 pm

Call to Order

- I. Additions/Changes to the Agenda
  
- II. Approval of Minutes
  - a. January
  
- III. Reports
  - a. Staff introduction
  - b. Budget
  - c. Friends
  - d. Director
  - e. Staff reports – questions
  
- IV. Policy Review
  - a. Planning for results
  - b. Mission statement
  - c. Proctoring policy
  - d. Volunteer policy
  
- V. New Business

Adjourn

Next meeting date: April 20, 2020, 6:30pm

North Liberty Community Library Board of Trustees Meeting  
City Council Chambers, 1 Quail Creek Drive, North Liberty

DATE: January 20, 2020 at 6:30 p.m.

PRESENT: Chris Mangrich, Laura Hefley, Jessica Beck, Mike Healy, Scott Clemons, Heidi Wood, Library Director Jennie Garner

ABSENT: none

CALL TO ORDER

- I. Additions/Changes to the Agenda
  - a. Staff Introduction and Friends report removed from meeting agenda
  
- II. Public Comment
  - a. None
  
- III. Approval of Minutes
  - a. December 2019 meeting minutes approved
  
- IV. Reports
  - a. Budget (% of budget spent)
    - i. Total Personnel Services: 49.61%
    - ii. Total Services & Commodities: 57.26%
    - iii. Total Library Services: 51.19%
    - iv. Average for this time of year: 50.00%
  
  - b. Director Report
    - i. FY21 budget proposal submitted for 1/21/2020 Council work session
      1. Proposed budget similar to FY2020
      2. Includes request for one additional part-time staff position
    - ii. Annual report for City Council report created by Marketing Intern and Marketing Coordinator
    - iii. Community Center collaboration
      1. Community Center training completed. Administrative follow-up meetings now occurring to establish Community Center core values and service model for building
      2. Collaboration between Rec and Library teams increasing for joint programming
    - iv. Monthly staff training

1. Diversity Training – Race: The Power of Illusion completed
2. Mobile Crisis and Library collaboration training scheduled for 1/28/2020
- v. Family Place Library designation
  1. Preparations for May 2020 rollout are occurring, including ordering equipment/toys, article in the Press Citizen, and funding opportunities review
- vi. Library operations update
  1. Expanded hours set to launch 3/23/2020
  2. Elimination of fines for overdue materials also scheduled for March 2020; replacement fees for lost or damaged materials will remain in place
  3. Student AIM Cards
    - a. Positive response and use by students observed over the first month
- vii. Community survey
  1. Preparation and conduction by social work intern
  2. Strategizing how to reach individuals who do not currently utilize library and its resources
- c. Staff Reports
  - i. Reviewed prior to meeting with opportunity for questions/clarifications during meeting
- V. Policy Review
  - a. Service Policy
    - i. Approved with minor edits
  - b. Child Safety Policy
    - i. Approved
- VI. Old Business
  - a. Sex Offender Policy
    - i. Extensively revised by City Attorney
    - ii. Revised policy approved
- VII. New Business
  - a. None

MEETING ADJOURNMENT: 7:03 p.m.

NEXT MEETING: March 16, 2020 at 6:30 p.m.

*Meeting minutes recorded by Heidi Wood*

**financial report FY20  
mar20**

<b>Budget Line</b>	<b>Account #</b>	<b>Actual</b>	<b>Monthly Expenditures</b>	<b>YTD Expenditures</b>	<b>% of budget spent</b>
Regular Salaries & Wages	010-6-4010-1-6010	575,620.00	49,041.89	415,615.67	72.20%
Part-time & Temp Wages	010-6-4010-1-6020	80,679.00	10,071.04	65,911.05	81.70%
Overtime pay	010-6-4010-1-6040	500.00	0.00	225.09	45.02%
FICA/Medicare	010-6-4010-1-6110	48,038.00	4,372.33	35,599.12	74.11%
IPERS	010-6-4010-1-6130	59,278.00	5,572.71	44,792.11	75.56%
Group Insurance	010-6-4010-1-6150	104,010.00	8,249.78	68,653.24	66.01%
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	245.32	1,521.84	58.53%
Group Insurance Deductible	010-6-4010-1-6183	10,000.00	0.00	15,174.38	151.74%
Dues/Memberships/Subscriptions	010-6-4010-1-6210	1,800.00	0.00	1,364.00	75.78%
Training & Conferences	010-6-4010-1-6240	22,770.00	23.96	16,705.10	73.36%
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	0.00	0.00%
Employee Recognition	010-6-4010-1-6253	0.00	0.00	0.00	
<b>Total Personnel Services</b>		<b>908,395.00</b>	<b>77,577.03</b>	<b>665,561.60</b>	<b>73.27%</b>
Building Maintenance	010-6-4010-2-6310	1,500.00	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	0.00	34,747.43	82.73%
Dumpster Pickup	010-6-4010-2-6372	425.00	35.00	315.00	74.12%
Cleaning Services Contract	010-6-4010-2-6373	16,320.00	1,448.27	12,076.08	
Gas Utility	010-6-4010-2-6390	7,000.00	393.15	3,045.39	43.51%
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	750.00	0.00	666.80	88.91%
Adveristing & Publications	010-6-4010-2-6414	3,500.00	109.92	3,196.09	91.32%
Office Equip. Maint. Contracts	010-6-4010-2-6422	3,000.00	220.24	2,547.27	84.91%
Telephone	010-6-4010-2-6425	1,500.00	149.20	1,352.51	90.17%
Database Subscriptions	010-6-4010-2-6431	12,500.00	1,025.89	10,034.82	80.28%
Credit Card Fees	010-6-4010-2-6439	0.00	0.00	0.00	
Software Support	010-6-4010-2-6491	5,000.00	0.00	4,469.10	
Library Books	010-6-4010-2-6502	46,000.00	3,329.16	34,538.07	75.08%
Office Supplies	010-6-4010-2-6506	5,000.00	391.61	1,822.23	36.44%
Postage & Shipping	010-6-4010-2-6508	1,800.00	55.00	701.33	38.96%
Cleaning Supplies	010-6-4010-2-6511	1,500.00	0.00	1,531.57	102.10%
Building Maintenance Supplies	010-6-4010-2-6514	600.00	4.70	91.16	15.19%
Furniture & Fixtures	010-6-4010-2-6517	1,000.00	84.12	570.05	57.01%
Computers & Technology	010-6-4010-2-6518	11,800.00	1,118.98	6,999.18	59.32%
Program Materials	010-6-4010-2-6537	8,000.00	159.42	6,196.01	77.45%
Misc Ground Maintenance Supplies	010-6-4010-2-6538	0.00	0.00	0.00	

**financial report FY20  
mar20**

Summer Reading Program	010-6-4010-2-6539	5,000.00	90.69	1,435.21	28.70%
Library Supplies	010-6-4010-2-6540	7,000.00	254.32	6,107.29	87.25%
Audio Books	010-6-4010-2-6541	3,000.00	0.00	2,180.29	72.68%
DVDs/Videos	010-6-4010-2-6542	11,000.00	640.88	7,947.78	72.25%
Misc Collection	010-6-4010-2-6543	250.00	0.00	0.00	0.00%
Newspapers/Periodicals	010-6-4010-2-6544	3,500.00	0.00	2,368.09	67.66%
Software	010-6-4010-2-6545	750.00	0.00	811.04	108.14%
E-Books	010-6-4010-2-6546	25,000.00	0.00	25,000.00	100.00%
Software Maintenance Fees	010-6-4010-2-6547	10,000.00	0.00	10,994.61	109.95%
<b>Total Services &amp; Commodities</b>		<b>237,695.00</b>	<b>9,510.55</b>	<b>181,744.40</b>	<b>76.46%</b>
Capital Equipment	010-6-4010-3-6726	0.00	0.00	0.00	
<b>Total Library Services</b>		<b>1,146,090.00</b>	<b>87,087.58</b>	<b>847,306.00</b>	<b>73.93%</b>

**Library Director Report**  
**North Liberty Community Library Board of Trustees Meeting**  
**April 20, 2020**

- I. Financial report and end of month update
  - A. Personnel Services: 65.05 percent
  - B. Services & Commodities: 73.64 percent
  - C. Total Library Services for: 66.83 percent
  - D. Average this time of year: 67.00 percent
- II. Administrative Update
  - A. FY21 Budget passed
    - i. Library Books budget line update
  - B. Staff update
    - i. Lora Wegner is graduating in May and will be moving out of staff
    - ii. That will leave a library assistant I position open and plan to fill in May
  - C. Family Place Update
    - i. We will hold off the launch on this until at least September to be better prepared and ensure funding
  - D. In the news
    - i. The library was featured in this Gazette publication:
      - a. <https://www.thegazette.com/subject/special-sections/LifeMar2020>
    - ii. Also on Channel 2 news last month:
      - a. <https://cbs2iowa.com/news/local/north-liberty-library-staff-gets-creative-to-provide-books-connection-while-closed>
    - iii. Press Citizen story on curbside pickup:
      - a. <https://www.press-citizen.com/story/news/2020/04/13/librarians-call-coralville-cease-curbside-book-pickup/2982496001/>
- III. Library operations update
  - A. Coronavirus response
    - i. Library closed on March 16
    - ii. Department head briefings and staff meetings
    - iii. Emergency childcare
      - a. Process
      - b. Staffing
    - iv. Staffing plan
      - a. Working in teams for less contact
      - b. Work from home
        - 1. Professional development
      - c. Part-time staff
    - v. Programming – Facebook/virtual program stats
      - a. Page views are up 316
      - b. 46 new page likes and 64 new followers

- c. Post engagement is up 40%
      - d. Video Stats (we didn't previously offer daily LIVE and such so these stats are BIG)
      - e. 5889 minutes viewed up 963%
      - f. 11.2K 3-second video views which is up 1187%
      - g. As far as engagement goes our interactive posts, fun memes and LIVEs have the highest reach (post clicks, comments, reactions and shares)
      - h. Pages to Watch
        - 1. In comparison to ICPL, City of NL, CPL and EPL our posts, engagement and increase in page likes are sitting pretty average.
    - vi. Curbside service
      - a. Guidance from CDC, Public Health and State Library of Iowa
      - b. Process, procedures, and staff
      - c. What it entails
    - vii. Reopen plan
  - B. Early access/expanded hours and fine elimination
    - i. Will begin with slow open of library when safe
  - C. Planning for Results
    - i. New edition is coming out through the Public Library Association
    - ii. Work with State Library Consultant Becky Heil to refresh/update our strategic plan this fall
  - D. Art installation on west windows workroom windowsm – see Marketing update
- IV. Staff reports
  - A. Assistant Director
    - i. Participated in KCJJ podcast at Mirabito's (March 6)
    - ii. Stork Storytime (SS) updates:
      - a. Talks podcast – postponed April episode ('The Period of Purple Crying' with UnityPoint Health) recording due to COVID-19 virus
    - iii. Assisted in planning and coordinating library efforts during closure
    - iv. Worked through staff scheduling updates
    - v. Participated in training webinars
  - B. Technology Services
    - i. Favorite work from home task to date has been calling some regular patrons to check on them.
      - a. Scripted to move the conversation but wasn't needed
      - b. Overview of the services being offered
      - c. One patron said "Are you just checking up on me/" and thought that was so special.
      - d. All of my phone calls were really nice and I'm glad I could do it.
    - ii. Also performing iPad updates and working to organize email
  - C. Public Services

- i. Stork Storytime - drafted script for May podcast
  - ii. Procedures - drafted policies for Early Access and Lost Card management
  - iii. Programming - planned April launch of the weekly Love, Light, & Lit segments
  - iv. Training Manual - completed first draft; currently under staff review
  - v. Library Hop - assisted in implementation of hop service
  - vi. Library Deep Clean - assisted in planning the deep clean of all surface areas and books in the Library during close
- D. Marketing and Event Coordinator
- i. Facebook has been the main venue for programming since closure. Here are a few stats.
  - ii. Focus on connecting with patrons via social media.
    - a. Sharing information and resources while also including silly interactive posts.
  - iii. Updated the library homepage to include a section on available library services and resources during the closing. [northlibertylibrary.org](http://northlibertylibrary.org)
    - a. Created a page under our Reference tab with Free Fun for Kids with links to outside resources for kids:  
<https://northlibertylibrary.org/reference/external-resources/>
  - iv. Completed long time project for window art
    - a. Worked with Alphagraphics on a design and had window perf installed on the windows that look into the staff work room.
  - v. Completed our first March Book Madness – Battle of the Ages Challenge. “Don’t Let the Pigeon Drive the Bus” by Mo Willems won the championship round against “The Very Hungry Caterpillar” by Eric Carle
  - vi. We will again offer the Flamingo Flocking in May
    - a. Will be looking for volunteers to help with flocking this year. (Heidi and Jessi were fabulous helpers last year...wink, wink ☺)
    - b. Flocking will take place Sunday nights-Thursday nights so homeowners will enjoy Monday-Friday
    - c. I am planning to do as much of the flocking as needed but hope to find 3-5 people willing to take a night each week in May.
  - vii. Logo/Library Rebranding Project
    - a. Slowly updating library marketing materials with new Library/City of NL branding
    - b. We will continue to use printed items such as library cards until we need to re-order
- E. Collection Development
- i. Included in your packet are five showing circulation over the past several years and what the last month means for that.
  - ii. Also some charts for Kanopy usage over the last three months just to show the difference.
  - iii. There is commentary on all of them. Sorry, it got a little out of hand...maybe a little more than a couple of bullet points worth, so use as much or as little as you like. Let me know if there are questions.
  - iv. Helped develop procedures for the curbside laptop use for staff and patrons
- F. Adult Service



- i. Online book discussion – Currently Reading met April 1 and 8<sup>th</sup> (will continue weekly) each session brought 4 participants
  - ii. Researching and compiling lists of agencies and partners for oral storytelling archive
  - iii. Facebook Live events – LEGO Building challenge, Kanopy video, DIY Dog Toy
  - iv. Library Hop – collab w/Kellee on updating policies/procedures
- G. Youth and Teen Services
  - i. Attended the Kids First online conference April 6-7<sup>th</sup> and presented on the 7<sup>th</sup>. The presentation was called "Changing the Behavior Game", about our work we've done building relationships with kids and teens and the social work student, Kristin Conrad, has done with us. It went over very well, and I've had several people reach out to me with questions.
  - ii. Working on weeding the juvenile fiction and non-fiction books (which has been a goal of mine since I began working here almost 5 years ago).
  - iii. The kids' yoga conference I was scheduled to attend in Washington DC has moved online, so I will attend that virtually on April 18th. Sessions are being recorded, which is fantastic. All of this year's attendees will be automatically enrolled in next year's conference at no charge.
- H. Youth and Teen Services Assistant
  - i. Started and working on a Diversity Audit of the teen section
  - ii. Helping to weed the youth sections of the library
  - iii. Live streaming some programs and story times on social media
  - iv. Prepping for future library programs and finding ways to take them online
  - v. Expanding professional knowledge and creative ideas through daily continuing education
- I. Family Services
  - i. Coming back from time off during spring break was a definite shock.
  - ii. Since being thrown in to these tumultuous times I have, along with my co-workers, worked on brainstorming and providing services and programs virtually
  - iii. We have started doing a Facebook Live event every day at 10:30 and I have been doing my regularly formatted storytimes. The same week we were scheduled to do a Bridge to Reading (<http://www.bridgetoreading.com/>) voting party we read all the nominees during our live event and encouraged viewers to vote. The librarian from Dubuque who started this award gave us a list of links to youtube read aloud and we have linked those for anyone to access; there are also activities sheets to go along with the books.
  - iv. Next week are planning to ask patrons to post or send in their at home storytimes. Interestingly different components of this idea came from three different sources (Jennie, Mel and myself) and we happen to mention to each other at the same time and collaborate. I have taped a bedtime storytime season with my son and we are going to share that as an example for other patrons to share.
  - v. We have started a Primary component to our Library Hop Service, internally we are calling it Primary Hop. This is a pre-made bag of 13 (librarian's dozen)

randomly chosen picture books. People can request these through our Hop service. Andrew had noticed a trend within library hop, that no one was requesting picture books and came up with the solution. We have 5 bags for each day; Andrew and I are pulling books to make sure there are enough for the next day. This has become easier since we have Lora/Mel A to help with hop duties.

Respectfully Submitted, Jennie Garner, Library Director



TO: City Administrator and City Council  
FROM: Jennie Garner, Library Director  
DATE: April 8, 2020  
SUBJECT: Monthly Library Report

### **At a Glance**

Computer Usage	1473
Database Use	19667
Meeting Room Use	826
Door Count	7364

### **Library News**

The library's electronic resource statistics have increased quite a bit this month – e-books, e-audios, and electronic magazines are particularly popular. We are all facing these strange times together and the library staff has been working hard behind the scenes to offer daily online programming, live videos on Facebook, and as many free resources as possible since our building closure on March 16.

I've shared some screenshots below of some staff videos and programs being offered. In addition, our Marketing Coordinator has updated our website with many free resources our patrons can access at home and continues to add to that.

Our staff is working in two teams and alternating work at the library and from home to limit contact and work in separate spaces when in the building. We are vigilantly cleaning common spaces and keeping up with the recommended hygiene practices.

We know that not everyone has access to the Internet or electronic devices and not everyone is skilled with technology. We are pleased that we have been able to offer library materials through curbside pickup. We have taken several precautions to ensure there is no face-to-face contact and that materials are disinfected both as they are returned and as we check them out. Staff wears gloves and places all materials in a bag with a note on hygiene best practices affixed to the outside. Patrons remain in their vehicle and stop at a designated time. Staff places items in their trunk or on the ground for them to pick up after we go inside if they don't have a trunk. We are operating much like restaurants with takeout and scheduling pickup times Monday through Friday from 8am to 5pm.

We determined this was safe based on guidance from the State Library of Iowa:

### **Guidance from Iowa Department of Public Health on Handling Library Materials**

Today the State Library received guidance from the Iowa Department of Public Health (IDPH) with recommendations on handling library materials in the midst of the COVID-19 outbreak.

Dr. Caitlin Pedati, medical director and state epidemiologist at the IDPH, issued the following message on the handling of library materials:

***The COVID-19 virus is typically transmitted via droplets after an infected individual coughs or sneezes. It is unlikely that someone could become infected by COVID-19 by handling a library book. Libraries should continue to clean acetate books covers and CD/DVD covers; and frequently touched environmental surfaces like door handles, computers, and restroom surfaces with an EPA registered disinfectant. Use all products according to the directions on the label.***

Most recently, our city attorney conferred with the Iowa Attorney General and received word that the governor's office has stated that curbside service provided by library's is allowable despite the formal order for libraries to close to the public on April 6.

Providing books and other materials encourages our residents to stay at home by providing them more activities to do at home.

We have also found that people still need to print documents and have been able to offer this service through the curbside pickup with a mobile app we subscribe to called Princh. Additionally, knowing financial challenges faced by some in our community, we are offering free printing up to 10 pages for patrons via email and curbside pickup.

In addition, we have discovered that people who don't have devices at home may need to fill out forms or submit unemployment so we are now offering laptops at curbside to use wi-fi in our library parking lot. This week we were able to provide this service to a patron who needed to submit a job application and resume by a deadline.

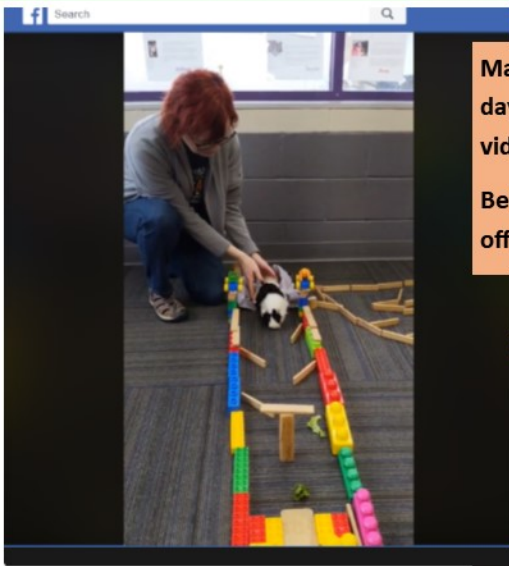
Finally, one of our staff is calling some of our regular patrons who we know might live alone and who use the library daily or weekly and sometimes just enjoy seeing a friendly face. Staff made lists of people who we thought might benefit from a human connection and she started making those calls. The response was overwhelmingly positive and emotional. We created a script to help the conversation but it was not really needed. She was able to tell people about some of our services and ask if we could do anything to assist. She asked if they would like a call each week and created a spreadsheet for notes and response.

A huge part of a library's role in a community is about connection and during these challenging times, it's been a pleasure to watch the library staff and other city staff in action coming up with ways to serve our community.

Be well.

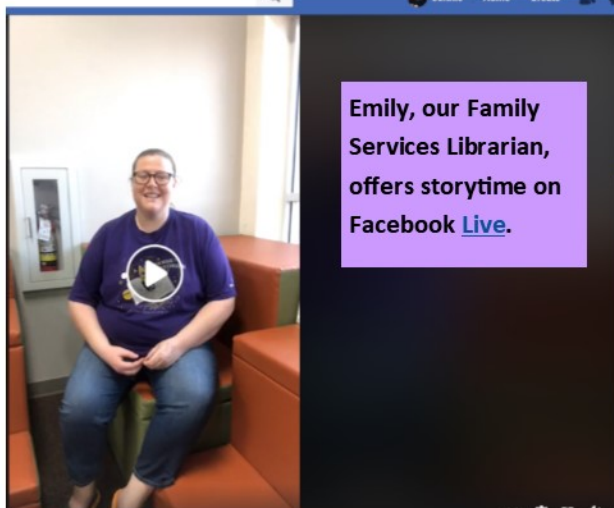
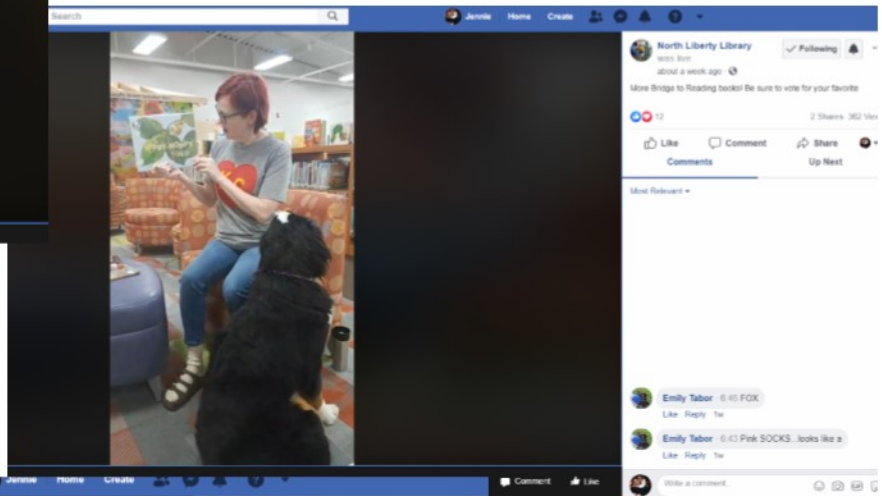
**Scroll for March highlights.**

Staff is offering online programming everyday from story time to adult DIY programs and encouraging our community to be Alone Together by connecting online when possible. All of the programs and videos are available on our Facebook page (click on videos). Follow us on social media at @NLibertyLibrary. All of the descriptions below contain links to some of our videos.

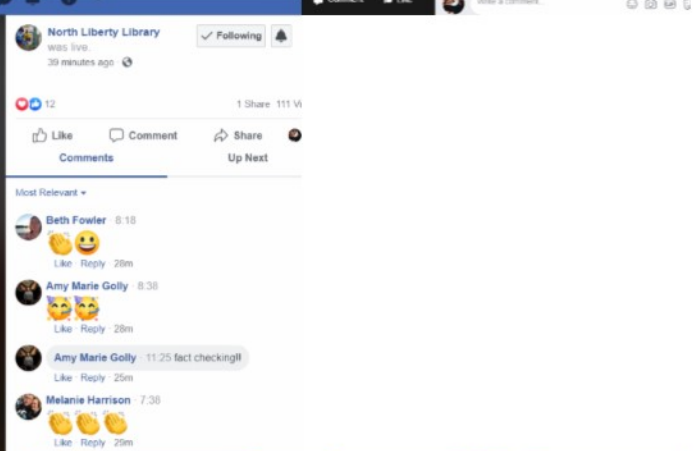


Matilda, our library guinea pig, ran an obstacle course designed by the daycamp kids on spring break. She's very treat motivated! Watch the video [here](#). Matilda has her own Instagram @nlpetsread

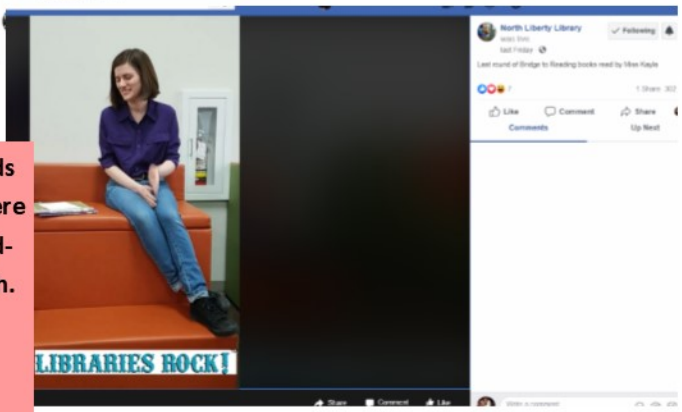
Below is Youth and Teen Services Librarian Erin and her guest star, Valli, offering a story time [live](#) on Facebook.

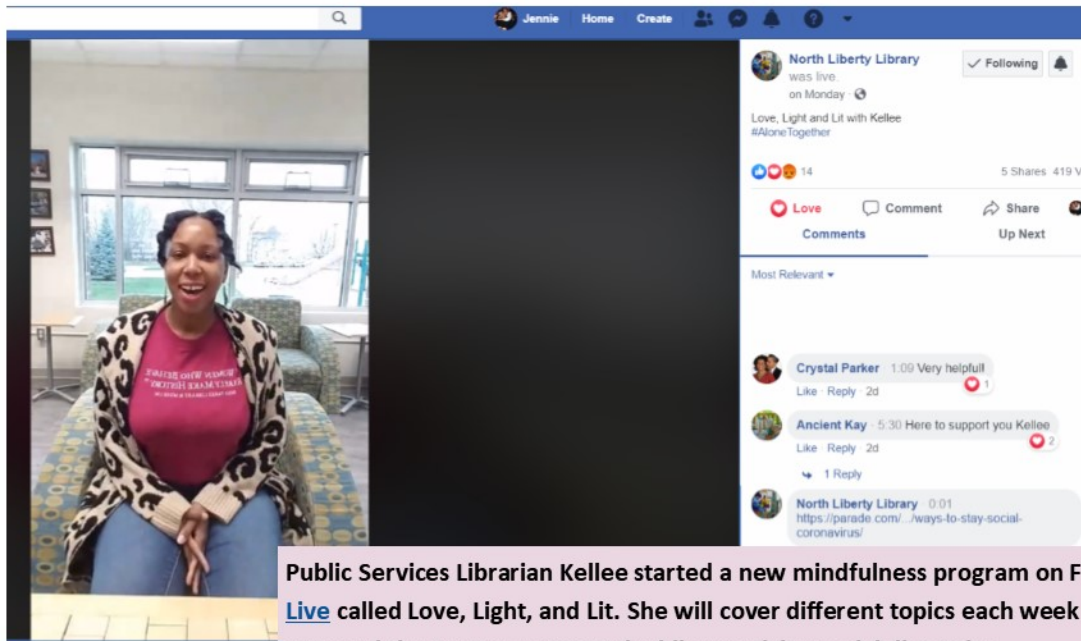


Emily, our Family Services Librarian, offers storytime on Facebook [Live](#).



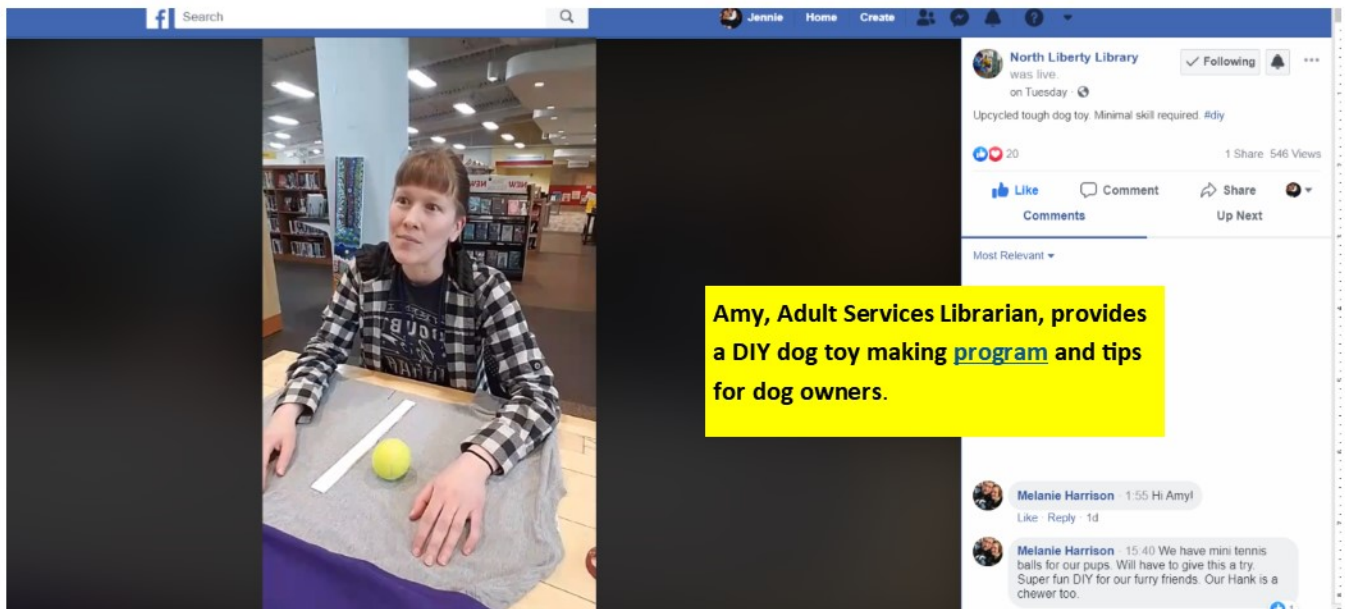
Kayla, Youth & Teen Services Asst, reads some of the Bridge to Reading ([click there](#) or go to the video) titles that were scheduled to be read at a big party this month. Patrons were able to vote for favorite Bridge to Reading titles online.





Public Services Librarian Kellee started a new mindfulness program on Facebook [Live](#) called Love, Light, and Lit. She will cover different topics each week with self-care and tips to stay connected while practicing social distancing.

Held every Monday at 10:30am on our Facebook page connecting wellness to reading with themes.



Amy, Adult Services Librarian, provides a DIY dog toy making [program](#) and tips for dog owners.



## MISSION STATEMENT

Your Library: A place to be, connect, enrich, create, thrive.

A staff person recommended an addition to the Mission Statement regarding adding something about our family-friendly atmosphere. She said she believes that's what sets us apart from other libraries in JoCo and any mention of it in the statement would send a stronger community message.

### **Library Service Program**

The North Liberty Library is open seven days a week, for a total of ~~64~~67 hours. The Library operates in conjunction with an advisory board composed of six (6) trustees.

## PROCTORING POLICY

### **I. Purpose**

To meet the needs of students and institutions of higher learning, the North Liberty Library agrees to cooperate with patrons and institutions to support their lifelong learning goals by offering proctoring services. This service is based on the availability of personnel, facilities, and technology to do so. As such, the following responsibilities are set out.

### **II. Responsibilities of Student**

- A. The student will initiate contact with library staff to proctor the exam.
- B. The student is responsible for making arrangements to take the exam including confirming with library staff that the test has arrived (electronically or via mail) and scheduling a time to take the test. The student will schedule the exam time to end no less than 30 minutes before the closing of the library.
- C. If a study room is required for the exam, the student is responsible for creating an account and booking the appropriate space using the library's online booking software available on the library website.
- D. The student is responsible for ensuring that the computer resources at the library are adequate and available for test taking.
- E. The student will provide a valid driver's license or photo ID (if required) for verification of identity before the test will be proctored.
- F. The student will arrive prepared with the necessary or required supplies to take the exam. These supplies will be made available for approval by the proctor if required.
- G. The student is responsible for the return postage and envelope for any exam that needs to be mailed. The library does not have fax capability.
- H. The finished exam will be mailed with other library mail or may be submitted electronically through scanning if that option is available.

### **III. Responsibilities of the Library and staff**

- A. The library staff will provide the student and institution with copies of this policy upon request.
- B. A library staff person on duty during the time the exam is taken will be considered the proctor of the exam. Specific librarians will not be assigned to proctor specific exams.
- C. The proctor may observe the student while performing other tasks and assisting other patrons. Proctoring at the library will include issuing the exam, being aware of the student taking the exam, periodically observing the student, signing the proctor form and mailing the completed exam, in self-addressed stamped envelope provided by the student. If an institution requires the student to receive constant, uninterrupted observation the library will be unable to proctor the exam.
- D. The staff person who begins proctoring the exam may not be at the Information Desk when the exam is finished, therefore the student may be returning the exam to a different librarian than the one who issued the exam to the student.



- E. The librarian will not sign the name of another librarian on the proctoring form or the exam. Unless prior arrangements have been made and it is possible with scheduling, the NLL will not proctor an exam for which the signature of only one designated person is required.
- F. Library staff will not sign any statement required by the educational institution that is inconsistent with our policy or with how the test is administered.
- G. Library staff may refuse to proctor an exam that is too burdensome or exacting in its demands.
- H. The library is not responsible for technical problems of the institution's website or e-mail.
- I. The library is not responsible for exams that are lost by the postal system or electronically.
- J. The library does not keep copies of completed exams.

# VOLUNTEER POLICY

## **I. Purpose**

The following policy is designed to promote a maximum degree of excellence in the library's volunteer program. The North Liberty Library's volunteers are an important extension of the library's staff. Volunteers perform a wide variety of tasks that are vital to the institution.

## **II. Definition of a Volunteer**

One who performs a service of his or her own free will; one who contributes time, energy and talents directly or on behalf of the North Liberty Library and is not paid by Library funds.

## **III. Utilization of Volunteers**

1. In order to achieve the vision and mission statement of the North Liberty Library, we view the active participation of citizens, of a variety of ages, as a valuable resource to the library. Volunteers are recognized as contributors to the goals and services of the Library.
2. After fulfilling library procedures, the library staff accepts and encourages the involvement of volunteers in some areas of library service and within appropriate programs and activities. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal, the right to effective supervision, the right to full involvement and participation, and the right to recognition of good work.

## **IV. Guidelines for Volunteers**

1. Each volunteer is required to complete a volunteer application. All personal information about the volunteer is for internal use only.
2. Volunteers must be approved by library staff prior to performance of assigned tasks.
3. Volunteers will receive regular training from designated library staff.
4. Volunteers may start service in 6th grade with parental permission.
5. All volunteers will wear a volunteer badge while performing volunteer work at NLCL.
6. Reasonable special accommodations may be made upon request.
7. A background check may be required on adult volunteers based on requirements of the City of North Liberty personnel policy.
8. Procedures and requirements for the volunteer will vary with age of volunteer.
9. Should a volunteer have a grievance with a staff person, another volunteer or library patron, every attempt will be made to resolve the situation with library administration.
10. Volunteers may be used to support staff in offering current library services.
11. Volunteers may not be used to establish and maintain new library services.
12. Volunteers will not be used to replace or reduce the number of paid staff.

13. Volunteers will be covered with respect to liability insurance in relation to their duties at the library.
14. Volunteers are responsible for maintaining the confidentiality of all library information. Failure to maintain confidentiality will result in immediate termination.
15. The library staff will, upon request, provide letters of reference for a volunteer, if deemed appropriate.
16. Volunteers will show respect to patrons, other volunteers and staff.
17. Volunteers are expected to adhere to all library policies and procedures during their volunteer shifts.
18. Volunteers are prohibited from being under the influence of, using, possessing, selling or otherwise being involved with illegal substances and alcohol while volunteering.
19. The North Liberty Library reserves the right to terminate the services of the volunteer, if merited.