

North Liberty Community Library Board of Trustees Meeting
January 18, 2021 6:30 p.m.

Due to the COVID-19 pandemic, public health and safety concerns require City of North Liberty public meetings to be held electronically, so as to limit the spread of the virus. The public is invited to submit questions and comments in advance of the meeting for consideration submitting them to the City Clerk Tracey Mulcahey via email at tmulcahey@northlibertyiowa.org.

This meeting may be accessed live by the public on the internet at northlibertyiowa.org/live, on Facebook at facebook.com/northliberty or on YouTube at www.youtube.com/channel/UCrCw6ipAPjJnd-olpRgPJcg. You can also attend by phone; call 1 (312) 626 6799 with a touch-tone phone and to enter the meeting ID 854 8681 6074 and seven-digit meeting password 8547204. Meetings are rebroadcast on cable and available on-demand on northlibertyiowa.org.

Call to Order

- I. Additions/Changes to the Agenda
- II. Public Comment
- III. Approval of Minutes
 - a. December
- IV. Reports
 - a. Budget
 - b. Friends
 - c. Director
 - d. Staff Introduction
 - e. Staff reports – questions
- V. Policy Review
 - a. Service Policy
 - b. Child Safety Policy
- VI. Old Business
- VII. New Business

Adjourn

Next meeting date: March 15, 2021 at 6:30 p.m.

North Liberty Board of Trustees Meeting
Virtual Meeting

DATE: December 21, 2020

PRESENT: Heidi Wood, Laura Hefley, Mike Healy, Scott Clemons, Jessica Beck
Library Director Jennie Garner, Youth and Teen Services Librarian Erin Silva

ABSENT: Chris Mangrich,

Call to Order

- 1) Additions/Changes to the Agenda
 - a) None
- 2) Public Comment
 - a) None
- 3) Approval of the Minutes
 - a) November meeting minutes motion to approve by M. Healy; second L. Hefley; approved by voice vote
- 4) Reports
 - a) Budget
 - i) Total Library Budget at 39.84% as compared to average 41.67% is good
 - ii) Investigating Part-time & Temp Wages at 48.38%
 - b) Director
 - i) Staffing
 - (1) Shifting back to office 1/4/2021 from remote work
 - (2) Hiring an Information Technology Coordinator with City of North Liberty
 - (a) 80/20 City/Library
 - ii) Service Plan
 - (1) Open to patron browsing as soon as safe to do so
 - (2) Many new patrons applying for library cards online
 - (a) Mailing out registrations to complete the card
 - (3) New book carousels and video presentations of new books
 - (4) Working with county on Covid-19 information dissemination
 - (a) In concert with Libraries as 2nd Responders grant proposal
 - (5) Virtual Legislative Reception held December 8
 - (6) Annual Community Report complete
 - (7) Combining Endowment and Friends of the Library into one contribution letter and distribution list
 - (8) HelpNow tutoring and skill builder database now available
 - (9) cloudLink and app training has begun to provide library access and functions on patrons' smart phones
 - iii) Activities
 - (1) To serve on Governmental Affairs Committee for Iowa Library Association (ILA)

- (2) Virtual ILA planning
- (3) Eastern Iowa Mediation group's Access to Justice conference with staff
- c) Staff Introduction
 - i) Teen Services Librarian Erin Silva presentation
 - (1) Early conversations with G!World a mentoring group for girls of color
 - (a) To host on Mondays
 - (2) Procedure changes with respect to youth and teen interactions
 - (a) Recognizing trauma as influence on behavior
 - (b) Self-assessment available via Adverse Childhood Experiences questionnaire
 - (c) Covid-19 experience is traumatic
 - (d) Rethink interactions after problematic events of 2018
 - (e) Encourage relationships
 - (i) Snacks, Question of the Week, photo board, reward behaviors
 - (f) Flowchart in place
 - (3) Pursuing practicum student position for youth and teen
- 5) Policy Review
 - a) LIBRARY ACCESS FOR SEX OFFENDERS AGAINST MINORS
 - i) Motion to approve policy by L. Hefley; second J. Beck; approved by voice vote
- 6) Old Business
 - a) None
- 7) New Business
 - a) None

Adjourn

Motion to adjourn by L. Hefley; second M. Healy

NEXT MEETING DATE: January 18, 2021

Meeting minutes recorded by S. Clemons

**FY21 Financial Report
Dec20**

Budget Line	Account #	Actual	Monthly Expenditures	YTD Expenditures	% of budget spent
Regular Salaries & Wages	010-6-4010-1-6010	611,020.00	42,498.55	271,460.80	44.43%
Part-time & Temp Wages	010-6-4010-1-6020	93,591.00	7,152.61	52,436.25	56.03%
Overtime pay	010-6-4010-1-6040	750.00	0.00	0.00	0.00%
FICA/Medicare	010-6-4010-1-6110	50,879.00	3,648.52	23,882.93	46.94%
IPERS	010-6-4010-1-6130	62,784.00	4,679.52	30,530.58	48.63%
Group Insurance	010-6-4010-1-6150	108,891.00	8,236.66	49,115.63	45.11%
Workers' Compensation	010-6-4010-1-6160	3,000.00	0.00	185.00	6.17%
Mileage	010-6-4010-1-6182	2,600.00	0.00	29.43	1.13%
Group Insurance Deductible	010-6-4010-1-6183	15,000.00	54.00	8,024.12	53.49%
Dues/Memberships/Subscriptions	010-6-4010-1-6210	2,000.00	524.00	1,328.00	66.40%
Training & Conferences	010-6-4010-1-6240	10,500.00	0.00	89.90	-0.86%
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	
Total Personnel Services		961,115.00	66,793.86	436,902.84	45.46%
Building Maintenance	010-6-4010-2-6310	35,440.00	0.00	524.12	1.48%
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	18,710.06	44.55%
Dumpster Pickup	010-6-4010-2-6372	425.00	35.00	210.00	49.41%
Cleaning Services Contract	010-6-4010-2-6373	20,585.00	1,540.00	8,151.04	39.60%
Gas Utility	010-6-4010-2-6390	7,000.00	652.50	1,430.25	20.43%
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	260.26	397.86	53.05%
Adveristing & Publications	010-6-4010-2-6414	3,750.00	489.22	1,051.01	28.03%
Office Equip. Maint. Contracts	010-6-4010-2-6422	3,000.00	220.08	1,350.48	45.02%
Telephone	010-6-4010-2-6425	1,800.00	147.29	894.24	49.68%
Database Subscriptions	010-6-4010-2-6431	13,000.00	0.00	9,333.10	71.79%
Credit Card Fees	010-6-4010-2-6439	0.00	0.00	0.00	
Software Support	010-6-4010-2-6491	10,240.00	139.88	8,298.01	81.04%
Library Books	010-6-4010-2-6502	28,230.00	7,117.07	23,305.25	82.55%
Office Supplies	010-6-4010-2-6506	5,000.00	72.89	2,038.48	40.77%
Postage & Shipping	010-6-4010-2-6508	1,800.00	0.00	400.79	22.27%
Cleaning Supplies	010-6-4010-2-6511	1,500.00	352.13	651.33	43.42%
Building Maintenance Supplies	010-6-4010-2-6514	600.00	4.99	37.66	6.28%
Furniture & Fixtures	010-6-4010-2-6517	1,000.00	0.00	1,625.00	162.50%
Computers & Technology	010-6-4010-2-6518	9,000.00	0.00	578.09	6.42%
Program Materials	010-6-4010-2-6537	8,000.00	543.95	2,398.50	29.98%
Misc Ground Maintenance Supplies	010-6-4010-2-6538	0.00	0.00	0.00	

**FY21 Financial Report
Dec20**

Summer Reading Program	010-6-4010-2-6539	5,000.00	0.00	697.57	13.95%
Library Supplies	010-6-4010-2-6540	8,000.00	83.58	2,998.23	37.48%
Audio Books	010-6-4010-2-6541	3,000.00	0.00	1,500.00	50.00%
DVDs/Videos	010-6-4010-2-6542	12,000.00	446.80	4,763.10	39.69%
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	95.99	3,288.31	93.95%
Software	010-6-4010-2-6545	1,600.00	0.00	715.21	44.70%
E-Books	010-6-4010-2-6546	26,250.00	0.00	26,250.00	100.00%
Software Maintenance Fees	010-6-4010-2-6547	10,000.00	0.00	10,652.53	106.53%
Total Services & Commodities		265,720.00	12,201.63	132,250.22	49.77%
Capital Equipment	010-6-4010-3-6726	0.00	0.00	0.00	
Total Library Services		1,226,835.00	78,995.49	569,153.06	46.39%

Library Director Report
North Liberty Community Library Board of Trustees Meeting
Jan. 18, 2021

- I. FY21 Financial update
 - i. Personnel Services: 45.46 percent
 - ii. Services & Commodities: 49.77 percent
 - iii. Total Library Services for: 46.39 percent
 - iv. Average this time of year: 50 percent
- II. Library operations update
 - A. Staffing update
 - i. Staff are still in teams due to rise in cases in county
 - a. Will reassess to bring team together Jan. 25
 - ii. Information Technology Coordinator interviews completed
 - a. Will be making an offer and likely have someone in place in the next month or so
 - B. Update on reopening/Interim Service Plan
 - i. Will reevaluate opening for appointments to browse again when possible
 - C. Community update
 - i. Annual contribution letter
 - a. Hoping this will go out this month
 - b. Sending over 500 letters to patrons who have been active in last year
 - D. Professional activity
 - a. Attended citywide LGBTQ 101 training with One Iowa
 - b. Will attend Iowa Libraries Online Conference (ILOC) later this month – one-day annual event
- III. Staff reports
 - A. Assistant Director
 - i. Participated in a variety of on-line conferences and meetings (Annual Legislative Reception - Libraries: Responsiveness & Resilience, Access to Justice: 2020 and Beyond, ARSL TRAIN Everyday Leadership: Tools & Techniques for Strategic Thinking)
 - ii. Continue to update staff schedules to accommodate City work guidelines
 - B. Public Services
 - i. Awarded \$3000 grant from the American Library Association (ALA). Read press release [HERE](#).
 - ii. Marked increase in new library card registrations; averaging 5-7 new patrons per week.
 - C. Adult Services
 - i. Continuing Education
 - a. Registered for the PLA Embedding EDI in Library Leaders (to start in Feb)
 - b. January 13 - Attended Equity-Based Library Policies workshop through ILA CDI Committee
 - ii. Continuing monthly podcast on books/reading recommendations
 - a. Opening recorded discussions to patrons and other librarians

- iii. Winter Activity Challenge - mind/body health and wellness
 - a. Reading
 - b. Activities like story walk, exercise in the Rec Center, attending virtual programs
 - iv. Library will act as a donation site Jan 25-30 for Ulowa Martin Luther King Jr. Celebration of Human Rights
 - a. <https://mlk.uiowa.edu/>
- D. Marketing Coordinator
- i. Working to put together Craft Kits for Beat the Bitter. 100 kits have been pre-reserved, 75 will be available first come first serve at the rec starting 1/25, and 25 available to pantry families. Activities included in the kit will be a magical scratch art snowmen, wintery luminaries, supplies to decorate rocks and place around town, and a hot cocoa kit. Find out more about what's in store this year at <https://beatthebitter.com/events/>
 - ii. Excited to have the "blog" up and running with several posts created. There is a glitch that seems to show up once posts are published (that adds HUGE line spacing) so hope to get that worked out so we can start using the posts to share and promote various projects such as our weekly Your Library At Home Kit content. <https://northlibertylibrary.org/diy-touchscreen-gloves/>
 - iii. Just got an email from cloudLibrary today and it looks like we are ready to start purchasing materials for our launch collection of eBooks and eAudiobooks. Progress!
 - iv. Working to update content on the webpage specifically our FAQs but Lora, our marketing intern, has also created a list of items that need updated or edited so working through those as well.
 - v. Below, first image, is a list of pages I track to compare our Facebook engagement stats. We have pretty consistently added new page likes over the last several months and I hope to reach 3K by April or May. The second image shows our posts and reach/engagement over the last few days. I focus on content engagement the top number in blue represents unique post clicks and purple or lower number tracks reactions, comments and shares. These stats flex up and down from day to day and week to week but stats like these are always a goal.

Compare the performance of your Page and posts with similar Pages on Facebook.

Add Pages Reactions, Comments & Shares

Page	Total Page Likes	From Last Week	Posts This Week	Engagement This Week
1 Cedar Rapids Public Lib...	10.4K	▲0.1%	35	1.6K
2 Iowa City Public Library	10.2K	0%	37	396
3 North Liberty City Gover...	7.6K	0%	11	1.1K
YOU 4 North Liberty Library	2.9K	▲0.1%	12	1K
Keep up with the Pages you watch. Get More Likes				
5 Coralville Public Library	2.6K	▼0.1%	22	156
6 Ely Public Library	1.4K	▲0.1%	39	257

See More Pages

Published	Post	Type	Targeting	Reach	Engagement	Promote
01/12/2021 7:00 AM	We've got a few Family & Tween Kits kits still available.	Image	Global	355	7 3	Boost Post
01/11/2021 12:04 PM	Love, Light, and Lit with Kellee: Chair Yoga for Anxiety	Video	Global	423	44 15	Boost Post
01/11/2021 10:01 AM	Feeling new year stress? Chill out with some easy chair yoga LIVE	Image	Global	229	1 1	Boost Post
01/10/2021 8:00 PM	In Dear Girls, comedian Ali Wong, talks about Chinese wedding	Image	Global	656	11 3	Boost Post
01/10/2021 10:50 AM	https://www.facebook.com/26766014	Video	Global	756	18 12	Boost Post
01/09/2021 11:37 AM	The library is honored to receive a national grant for Small & Rural	Image	Global	844	62 142	Boost Post
01/09/2021 11:07 AM	Learn how to make bagels with Becky	Video	Global	305	19 4	Boost Post
01/09/2021 8:00 AM	While 2020 unfolded much differently than anyone could have expected we	Image	Global	451	9 12	Boost Post
01/07/2021 8:00 PM	Show us some love when you see it...	Image	Global	1.2K	481 41	Boost Post
01/07/2021 1:00 PM	Registration for the 2021 University of Iowa Stead Family Children's	Image	Global	280	7 1	Boost Post
01/06/2021 12:17 PM	The Iowa State University Insect Zoo is LIVE talking about centipedes and	Image	Global	232	1 0	Boost Post

E. Youth and Teen Services

- i. Erin recorded a Last Tuesday of the Month podcast with Amy
- ii. Diversity audit for primary and juvenile continues

- iii. Kits continue to go out to patrons smoothly
 - iv. Summer reading planning will begin this month with an interactive webinar at the end of the month
 - v. Erin will be attending (via zoom) two Jr. High engagement sessions with the Iowa City Area business community – the NESTs partnership folks are trying to come up with ideas and a plan to engage jr. high kids in the community due to many of them struggling with the COVID school year.
 - vi. Erin will be attending (virtually) the School of Social Work practicum fair at the end of January. We had a student who was going to work with us this spring, but they were offered a research internship with a professor in December and decided to take that instead.
- F. Family Services
- i. Storytime
 - a. Every Friday @ 10:30 on Zoom
 - b. Attendance remains steady
 - c. Private FB group (on Library's page) for storytime
 - d. Slowly starting to build up membership
 - e. Outreach site watching videos
 - ii. Your Library @ Home, January
 - a. Family, [Wishing Wands](#)
 - iii. Additional programs
 - a. Winter Activity
 - b. Winter reading program encompassing physical and mental wellbeing
 - c. 15(ish) activities to choose from, name in prize drawing for completing 5
 - iv. Beat the Bitter
 - a. Storywalk at Penn Meadows
 - b. Helping distribute bags
- G. Tech Services Asst
- i. Discovered that flipping the switch on the DOT Kiosk works the same as unplugging the machine and is much faster which is helpful with how busy the kiosk is
 - ii. Installed headphones w/mic on the circulation computers
- H. Collection Development
- i. Started doing New Arrivals Facebook Live segments this month with descriptions of newly added titles and “if you like ____, then you might like _____” to give people an idea of what’s available since we don’t currently offer shelf browsing. Will likely record every two weeks
 - ii. Also, adding the recently cataloged titles to a carousel to highlight in Polaris before each live event to make it easier to access/find the new materials

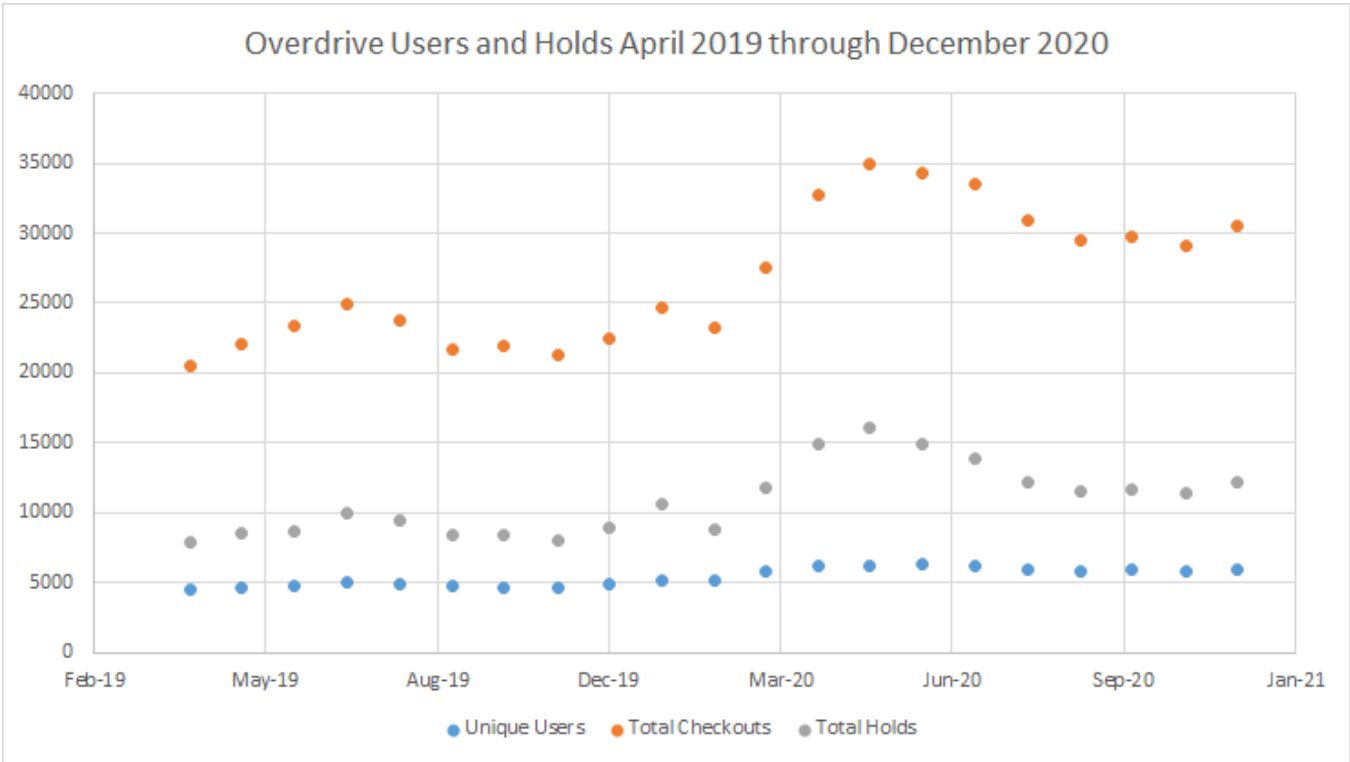
Table above shows averages for all curbside transactions. Mondays remain the busiest day for hop transactions. There is a slight drop from November, but again I think that is from the holidays and the weather.

Averages	Kiosk	Computer (Adult)	Notary	Shelf Browse	Locker Use		
Jun	5.4	1	1				
Jul	5.30	2.63	1	8.1			
Aug	4.46	3.44	1	10.92			
Sep	7.76	4.2	2	11.76			
Oct	4.85	4	1.5	12.65			
Nov	3.82	4.27	1	4.59		1.13	
Mon	3.4	5.2		6		1	
Tues	4.25	3	1	1.25		1.5	
Wed	3.25	4	1	7.25		1	
Thurs	4	5.33	1	6		1	
Fri	5.33	4.67	1	4		1	
Sat	3	3.33		2.33			
Dec	3.17	4.22	1.8	0		2.6	
Mon	6.25	4.25	1	0		3.5	
Tues	2.4	4.4	1	0		2	
Wed	2.8	3.4	4	0		3	
Thurs	3.67	5.67	1	0		1.5	
Fri	3	5	2	0		2.5	
Sat	0.67	3		0			
Grand Total	4.97	3.75	1.37	8.13		1.85	
Averages	Curbside	Print Jobs	Laptops	Masks	Seeds	Library Cards	Program Kits

Mar	10.33						
Apr	10.47	2.5	2			1	
May	12.29	2.18	2	6.83	1	1	
Jun	15.03	2.56	1.5	4.56	2	5.5	7.5
Jul	9.45	2.5	1.37	4		1	6
Aug	7.77	2.56	1	1.4	1	1.5	7.2
Sep	10.44	2.91	1.38	1.5		1.4	3.5
Oct	10.85	2.41	1	2.75		1.4	3
Nov	12.38	3.19	1	10.25		2.75	2.5
Sun	0						
Mon	23.2	4.2	1			4	1
Tues	11.75	2.75		37			2
Wed	14.5	2.75		1		1.5	3
Thurs	8.5	3		2			1
Fri	15.25	3.66					2
Sat	1.5	2		1			6
Dec	11.61	2.33				1.44	2
Sun	0						
Monday	27.5	1.75				1	2
Tuesday	15	2.8				3	
Wednesday	13.6	2.5				1.33	
Thursday	9.6	3					
Friday	11.75	2				1	
Saturday	3	1.67				1.5	

Grand Total	11.17	2.61	1.4	4.6	1.25	1.88	5.36
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Unique users along with total checkouts and holds. The rise in December checkouts is a little clearer in this one. It's interesting that the total number of unique users has remained pretty steady since March. There was an increase then, and it has remained pretty even since.



Respectfully Submitted, Jennie Garner, Library Director

SERVICE POLICY

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 Library (NLL) is dedicated to providing respectful, courteous service in an inclusive and non-discriminating environment. This policy outlines use of the library, services, and operations. 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)." (<https://tinyurl.com/y5ydf64c>)

Deleted: is set forth to

Deleted: , including library card registration, access to materials and technology, and the processes for lost materials and account reconciliation

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 Materials

- 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, audiobooks, and interlibrary loans (ILL) 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 and interlibrary loans (ILL), 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 for purchase or through interlibrary loan that are not owned by NLL. For interlibrary loan, 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.

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. Overdue & Lost Materials

- A. Patrons are asked to return items by the due date or to renew those items before or on the due date.
- B. Patron will be notified by text message or e-mail of overdue material when past the due date.
- C. The North Liberty Community Library does not collect overdue fines. Items not returned for more than eight weeks are subject to the replacement cost of the material(s).
- D. 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.
- E. Replacement cost for items more than eight (8) weeks past the due date will be billed to the library patron who has the items checked out.

- F. Parents or legal guardians are responsible for all assessed library replacement fees for minor children according to Iowa Code section 613.16 <https://www.legis.iowa.gov/docs/code/613.16.pdf>.
- G. 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 Fees.

VIII. Reconciliation & Suspension of Library Accounts

- A. Library material check out will be suspended when patrons have items overdue for two weeks past the due date.
- B. Patron accounts will return to good standing upon return of all overdue items.
- C. 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.
- D. Payment is required for replacement costs for unreturned long overdue (past 8 weeks) and damaged library materials or replacement copy of the same title/material type may be substituted for payment. Patrons may set up a monthly payment plan with library staff through the library’s reconciliation program as needed to pay for replacement cost of lost/unreturned items. Patrons who meet the terms of the respective reconciliation plan may continue to check out two (2) items at a time during the reconciliation agreement time period until the account has returned to good standing.

IX. Equipment Use

- A. Laptops with wireless Internet and printing 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 to access 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. Patrons are responsible for repair or replacement costs due to negligent damage to library equipment.

X. 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 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.

Reviewed/Approved by the Library Board of Trustees, January 2020

SERVICE POLICY

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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 Library (NLL) is dedicated to providing respectful, courteous service in an inclusive and non-discriminating environment. This policy outlines use of the library services and operations. 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)." (<https://tinyurl.com/y5ydf64c>)

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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 Space

A. Access to and use of designated spaces in the Library designed for specific audiences or purposes may be limited. The Director is authorized to develop and promulgate guidelines pertaining to the utilization of designated spaces within the Library and to amend such from time to time as deemed appropriate. All such designated spaces policies are to be displayed within the designated premises.

VI. Use of Library Materials

- 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, audiobooks, and interlibrary loans (ILL) 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 and interlibrary loans (ILL), 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 for purchase or through interlibrary loan that are not owned by NLL. For interlibrary loan, 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.

VII. 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.

VIII. Overdue & Lost Materials

- A. Patrons are asked to return items by the due date or to renew those items before or on the due date.
- B. Patron will be notified by text message or e-mail of overdue material when past the due date.
- C. The North Liberty Community Library does not collect overdue fines. Items not returned for more

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than eight weeks are subject to the replacement cost of the material(s).

- D. 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.
- E. Replacement cost for items more than eight (8) weeks past the due date will be billed to the library patron who has the items checked out.

F. Parents or legal guardians are responsible for all assessed library replacement fees for minor children according to Iowa Code section 613.16 <https://www.legis.iowa.gov/docs/code/613.16.pdf>.

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G. 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 Fees.

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IX. Reconciliation & Suspension of Library Accounts

- A. Library material check out will be suspended when patrons have items overdue for two weeks past the due date.
- B. Patron accounts will return to good standing upon return of all overdue items.
- C. 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.
- D. Payment is required for replacement costs for unreturned long overdue (past 8 weeks) and damaged library materials or replacement copy of the same title/material type may be substituted for payment. Patrons may set up a monthly payment plan with library staff through the library's reconciliation program as needed to pay for replacement cost of lost/unreturned items. Patrons who meet the terms of the respective reconciliation plan may continue to check out two (2) items at a time during the reconciliation agreement time period until the account has returned to good standing.

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- 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. Patrons are responsible for repair or replacement costs due to negligent damage to library equipment.

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- B. Objections to notices or displays may be brought before the North Liberty 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.

Reviewed/Approved by the Library Board of Trustees, January 2020

LIBRARY CHILD SAFETY AND VULNERABLE ADULTS POLICY

I. Purpose Statement

The North Liberty Library welcomes all ages and strives to provide an environment and space for all to enjoy. The library is a public building open to all and the safety and welfare of children and vulnerable adults at the library is of utmost importance. Vulnerable adults and young children should be supervised by age appropriate, responsible parties at all times. 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 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 regarding acceptable behavior.
(or remove point G altogether)

III. Parent/Caregiver Responsibilities

- A. Parents/caregivers should remain with persons in their care at all times and are responsible for the care of those persons while inside the Community Center building and on the premises. (NOTE: This expectation refers to entire facility, which includes both the Library and the Recreation Center.)
- B. Parents/caregivers should encourage positive behavior by persons under their care while in the library and all areas of the facility.
- 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, vulnerable adults, or the aforementioned persons with conduct issues.
- B. An incident report will be filled out, given to appropriate Community Center personnel, and kept on record.
- C. 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.
- D. For safety reasons, appropriate law enforcement authorities will be contacted to take custody of any child or vulnerable adult left unattended in the library for a period exceeding 15 minutes during open hours or after closing time if attempts to contact the parent, legal guardian, or custodian are unsuccessful.