

NEVADA PUBLIC LIBRARY
POLICY MANUAL



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MISSION STATEMENT

The Nevada Public Library provides equitable access to information and services to promote enlightened citizenship, enrich personal lives, and encourage lifelong learning to all members of the community.

The Library supports the American Library Association's "Library Bill of Rights" and "Freedom to Read" documents.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | SEPTEMBER 2020

CIRCULATION POLICY

As a Nevada Public Library account holder, patrons agree to assume responsibility for all items checked out in their name. Nevada Public Library will be held harmless from liability in the event of damage, loss, or misuse of materials and equipment regardless of circumstances.

LIBRARY CARDS

Obtaining a library card: Library cards are issued free of charge and allow cardholders free access to borrow library materials. Patrons are responsible for all items checked out on their account. If a patron allows someone else to check out items on the account, the patron is still responsible for their return and the fees associated with those items if applicable.

General Library Cards:

Patrons must apply in person and provide proof of a current mailing address to apply for a library card. Library cards are valid for three years.

Children between the ages of 5 and 17 must have a parent or guardian present to sign the application form. Responsibility for a child's selection and return of materials, and any fees or charges accrued on the child's card, is held by the parent or guardian of the child.

Limited-Use Library Cards:

Limited-use cards are available for anyone 11 or older who does not meet the requirements for a general library card. Patrons must provide a valid email address to obtain a limited-use library card. Limited-use cards expire after 2 months and can be renewed in person. Patrons may apply for a general library card at any point after obtaining a limited-use card provided they have the necessary documentation. Patrons may only check out 3 items using a limited-use card. Telescope, laptops, and other materials at the director or designee's discretion are not available for checkout under this card.

Open Access Patrons: The library participates in the Enrich Iowa Program through the State Library of Iowa. This program includes an Open Access agreement that allows Iowa residents to get library cards and check out physical materials at over 600 participating Iowa public and academic libraries. Nevada Public Library Open Access patrons are those residents of Iowa who live outside of our library jurisdiction and meet the additional qualifications as defined in the Open Access Agreement. Downloadable digital items are not available to Open Access patrons through the Nevada Public Library. Patrons must use a valid library card from their local library to download materials.

Home delivery services: Persons unable to visit the library in person because of illness, injury, immobility, or disability may apply for the library's home delivery service. Items checked out to persons receiving home delivery will circulate for 5 weeks with renewal possible at the discretion of library staff. Library staff will select books based on patron's preferences or requests. A volunteer will deliver books for patrons within the city limits. A family member must be designated to pick up items for those patrons outside the city limits. Late fees are not

applied to homebound cards, but fees for lost or damaged items are assessed. Home delivery services may be revoked at the director's/designee's discretion if the privilege is abused.

Educator accounts: Educators including teachers, school support staff, licensed child care providers, or homeschool parents/guardians are eligible to create an educator account through the library if they live in Nevada or rural Story County.

- Educators must have a personal library card, without any outstanding fees, in order to keep personal borrowing needs separate from the items borrowed for the classroom.
- Educator accounts should be used for classroom related materials only. Personal library cards must be used to check out materials for recreational purposes.
- Items on educator accounts are loaned for 5 weeks.
- Educator accounts will expire on July 31st each year. They may be renewed at the beginning of the following school year with the necessary verification.
- Late fees are not applied to educator accounts, but fees for lost or damaged items are assessed.

Borrowing, Renewing, & Returning Items

Loan periods:

- Books, CDs, and magazines are checked out for 3 weeks with 2 renewals. A late fee of 15 cents per day per item is assessed for any items kept beyond the loan period.
- DVDs are checked out for 1 week with 1 renewal. There is a \$0.50 per day late fee for each overdue DVD. There is a limit of 5 DVDs per account.

Renewals: Items may be renewed in person, online, or by phone provided the items

- have not reached their renewal limit
- are not on reserve for another patron
- are not considered lost by the online system

Items that are eligible for renewal on the due date will be automatically renewed by the system. Items that have reached the renewal limit will need to be brought into the library physically to ensure that the items are not lost or damaged. At that time, the patron is welcome to check the item out again.

Notifications: It is the responsibility of each patron to know when their materials are due. As a courtesy, the library will send a reminder notice or overdue notice. Failure to receive this notice is not grounds for the cancellation of fines. It is the patron's responsibility to keep the library informed of changes in telephone number and e-mail address.

- The library sends reminder or "courtesy" notices via email or text message. The notices are sent two days before items are due. Registered patrons must have a current and valid email address or text number in their records to use this service.
- At 3 days overdue, a "courtesy" overdue notice will be sent to all patrons who have a valid cell phone number or email address.

- At 2 weeks overdue, an overdue notice is mailed to the address listed on the account. It is therefore helpful if you let the library know when your address or phone number changes.
- At 4 weeks overdue, a bill notice will be mailed to the address listed in the account. This notice will state the item/s missing with the price of the items and any associated fees.
- At 8 weeks overdue, a report of the missing library materials may be made to the Nevada Police Department.

Overnight returns: Items returned to the outside drop box by 10:00 AM will be considered returned on the previous day that the library was open.

School returns: During the school year, Nevada Public Library books and magazines checked out on Nevada Community School and SDA student accounts may be returned to the school media centers. Current fines on those items will be removed. DVDs may not be returned to the schools.

FEES

Fee threshold: The library allows up to \$10.00 in fees per account before the account holder is restricted from checking out library items. The library will work with users on a case-by-case basis to set up payment plans when all charges cannot be paid at one time. A patron entering into a payment plan will be allowed to check out 1 item at a time while continuing to make payments. If at any point after establishing a plan, the patron receives an overdue notification at 2 weeks as indicated below, the patron's card will remain blocked without checkout until all charges are paid.

Lost item charges: Charges for lost items will include the cost of the item plus an additional \$3 processing fee per item. Charges for lost Interlibrary Loan items will be the cost of the item and \$5, plus any fees required by the lending library. If lost items are found before they are paid, patrons may return the item and will be charged the maximum fine for the item, not the replacement cost and processing fee.

Paid lost items: When account holders return paid-lost items to the Nevada Public Library, they must have the receipt in order to be reimbursed, and they will be reimbursed only the cost of the item, not any fees paid. Account holders will only be reimbursed for paid-lost items within 3 months of the date on the receipt.

Damaged items: If library staff determines that an item is damaged beyond the normal wear and tear of the item, the patron will be charged the cost of the item plus an additional \$3 processing fee.

Calculation of late fees: Only open days are counted when calculating fees.

Maximum late fee: There is a maximum late fee of \$3 for all library items that are returned.

Appeals: Account holders who wish to appeal the fees on overdue or lost items will be referred to the director or designee.

COLLECTION DEVELOPMENT POLICY

The Nevada Public Library serves a wide variety of people with a wide range of experiences, education, and desires; therefore, the library's objectives must be diversified enough to encompass a variety of interests, needs, and opinions. Books and materials are selected for the educational, informational, cultural, and recreational needs of the community.

The responsibility for selecting library materials rests with the library director or designee, who operates within the framework of policies established by the ultimate authority: the Board of Trustees. The director delegates selection responsibilities to a professional staff with the authority to interpret and apply selection policy.

The designated librarians apply their training, knowledge, and expertise in making selection decisions, as do the catalogers who determine where an item is placed within the collection. The following factors are all taken into consideration when considering potential items:

- Anticipated demand
- Community interests
- Respected Authorship
- Effective presentation of ideas/information
- Accessible Format
- Permanent Value and Available Budgets
- Intended audience
- Relationship to materials already in the collection and variety of viewpoints
- Physical space limitations
- Date of publication
- Quality of Construction
- Acquisitions procedures and Availability of the same or similar materials in the area

Sources for selection decisions encompass, but are not limited to, published reviews from standard review sources, publisher/vendor catalogs and advertisements, professional and trade bibliographies, and patron requests and recommendations. The library strongly encourages patron input, and all patron requests and recommendations are subject to the selection criteria outlined above.

No restrictions are placed on the materials anyone may read, view, or listen to. Selection of materials to include in the collection will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the material in relation to maintaining a dynamic, relevant, and balanced collection and to serving the needs and the interests of all users. Inclusion of an item in the collection does not mean that the library endorses any theory or statement contained in those materials and resources.

While every patron may not agree with the viewpoints offered in some library material, the library has a responsibility to provide a balanced collection with access to material reflecting diverse ideas through which any side of a question, cause, or movement may be explored, provided that the material meets the outlined selection criteria. Patrons are free to choose what they like from the collection, to reject what they don't like, but not to restrict the freedom of others to choose. The library supports the right of each family to decide which items are appropriate for use by their children. Responsibility for a child's use of library materials lies with his or her parent or guardian.

The following steps will be used when a patrons desires action to address concerns about a library resource. For the duration of this process, the material in question will remain in circulation in the library collection.

1. A concerned patron who is dissatisfied will be offered a packet of materials that includes the library's mission statement, selection policy, Material Reconsideration Form, and the Library Bill of Rights.
2. Patrons are required to complete and submit a Material Reconsideration Form to the library director.
3. The director, with appropriate professional staff, will review the Material Reconsideration Form and the material in question, to consider whether its selection follows the criteria stated in the collection policy.
4. Within 15 business days, the director will make a decision and send a letter to the concerned person who requested the reconsideration, stating the reasons for the decision.
5. If the individual is not satisfied with the decision, a written appeal may be submitted within 10 business days to the Board of Trustees.
6. If the board plans to address the appeal at their board meeting, the individual will be notified of when and where the meeting will be held.
7. The Board of Trustees reserves the right to limit the length of public comments.
8. The decision of the board is final.

REVISED/APPROVED BY LIBRARY BOARD OF TRUSTEES APRIL 2022

CONDUCT POLICY

The Nevada Public Library's goal is to provide a safe, comfortable environment conducive to the use of library materials and services by all members of the public. Patrons are expected to observe the rights of other patrons and staff members and to use the library for its intended purposes.

MISCONDUCT

Prohibited conduct is that which:

- interferes with the rights of individuals to use library materials and services
- interferes with the ability of library staff to conduct library business
- threatens the secure, safe, and comfortable environment of the library or those using the library
- shows willful damage to the library premises, equipment or materials

Prohibited conduct includes, but is not limited to the following:

- **Harassment:** Willfully annoying, harassing, or threatening another person. Harassment is defined as any action taken or situation created intentionally to produce psychological or physical discomfort, embarrassment, or ridicule. Sexual harassment is characterized by requests for sexual contact, unwelcome physical advances, or verbal or physical conduct of a nature that is intimidating, demeaning, hostile, or offensive.
- **Campaigning:** Petitioning, interviewing, survey taking, soliciting, or selling, unless authorized by the director or his/her designee.
- **Photography:** Taking pictures or video of people unless authorized by the people involved or their parents if minors are present.
- **Disorderly:** Behaving in a disorderly, loud, or boisterous manner.
- **Offensive language or images:** Willfully exposing patrons or staff to offensive images or language.
- **Audio equipment:** Playing audio equipment at a volume that is disturbing to other library users.
- **Loud or lengthy conversations:** Engaging in loud or lengthy conversations including conversations on cell phones.
- **Impeding access:** Impeding access to the building and grounds or any areas of the building or grounds.
- **Animals:** Bringing animals into the library, except service animals, unless approved by the director or his/her designee.
- **Personal items:** Leaving personal belongings unattended.
- **Non-public access:** Entering the non-public or locked areas, unless accompanied by a staff member or through prior authorization from a staff member.
- **Tobacco, illegal drug, or alcohol use:** Any form of tobacco, e-cigarettes, illegal drugs, or alcohol on library property.

- **Food and drink:** Consuming food except as permitted in the meeting room or approved by the director or his/her designee. Nonalcoholic beverages in covered containers are allowed.
- **Vandalism:** Vandalizing or deliberately destroying library materials or property.
- **Sleeping/bathing:** Sleeping in the library and/or bathing in the library rest room.
- **Law violation:** Violating any municipal, state, or federal law or code.
- **Policy violation:** Violating current library policies.

ENFORCEMENT

Enforcement of these rules (for persons nine and older) may take the form of any of the following actions, depending upon the severity of the misconduct which will be determined by the library staff on duty at the time. Misconduct by persons less than nine years of age is discussed and remedies provided for in the Unattended and/or Disruptive Behavior of Children Second Grade - Age 8 and Under Policy.

1. **Warning:** In most cases, patrons who are behaving inappropriately in the library will be given one warning and asked to behave in an appropriate manner. Patrons who do not modify their behavior after one warning may be asked to leave the library for the rest of the day.
2. **Extreme conduct:** In the case of any misconduct that in the judgment of staff is extreme, the offender will be told to leave the building immediately, or the police may be called as appropriate. The patron will be banned at least for the rest of the day. The length of the banishment will be based on the degree of the offense.
3. **Multiple offenses:** Patrons engaging in misconduct on more than one instance may be barred from the library for one month or longer.
4. **Misconduct of 9-17 year olds:** When known, parents/guardians of disruptive patrons from the ages of 9 through 17 will be notified by phone, mail or email by the director or his/her designee stating the date, the behavior considered disruptive, and the measures taken by the library staff.
5. **Exceptions:** Exceptions to any of the above may be authorized by the director or his/her designee.
6. **Staff responsibility:** Staff will document on the attached form any and all actions taken when dealing with disruptive behavior. The form will be signed by the staff person involved and by other staff members as appropriate. It will be referred to the director and kept on file.
7. **Appeal Process**
 - Any patron wishing to appeal a library staff conduct decision to the Nevada Library Board of Trustees may do so in writing within 5 working days of the occurrence.
 - The Board of Trustees will meet with the patron or patrons and the staff member or members involved at the next regularly scheduled meeting.
 - A decision will be rendered within 5 working days following said meeting. Such decision is final.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | DECEMBER 2019

UNATTENDED AND/OR DISRUPTIVE BEHAVIOR OF CHILDREN SECOND GRADE/AGE EIGHT AND UNDER

In the interest of providing a safe, comfortable environment, the library recognizes the need to address the problems of unattended and/or disruptive children. This policy is to be implemented when a child's behavior demands attention. Parents or guardians are responsible for their child's behavior while the child is in the library.

Preschoolers attending programs: Children attending preschool library programs should be delivered into the building by a parent/guardian or their designated caregiver who will be called the responsible person throughout the rest of this policy. The responsible person must remain in the building until the conclusion of the program.

Responsible party: Responsible party must be at least age 11/5th grade.

Children grade 2/age eight and under not attending programs: Children 2nd grade and under not participating in a library program must be supervised and within sight of a responsible person at all times when they are in the library.

UNATTENDED CHILDREN

If it is determined that a child is lost or left unattended, a staff member will try to identify and locate the responsible person.

Staff Procedure

1. The staff member will walk through the library with the child.
2. The staff member will page the child's responsible person using the child's name, the responsible person's name, or the child's physical description.
3. If the responsible person is not found in the building, a staff member will stay with the child until the parent can be located by searching the library's records, phone book, etc. When the responsible person is located, he/she will be informed of the library policy and will be asked to either join the child at the library or to pick the child up immediately. If the responsible person is unable to come immediately or cannot be contacted, library staff will call the police.

ATTENDED DISRUPTIVE CHILDREN

Definition: a child who is misbehaving or requires constant attention. The description of misconduct in the library is provided in the Conduct Policy.

Staff Procedure

1. The staff member will ask the child to correct the behavior.
2. If the disruptive behavior continues, a staff member should inform the responsible person.
3. If that person refuses or is unable to correct the behavior, the child and the responsible person will be asked to leave.

Exceptions: Exceptions to the above may be authorized by the library director or designee.

Documentation: Any action taken by a staff member responding to incidents of unattended or disruptive children will be documented using the attached form. It will be signed by the staff person involved and by any other staff member as appropriate and will be referred to the director and kept on file.

Appeal process: Reference the appeal process in the Conduct Policy.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | DECEMBER 2019

CONFIDENTIALITY POLICY

SECTION A: REFERENCES

The confidentiality policy of the Nevada Public Library is based on the First and Fourth Amendments of the U.S. Constitution, the Iowa Code, and professional ethics.

U.S. Constitution

First Amendment: “Congress shall make no law . . . abridging the freedom of speech”

Fourth Amendment: “The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no Warrants shall issue, but upon probable cause, supported by Oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.”

Code of Iowa 22.7 Examination of Public Records (Open Records)

22.7 Confidential records

The following public records shall be kept confidential, unless otherwise ordered by a court, by the lawful custodian of the records, or by another person duly authorized to release such information:

13. The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.

18. Communications not required by law, rule, procedure, or contact that are made to a government body or to any of its employees by identified persons outside of government, to the extent that the government body receiving those communications from such persons outside of government body if they were available for general public examination.

Code of Ethics of the American Library Association

Professional Ethics: “We protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.”

SECTION B: CONFIDENTIALITY POLICY

Confidentiality is essential to protect the exercise of First and Fourth Amendment rights. In accordance with First and Fourth Amendments of the U.S. Constitution, the Iowa Code, and professional ethics, the Board of Trustees of the Nevada Public Library respects the privacy of users and recognizes its responsibility to protect their privacy.

- The library will not reveal the identities of individual users nor reveal the information sources or services they consult unless required by law. Confidentiality extends to information sought or received and materials consulted, borrowed, or acquired.

Confidentiality includes database search records, reference interviews, computer use records, and all other personally identifiable uses of library materials, facilities, or services.

- All borrowers regardless of age are treated equally. Parents may be told how many items are checked out to their minor children and when they are due, but may not be told the titles of the items. This information may only be released to the person who has borrowed the items.
- The library will hold confidential the names of cardholders and their registration information and not provide access for private, public, or commercial use.
- The lawful custodian of the records is the director of the library.
- The library will not release registration, circulation, or other records protected under the Iowa Code unless it is required by law to release the information. Circumstances which may require the library to release the information include the following:
 - a. A criminal or juvenile justice agency is seeking the information of a particular person or organization suspected of committing a known crime AND the criminal or juvenile justice agency presents the library director with a court order demonstrating that there has been a judicial determination that a rational connection exists between the requested release of information and a legitimate end, and the need for the information is cogent and compelling.
 - b. The library receives a warrant for the information issued under the USA Patriot Act (which includes amendments to the Foreign Intelligence Surveillance Act and the Electronic Communications Privacy Act).
 - c. The library receives a National Security Letter seeking the information pursuant to the USA Patriot Act.
 - d. The library receives a valid court order requiring the library to release registration, circulation or other records protected under the Iowa Code and the information is not sought in conjunction with a criminal or juvenile justice investigation.
 - e. See Staff Directive portion of this document for procedures and samples of warrants, subpoenas, Patriot Act warrants and National Security Letter, etc.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | SEPTEMBER 2021

INTERNET/WIRELESS USE POLICY

This policy applies to all users of the Nevada Public Library computers or networks. If patrons have any questions about the policy or what it means, they may contact a library staff member for more information.

The mission of the Nevada Public Library is to provide access to information and services to promote enlightened citizenship, enrich personal lives, and encourage lifelong learning. It is within this context that the Nevada Public Library offers access to the Internet equally to all library users.

The internet offers access to many valuable local, national, and international sources of information. Be advised, however, that the Internet also contains information which may be inaccurate, outdated, or personally offensive. The Nevada Public Library does not limit access to materials. However, library computers are located in public areas that are shared by library users of all ages, backgrounds, and values. Library staff requests that computer users remain sensitive to the fact that they are occupying a public environment shared by others.

The Nevada Public Library does not monitor and has no control over the information accessed through the internet and cannot be held responsible for its content. Certain information is not free, and patrons are responsible for any fees incurred. The library cannot guarantee confidentiality over the internet. Patrons entering personal information, such as credit card numbers, or social security numbers, do so at their own risk.

LEGAL CONSIDERATIONS

Patrons will not use library equipment or connections (Wi-Fi) for illegal or criminal purposes, including but not limited to:

- Violation of Iowa State law, which makes it illegal to download or purvey child pornography, purvey pornography to children or commit fraudulent acts using the internet.
- Violation of U.S. copyright law (title 17, U.S. Code) which prohibits the unauthorized reproduction of copyright materials, except as permitted by the principles of "fair use."
- Library workstations are not to be used to gain unauthorized access to the library's or any other organization's network or computer system.

GENERAL GUIDELINES

- Patrons use library computers or wireless network at their own risk.
- Parents or guardians, not the library or its staff, are responsible for the internet information selected and/or accessed by their children. Parents and only parents may restrict their children from access to internet resources accessible through the library. Parents are advised to supervise their children's internet sessions.
- Nevada Public Library is not responsible or liable for any damage to personal devices that may occur from patron use of library computers or wireless network.
- The library staff is able to provide only limited technical assistance.

- Disruption of library services, inappropriate library behavior, or misuse of equipment/network may result in suspension from internet/wireless use. (See Conduct Policy.)
- Patrons are not permitted to unplug any library equipment in order to plug in their personal equipment.
- Any files saved on the library's computers will be erased when the computer is shut down or restarted. Patrons are advised to save items to a portable drive (such as USB) or email documents to themselves for access at other times.
- Patrons may only connect headphones and storage devices to library equipment.
- Patrons may not install their own software or any additional programs onto the library's computers.

USE OF LIBRARY COMPUTERS

- All patrons who use the library computers acknowledge that they have read and understand the Internet/Wireless Use Policy posted at each computer.
- The library has laptop computers available to patrons 18 and older. (See Laptop Policy.)
- Internet use/printing will be accessible during regular library hours up to 15 minutes prior to closing.
- Internet computers may be reserved in person or by phone for the current day only.
- Patrons may reserve the internet computers up to 1 hour per day. Patrons may continue using the computer after their hour has expired as long as no one is waiting.
- Patrons must check in at the main desk before using computers.
- No more than 2 persons per computer.
- Patrons will be charged regular printing costs beginning with the first page printed. Black and white at \$0.20 per page and color at \$.30 per page.

WIRELESS ACCESS

- The library does not offer printing through the wireless network.
- The library will not guarantee wireless access or its security.
- The library does not provide any physical connectivity other than electrical outlets.
- Information downloaded from the internet may contain a virus and users are cautioned to have virus-checking software on their computers. The library is not responsible for damage to a user's storage media or computer for any loss of data, damage, or liability that may occur from an individual's use of the library's internet and/or computer services.

LAPTOP POLICY & USE AGREEMENT

This policy/agreement is for individuals using library owned laptops.

- I am at least 18 years old and have a Nevada Public Library card in good standing. I will deposit my state issued ID at the desk while I have the laptop.
- I am aware that library personnel are not responsible for teaching me how to use the laptop.
- I accept responsibility for:
 - The security of the laptop while I have it checked out.
 - Any repair or replacement costs for damaged or lost items, including the laptop, incurred while the laptop is checked out to me.
- I understand that the laptop will be checked out for three (3) hours per day. I will return the laptop to the main desk when my time is up or at least 30 minutes before the library closes whichever is first. I may continue using the laptop after my time has expired as long as no one is waiting.
- I understand that I may lose laptop privileges for behavior including, but not limited to:
 - Leaving the laptop unattended
 - Causing damage to the laptop
 - Attempting to circumvent any security or protective measures
 - Altering any software or configuration of the laptop
 - Allowing anyone else to use the laptop while it is checked out to me
 - Other behavior at the director or designee's discretion
- I will not remove the laptop from the building.
- I understand that the library is not responsible for any damage or loss of data to my personal storage devices or personal laptops incurred in the use of the library's equipment.
- This is a public use laptop; there is no guarantee of security. The laptop is restarted after each use, and all data saved will be removed.
- I have read and will follow the Internet/Wireless Use Policy.

My signature below indicates that I have read the above and agree to the terms of use. My signature also states that I am responsible for the care and custody of the laptop that I have checked out from the Nevada Public Library.

Print Name: _____

Date:

Signature: _____

.....
Office use only:

Barcode #: _____ Date: _____ Initials: _____

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | AUGUST 2018

HOTSPOT USE POLICY

In an effort to increase digital access to all residents, mobile hotspots are available to borrow from the Nevada Public Library.

Patrons wishing to check out a mobile hotspot must have a valid Nevada Public Library account in good standing. Patrons must be at least 18 years old and a resident of Nevada or rural Storey County. Mobile hotspots check out for 7 days at a time with no renewals. Only one hotspot per library card is allowed. The first time a hotspot is checked out and every 6 months thereafter, the borrowing patron must sign the library's Hotspot Borrowing Agreement. Upon checkout, library staff will confirm, in the presence of the borrowing patron, that all items are present in the hotspot kit.

Fines will accrue at the rate of \$2.00 per day with a maximum of \$10.00 in fines per mobile hotspot. The replacement cost for a lost or damaged hotspot is subject to provider's replacement cost (\$100-\$200). There may also be a separate charge for lost or damaged hotspot accessories (protective case and/or charging cord, subject to replacement costs each).

Service to mobile hotspots will automatically be turned off by the library once the item is one day overdue. Patron accounts are subject to suspension of borrowing privileges as outlined in the library's Circulation Policy.

Mobile hotspot service is provided by Verizon. Internet service relies on cell tower technology and coverage. User experience can vary based on location. The library is not responsible for personal information shared over the internet or for information or websites accessed. The library is not responsible for any liability, damages, or expense resulting from the use of the hotspot.

Library hotspots are not filtered. Parents or guardians, not the library or its staff, are responsible for the internet information selected and/or accessed by their children. Parents are advised to supervise their children's internet sessions when borrowing library hotspots.

By borrowing and initiating use of the library's hotspot, the user agrees to abide by the library's policies and rules, and agrees to hold the library and its agents harmless from any and all claims, losses, damages, obligations, or liabilities, directly or indirectly, relating to the use of the library's hotspot and internet access provided by the library. Deliberate altering of any files or modifying the configuration of library-owned equipment is strictly prohibited.

APPROVED BY LIBRARY BOARD OF TRUSTEES | OCTOBER 2020

MEETING ROOM POLICY

When not in use for library-sponsored activities, the Nevada Public Library welcomes public use of the Library's meeting room. Use of the meeting room does not constitute library endorsement of the viewpoints expressed by participants in the program.

Hours Available

Daily from 6:00am – 11:00pm

After Hours

Meetings held before or after regular library hours include the following additional stipulations:

- Person responsible for the reservation may pick up key no earlier than 2 days prior to the scheduled event.
- A key deposit of \$10 must be made at the time the key is picked up.
- The \$10 key deposit will be returned when the key is returned (i.e. placed in one of the library drop boxes or returned to staff during library open hours).

Types of Meetings

- Use is restricted to a single meeting or a brief series of meetings.
- To encourage equitable and diverse use of the Meeting Room, regularly scheduled meetings may be granted at the discretion of the library director or designee.
- All meetings held at the library must be free of charge. Normal collection of dues or memberships during meetings will be permitted. Direct selling or soliciting is not allowed.
- Individuals reserving the room may cancel the reservation at any time.
- The library reserves the right to cancel or relocate a meeting if circumstances warrant.

Reservations

- Reservation requests are accepted on a first come basis.
- Requests can be made in person, by email, or by phone.
- Requests can be made up to 12 months in advance.

Fees

- There is no meeting room fee for nonprofit and organized community groups.
- All others will be pay a \$10 fee per hour payable at the time the reservation is made, unless other arrangements have been made.
- Users making reservations by phone or email will be granted up to 3 days to pay their fees before the reservation may be cancelled.
- Groups may be charged for labor and materials to cover the cost of damages or if extraordinary clean-up is necessary after use.
- Fees may be forfeited if the group does not show up for a scheduled event.
- Fees will be refunded for cancellations made prior to the scheduled event.

Setup and Use

- The user is responsible for set-up and cleanup.
- User is responsible for securing the building if it is outside of regular library hours.
- Library furnishings may not be removed from the meeting room without approval from library staff.
- The room is equipped with 24 rectangular tables 30” by 60” and 100 chairs.
- Restroom access is available.
- No hazardous materials, such as candles, are permitted.
- Alcohol, tobacco, or excessive noise is not permitted on library premises.
- Nothing may be hung or attached to walls, doors, ceiling or windows.
- No group shall use the library as its mailing address.

Refreshments

- A limited kitchenette consisting of a sink, microwave, refrigerator, coffee maker, and counter with outlets is available for serving refreshments.
- Groups must provide coffee, dishes, tea towels, utensils, and/or other kitchen equipment as needed.
- No liquids that could stain the carpet are allowed, such as those containing red or orange dye.
- Food is not allowed in the main part of the library.

Equipment

- Availability of equipment must be confirmed when making reservation.
 - DVD player
 - Overhead projector
 - Lectern
 - Wireless internet access
 - Ceiling mounted projector
 - Ceiling mounted screen
 - Connections for laptops

Suspension of Use

Extreme or continued violation of these policies, or any other library policy, may result in the suspension and/or cancellation of user’s Meeting Room privileges at any time. Such decisions will be at the discretion of the library director or designee.

Disclaimer

In consideration of the library’s granting permission to use the facility, the users promise, covenant, and agree to hold the Nevada Public Library and the City of Nevada, its officers and employees harmless, and to indemnify them against any claims of loss of property or personal injuries resulting from or arising out of the activities to be held and conducted by the users on the premises.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | JANUARY 2017

STUDY ROOMS

The Nevada Public Library provides four study rooms for public use free of charge. These study rooms are available for groups or individuals. Two study rooms can accommodate four people and two of the rooms can accommodate six people.

Who

- Individuals must be age 11/5th grade or older to sign up for the study rooms.
- Commercial and for profit organizations may use the rooms; direct selling or soliciting is not allowed.
- A library card is required to check out a study room. If an individual does not have a card, they must fill out a visitor form and show a photo ID

Reservations

- One of the 4 person rooms will be available on a first come first serve basis. The rest may be reserved in advance.
- Rooms may be reserved up to two weeks in advance.
- Rooms may be reserved for up to two hours per day.
- Rooms will be held no longer than 15 minutes past the time reserved.

Conduct and Responsibility

- All library policies will be in effect in the study rooms including the Conduct Policy.
- No food is allowed in the study rooms.
- Liquids (nonalcoholic only) must be in containers with lids.
- Rooms are to be left in the same condition as they were found.
- No materials may be pinned, taped, or otherwise affixed to the wall, tables, doors, floors, furniture, or windows.
- The individual checking out the room is responsible for reimbursement of any costs incurred if the room is damaged, if repairs are made due to use, or if the key is lost.
- Possessions left in the study room will be considered lost and will be placed in the lost and found.
- There is no guarantee of quiet.
- Staff has discretionary authority to remove users from study rooms should behavior be inconsistent with the room's purpose and /or is disruptive to others.
- Study rooms will be locked when not in use.
- Responsible individuals that are under 18 years of age will list all individuals who will be in the study room and let the staff know of any changes.

Hours Available

- Study rooms are available during regular library open hours.
- Study rooms will be vacated no later than 15 minutes before the library closes.

Amenities

- Tables and chairs are provided in the study rooms.
- Electrical outlets and Wi-Fi are available in each study room.

Library staff have discretion and are the final arbiters in the use of the study rooms.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | JUNE 2019

STORAGE POLICY

The Nevada Library has limited storage available in the basement of the building for community organizations. The space is available on a first-come, first-served basis.

A Storage Agreement must be signed by the organization and the library and renewed annually in December.

For \$5.00 each, the organization will be provided with a closed, labeled, storage container. Library staff will provide access to the container(s) during regular library hours, and only to the officers or individuals listed on the Storage Agreement. Permission for other individuals may be granted by individuals on the list.

Permission to use the basement storage area does not imply the Library's endorsement of any organization using the storage facilities.

In consideration of the library's granting storage permission, the users promise, covenant, and agree to hold the library and the City of Nevada, its officers and employees harmless and to indemnify them against any claims for loss of property or personal injuries resulting from or arising out of the storage of materials on the library premises.

When the organization no longer exists and the library no longer has a current contact person, the contents of the box(es) become the property of the Nevada Public Library after two years.

Either the Nevada Public Library or the organization may void the Storage Agreement with 30 days written notice.

DISPLAY POLICY

Displays of promotional posters, brochures and items will be allowed as appropriate only by nonprofit organizations (or individuals as long as they promote the library's mission.) Displays advocating a specific individual or issue will not be allowed. The Nevada Public Library shall be held harmless from liability in the event of damage or loss to materials being displayed regardless of the circumstances. Requests for such displays should come to the library director or designee and will be considered on a first-come basis. Permission to display items in the library does not imply the Nevada Public Library's endorsement.

Bulletin boards: The bulletin board in the library is available for the display of posters, fliers, and promotional materials of nonprofit organizations. Any materials that groups want to display should be submitted to staff at the main desk with final approval given by the library director or designee. Materials are posted only as time and space permit.

- Items will remain posted until the event has occurred or for a maximum of 30 days as space allows.
- Materials will not be returned.
- Some materials may not be posted: items for sale, advertisements for lessons or services, campaign flyers/signs, or petitions.

Brochures: Nonprofit community groups may submit multiple copies of brochures or fliers for distribution from the library's brochure area. These materials should be given to staff at the circulation desk with final approval given by the library director or designee. Brochures will be restocked only as time and space permit.

Waiver of Liability: Groups and individuals displaying items in the library as listed below which they want returned must complete the Nevada Public Library Display and Exhibit Waiver of Liability.

Display case: The glass display case and portable display units are important elements of the library's information, outreach, and public relations programs. The display case is closely identified by the public as a library promotion area.

- Permission to use the case will be granted to nonprofit community organizations if such use will further the library's program or mission.
- Requests for use of the case should be made to the library director or designee.
- The library's own needs for display space take precedence in every instance. Otherwise, requests will be considered on a first-come basis.
- The requesting organization is entirely responsible for the timely set-up and takedown of any display.
- Community organizations shall abide by any specific instructions or requests the library shall make regarding the layout or content of the display.
- Organizations must complete the "Waiver of Liability" form.

Display of local art: Local art may be displayed at the discretion of the library director or designee. Displayed art will not be considered for sale. This may be in non-secure areas. See “Waiver of Liability.”

Book display: Nonprofit community organizations occasionally request that a book display be created by the library in conjunction with posters, fliers, or brochures supplied by the organization. The library may agree to cooperate in such a project as time, staff availability, and materials permit. Organizations will have to sign the “Waiver of Liability” for any items they want returned.

Digital Sign Display: The purpose of the digital sign is to promote and market Library services, programs, events, and resources. Content is limited to library services and resources, and library sponsored and co-sponsored events.

GIFT POLICY

The Nevada Public Library welcomes gifts of money, equipment, works of art, documents, photographs, or property of any kind that promotes the mission of the library. The library reserves the right to refuse any gift that the Board of Trustees, in its sole discretion, deems to be not in the best interests of the library to accept.

The Board of Trustees will review and approve purchases, acceptance, and disposition of existing and future gifts to the Nevada Public Library as recommended by the gift committee and/or director. This policy does not apply to items, such as books, that are given for the circulating collection of the library. Those items fall under Collection Development Policy.

GIFT GUIDELINES

Acquisition: Items may be added to the library by means of gifts, bequests, purchases, or exchange, or any other transactions by which title to the object passes to the Nevada Public Library. Gifts should be complete. The acceptance of gifts designated for public display on library property shall be considered with attention to the ongoing cost of display, maintenance, and security, as well as suitability, including location. All conditions pertaining to the donation must be clearly stated at that time. No guarantee is made that any gift will be permanently displayed or kept by the library. The library does not accept responsibility for notifying donors of withdrawal or replacement of gift items.

- **Monetary gifts:** The library welcomes gifts of cash or stock. Monetary gifts will be accepted for the purchase of library materials, appropriate investment, facility improvements or equipment, or to provide services in keeping with the library's mission. Monetary gifts without restriction are added to the library's Trust and Agency Fund to be used at the library's discretion.
- **Memorial gifts:** : The Library welcomes monetary gifts for purchase of materials for the collections given in recognition or memory of individuals or organizations. Whenever possible, the Library staff will choose items that accommodate the donor's subject or title preferences, if they meet the criteria outlined in the Material Selection Policy. If the donor wishes, a bookplate may be affixed to such material with wording determined by the donor in consultation with Library staff.
- **Real estate or other personal property:** The library may accept gifts of real property that either support or could be sold to support the mission of the library. Such offers will be handled by the director, who in consultation with the Board of Trustees, will determine the suitability of the gift and the terms of acceptance compatible with the library's mission and policies, the donor's intent, and applicable laws.
- **Collections:** Gift collections will be accepted only by the director in consultation with the gift committee which will make recommendations to the Board of Trustees and with the understanding that the collection may be sold, traded, given away, or discarded at the discretion of the library director and/or trustees.
- **Art and decorative objects:** In general, gifts of art objects shall be of local interest to the community, of a professional quality, well-executed, and in good condition. As with all

other gifts, art objects will be accepted only with the donor's full agreement that the library has the right to handle or dispose of the gift in the best interests of the institution. Because of the library's limited display and storage areas and focus on its primary mission as a library and not a museum, potential donors of art and decorative objects are requested to discuss any possible gifts with the director and gift committee and/or Board of Trustees. No gifts posing a danger or threat to patrons will be accepted (e.g., metal sculpture with sharp, moving parts).

Care: The Nevada Public Library must be able to provide proper care, including conservation, maintenance, and storage, for all gifts. The decision to accept tangible gifts shall be based, in part, on impact on staff time, expense, and frequency of maintenance. No gifts that require extensive, regular special care or conservation will be accepted.

Professional consultation: Outside counseling and expertise will be sought if necessary in considering gifts to be added to the library.

Ownership: All gifts acquired by the Nevada Public Library shall become the sole property of the Nevada Public Library. No restrictions on the library's ownership, possession, use, or disposition of the gift shall be effective other than restrictions approved by the express vote of the Board of Trustees.

Tax deductions: Donors will be allowed tax deductions on approved gifts or bequests to the extent provided by tax laws. Donors are responsible for the accurate appraisal of their gifts or items, other than monetary, for the purpose of tax reporting. The Nevada Public Library will not provide formal appraisals on donated items.

Recognition: Immediately upon receipt of a qualifying gift by the Nevada Public Library, the gift will be listed in a Registration Book. The gift will be photographed for purposes of record and identification. Gifts of \$100 or more will be recognized in the registration book. Gifts of \$1000 or more will be recognized once on a benefactor recognition board or given similar recognition at the discretion of the library director and/or Board of Trustees.

Donor plaques: Plaques or similar labeling devices will not be affixed on or near the gift. Donor and other pertinent information will be recorded in a Registration Book.

Record keeping: The Nevada Public Library is responsible for maintaining all records of a gift to include: a copy of the Deed of Gift, registration, and condition reports.

Acknowledgement: The Nevada Public Library will acknowledge gifts and bequests.

VOLUNTEER POLICY

Volunteers are unpaid workers giving their time and talents to assist the Nevada Public Library staff. Volunteers may work with short-term projects and programs or may give continuing service over an extended period of time. Volunteers may be required to complete a background check.

- New volunteers must complete an application form and participate in an interview with the director and/or designated volunteer coordinator.
- Placement or retention of a volunteer is at the discretion of the director.
- Volunteer work will be managed by the director and volunteer coordinator. The volunteer coordinator's responsibilities are recruitment, training, scheduling, evaluation, and appropriate recognition of all volunteers.
- Volunteers in the Youth Department may be recruited and managed by the children's librarian.

Working at the library:

- Volunteers will not replace paid staff positions.
- Attempts will be made to assign volunteers meaningful work that makes use of their talents, expertise, training, and interests. Volunteers will be given orientation and task descriptions for the jobs assigned.
- Volunteers will work under the supervision of paid library staff.
- Volunteers will follow the policies and procedures of the library.
- All library related business or program participant information overheard or entrusted to a volunteer is confidential.
- A work schedule is expected as an aid to the director and/or the volunteer coordinator as well as the volunteer.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | JANUARY 2016
REVISED | NOVEMBER 2020

COMMUNITY SERVICE OFFENDER VOLUNTEER POLICY

The board of trustees of the Nevada Public Library approve of the use of offenders who need to perform court or school ordered community service. They must abide by the following guidelines.

- The volunteer will apply in person at the Nevada Public Library.
- The director or designated volunteer coordinator will interview the applicant and contact the applicant's probation officer and other references as deemed appropriate.
- The director or volunteer coordinator must be informed of the nature of the offense and the name and contact information of the probation officer or school contact. Applications from a person whose offense involves theft, assault, or sexual misconduct will not be accepted.
- Placement or retention of a volunteer in the library is at the discretion of the director.
- The library director or volunteer coordinator will assign and schedule tasks under the same policies that apply to any library volunteer.
- Volunteers completing community service must abide by the volunteer policy.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | JANUARY 2016
REVISED | NOVEMBER 2020

SECURITY CAMERA POLICY

PURPOSE

The purpose of this policy is to establish guidelines for the placement and use of video security cameras, as well as the access and retrieval of recorded video images at the Nevada Public Library. Nevada Public Library strives to take reasonable precautions to assure a safe and secure environment for its patrons and staff. Because library staff is unable to provide direct supervision over all areas within the library and library grounds, video security cameras have been placed at selected locations in order to observe and record visible activities of persons within the library and on library grounds in lieu of direct supervision.

Cameras will not be installed for the purpose of monitoring staff performance.

Observation of activity, whether in real time or from digitally recorded storage, shall be limited to activities that are specific to library operations, may affect the safety and security of library patrons and staff, and provide protection for library assets or property. Staff and patron safety is the first priority in any threatening situation. The protection of library property is of secondary importance.

PRIVACY AND CONFIDENTIALITY

Camera placement shall be determined by the library director or his/her designee. Cameras shall not be placed in areas where there is a reasonable expectation of privacy, such as toilet areas within restrooms.

Cameras are not positioned to identify a person's reading, viewing, or listening activities. However, to the extent that any recorded images include identifiable persons requesting information or checking out an item, such record shall be treated as confidential as provided in Iowa Code §22.7 (13). Only designated library staff may view real time images or screen recorded images for potential breach of confidentiality. Any inadvertent views of protected information shall be held in confidence by the library staff under the library's confidentiality policy.

PUBLIC NOTICE

Signage shall be conspicuously displayed within the library advising of the recording of video images. Conversations or other audible communication shall not be monitored or recorded by the security cameras.

DATA STORAGE

Cameras will record activities in real time and images will be saved to the camera server's hard drive. Current software deletes images automatically as the capacity of the hard drive is reached.

Cameras will not be monitored continuously by library staff.

In situations involving banned and barred patrons, stored images may be shared with all staff. Shared images may remain posted in restricted staff areas for the duration of the banishment.

Because security cameras are not constantly monitored, staff and public should take appropriate precautions for their safety and for the security of personal property. Neither the Nevada Public Library nor the City of Nevada is responsible for loss of property or personal injury.

AUTHORITY TO ACCESS RECORDED DATA

The library director holds the authority to designate library staff members who may access video in real time or recorded formats. Generally, authority may be delegated to the adult staff during hours of operation.

Circumstances under which designated staff may access images in real time include, but are not limited to, observation of areas beyond view from designated work stations for assurance of safety and security. Access to real time or recorded imagery is also authorized to designated staff upon report of suspicious behavior, including policy violations, criminal activity, destruction, or theft of library property or assets, or other activity that may be disruptive to library operations.

LAW ENFORCEMENT

All requests for viewing of real time or recorded imagery by law enforcement officials must be presented to the library director. If the library director is unavailable, such requests shall be presented to the administrative or supervisory staff designated by the library director to hold such authority. Law enforcement may view recorded images unless such images include records protected by Iowa Code §22.7 (13), in which case such records would be released only pursuant to valid court order.

In the event of a search warrant, which is executable immediately, library administration will comply with the search warrant and consult with legal counsel.

Upon receipt of a subpoena or other court order, library administration shall consult with legal counsel to determine if the document is in proper form and that good cause for its issuance in a court of proper jurisdiction is demonstrated. If not, library administration shall insist any defect be remedied before releasing records which contain patron information.

PUBLIC DISCLOSURE

Confidentiality/privacy issues prohibit the general public from viewing security camera footage that contains patron information. If the library receives a request from the general public to inspect security camera footage which contains patron information, the general public will be advised to file a police complaint.

All requests for public disclosure of recorded images shall be presented to the library director or the administrative staff member designated to act in his/her stead. Guidelines for public disclosure of video imagery shall follow the procedures established by the library director in accordance with Iowa Code Chapter 22.

A copy of this policy may be shared with members of the public upon request.

TORNADO SHELTER POLICY

Liability: The tornado shelter in the basement of the Nevada Public Library is provided by the Nevada Public Library, the Board of Trustees, staff, and the City of Nevada as a service to the community. All persons entering this shelter do so at their own risk and agree to abide by the conditions of this policy. The library, its Board of Trustees, staff, and the City of Nevada assume no liability for personal injury or property damage during the use of the Tornado Shelter.

Entrance: The Nevada Police Department will attempt to open the southwest door of the Nevada Public Library in the event of a tornado or severe storm warning. They will then secure the facility after the warning has expired. The front door of the library will be locked while the warning is in effect and no one will be allowed upstairs in the main part of the library during the warning period.

Areas of safety: People are expected to stay in the basement and avoid the steps and landings.

Fire: The fire exit is the Tornado Shelter door at the southwest corner of the library. The doors to the main part of the library will be locked.

First aid: There is a first aid kit on the south wall of the basement next to the emergency lanterns.

Emergencies: A telephone is available in the basement for local emergency calls only.

Fire extinguisher: An extinguisher is mounted on the south wall near the west stairwell.

Emergency lights: Emergency lights mounted on the south wall of the basement come on during power outages and light both stairwells and the interior of the basement. Two portable emergency lights are mounted on the south wall in case of power outage. There are small flashlights hanging at the top of each set of stairs.

Amenities: The basement of the Nevada Public Library is not ADA accessible. There is no water or toilet in the library basement.

Pets: Pet owners are responsible for keeping any pets under control.

Conduct: All behaviors addressed in the Conduct Policy are in effect at all times including when the building is being used as a tornado shelter.

Policy posting: This policy will be posted at the top and bottom of both stairwells.

HOURS, ANNUAL CLOSURES, AND SEVERE WEATHER POLICY

Open hours: The Nevada Public Library is open to the public on the following schedule:

Monday-Thursday: 10 AM – 8 PM

Friday: 10 AM – 6 PM

Saturday: 10 AM – 4 PM

Holiday closures:

New Year’s Day	Wednesday, January 1, 2020
Memorial Day	Monday, May 25, 2020
Independence Day	Saturday, July 4, 2020
Labor Day	Monday, September 7, 2020
Thanksgiving Day	Thursday, November 26, 2020
Friday after Thanksgiving.....	Friday, November 27, 2020
Christmas Eve.....	Thursday, December 24, 2020
Christmas Day	Friday, December 25, 2020
New Year’s Eve.....	Thursday, December 31, 2020

Closures:

Lincoln Highway Day.....Saturday of Lincoln Highway Days

Severe weather/disaster closures:

There are times when the weather becomes dangerous while the library is open. At times, this may require closing the library so staff and the public can get home safely.

- The library may be closed per the director/designee due to weather, disaster, or circumstances that make operating the library untenable.
- The director will notify the Board Chair and City Hall of the closing.
- Notice will be placed on the website, Facebook, and other media as appropriate and possible.
- Compensation Options:
 - Permanent staff who choose not to come in to work or choose to leave work early due to severe weather may use vacation time, compensatory time, or unpaid leave for the hours scheduled.
 - When the library is closed by the director or designee, permanent staff with approval
 - May use vacation time, compensatory time, or unpaid leave for the hours scheduled.
 - May make up the missed time later in the same week.
 - May work from home.
 - Temporary staff will not be compensated.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | OCTOBER 2019

REVISED | NOVEMBER 2020

PERSONNEL POLICY

The Nevada Public Library uses the Employee Handbook adopted by the City of Nevada. Please refer to the city policy manual.

REVIEWED/APPROVED BY LIBRARY BOARD OF TRUSTEES | JANUARY 2022