

Mission

St Croix Falls Public Library is a municipal resource dedicated to providing open access to information materials and services in a sustainable environment that supports and connects all community members through applied technology, professional librarianship and compassion.

The library adheres to the principles stated in the Library Bill of Rights and in the Freedom to Read and Freedom to View Statements published by the American Library Association (appendices A, B, and C).

Goals

To build community through services to all residents of the City of St Croix Falls and the surrounding region.

To acquire and make available to all residents of the above area such books, periodicals, pamphlets, and other services as will address their needs to a) become well informed, b) locate answers to important questions, c) cultivate the imagination and creative expression, d) develop skills for career and vocational advancement, and e) enjoy leisure by means of reading and other media services.

To acquire the means to provide the most frequently requested material locally and upon demand.

To maintain a program of service which locates information, guides reading, organizes and interprets material for people of various backgrounds, and stimulates thinking and intellectual development in individuals of any age.

To strive consistently to discover new methods and improvements for better service for the library's customers.

To review annually at the January Library Board meeting the goals of the St Croix Falls Public Library and, if necessary, revise them in the light of new developments.

Policy

These policies will be reviewed by the library board of trustees every three years.

Library Services

The St Croix Falls Public Library is established under Wisconsin Statute 43 to provide materials and resources for information, entertainment, intellectual development and enrichment of the people of the community. The library will endeavor to:

1. Select, organize, and make available necessary books and materials.
2. Provide computer and online access via patron stations and library wifi.
3. Provide guidance and assistance to library users.
4. Sponsor and implement programs, exhibits, displays, book lists, etc., which appeal to children and adults.
5. Cooperate with other community agencies and organizations.
6. Secure information beyond its own resources when requested. (Using interlibrary loan and other resource sharing methods provided through the system and state.)
7. Lend to other libraries upon request.
8. Develop and provide services to library users with special needs.
9. Maintain a balance in its services to various age groups.
10. Cooperate with, but not perform the functions of, school or other institutional libraries.
11. Provide service during hours which best meet the needs of the community, including evening and weekend hours.
12. Regularly review library services being offered.
13. Use media and other public relations mechanisms to promote the full range of available library services.

Responsibilities & Authorities of the Library Board

The name of the organization is the St Croix Falls Public Library, located in St Croix Falls, Wisconsin, existing by virtue of the provisions of Chapter 43 of the Wisconsin Statutes, and exercising the powers and authority, and assuming the responsibilities delegated to it under said statute.

Library board of Trustees

Section 1. Number and qualifications: The governing body of the library is composed of seven members as appointed by the council as follows: One from the city council, one from the school system and five from the community at large. Not more than two members may reside in adjacent towns per WI statute 43.54.

Section 2. Term of Office: The term of office of trustees shall be three years. The expiration of terms shall be staggered with no more than two terms expiring the same year. A term of office exceeding 18 months is considered a full term. Amended April 2001.

Section 3. Disqualifications and Vacancies: Any member who moves out of the political subdivision she represents shall be responsible for notifying the secretary of the library board of trustees. Upon receipt of such notification, the position shall be declared vacant. It shall be the duty of the president to notify the appointing official of the vacancy and by direction of the library board, suggest to the appointing official three to five names of qualified persons for the position. A trustee who fails to attend three consecutive meetings of the library board shall set in motion the following procedure for disqualification; the library board president shall notify the appointing authority, request the disqualification of the trustee and suggest three to five persons qualified to fill the vacancy.

Officers

Note: Section 43.54(2) WI requires library board members to elect a president “and such other officers as they deem necessary.”

Section 1. The officers shall be president, vice president and treasurer, elected from among the appointed trustees at the annual meeting of the library board in January. Any officer may succeed herself once, for a maximum of two consecutive years. Vacancies in an office shall be filled by vote at the next regular meeting of the library board after the vacancy occurs.

Section 2. A nominating committee may be appointed by the president three months prior to the annual meeting to present a slate of officers at the annual meeting. Additional nominations may be made from the floor at that time.

Section 3. Officers shall serve a term of one year from the annual meeting at which they were elected and until a successor is duly elected.

Section 4. The president shall preside at all meetings of the library board, serve as an ex-officio voting member of all committees, approve all checks drawn on trust, endowment funds or special accounts and generally perform all duties associated with that office.

Section 5. The secretary/treasurer shall keep a true and accurate record of all meetings of the library board, shall issue notice of all regular and special meetings and shall perform such other duties as are generally associated with that office. The library director, a member of the staff or an outside agency may be designated to perform any or all of the above duties.

In the absence or inability of the director, the duties shall be performed by such other member of the library board as the library board may designate.

Meetings

Section 1. The regular meetings shall be held each month, the date and hour to be set by the library board at its annual meeting.

Section 2. The annual meeting for the purpose of electing officers shall be held at the time of the regular meeting in January of each year. The annual report shall be adopted at the regular meeting in March of each year.

Section 3. The order of business for regular meetings shall include but not be limited to the following items:

- a. Call to Order
- b. Approval of Minutes
- c. Director's Report & Statistical Report
- d. Financial Report
- e. Approval of Monthly Expenditures
- f. Public Comment
- g. Continuing Business/New Business
- h. Items for Next Month's Agenda
- i. Adjourn

Section 4. Special meetings may be called by the secretary at the direction of the president or at the request of four members for the transaction of business.

Section 5. A quorum for the transaction of business at any meeting shall consist of 3 members of the library board present in person, see 43.54(1)(e). Amended November 1987.

Section 6. Meetings shall be conducted according to consensus decision making and open meeting law. The objective of consensus decision making is to use discussion, cooperation, collaboration, tolerance and respect during the decision making process so all members provide equal input, recognize compromise and own the process outcomes.

Library Director

The library director shall be considered the executive officer of the library board and shall have sole charge of administrating the library under the direction and review of the library board. The director shall attend all library board meetings but shall not have a vote. The director, in consultation with the library board;

- shall be held responsible for the care of the buildings and equipment
- for the employment and direction of the staff
- for the efficiency of library service to the public
- for the operation of the library under the financial conditions set forth in the annual budget

Mileage and Expense

Library board members will not be reimbursed for mileage to attend library meetings.

General

Section 1. An affirmative vote of the majority of all members of the library board present at the time shall be necessary to approve any action before the library board.

Section 2. Any rule or resolution of the library board, whether contained in these bylaws or otherwise, may be suspended temporarily in connection with business at hand, but such suspension, to be valid, may be taken only at a meeting at which two-thirds (4) of the members of the library board shall be present and two-thirds of those present shall so approve.

Section 3. These bylaws may be amended at any regular meeting of the library board by majority vote of all members on the library board provided written notice of the proposed amendment shall have been mailed to all members at least ten days prior to the meeting at which such action is proposed to be taken.

These bylaws will be in force upon adoption by the Library board of Trustees of the St Croix Falls Public Library. ~Adapted from the State of Wisconsin Department of Public Instruction, 2005.

Volunteer & Friends Policy

Volunteers

The St Croix Falls Public Library welcomes members of the community to serve as volunteers at the library. Volunteers

- Enhance the efforts of paid library staff
- Serve as a method for area residents to become familiar with the library
- Create opportunities for individuals to perform a valuable service for the community

A volunteer is a person who performs tasks for the St Croix Falls Public Library without wages, benefits or compensation (including travel expenses) of any kind. Examples of volunteer positions include members of the library board and service volunteers who work for the library and function in ways similar to paid staff. Service volunteers are recognized by the public as representatives of the library and shall be guided by the same work and behavior codes as paid employees. Volunteers fall under the “at-will” status, requiring no reason for termination by either the volunteer or the library director. The City of St Croix Falls does not provide workers compensation coverage or any other form of insurance for volunteers. Community members interested in volunteering will complete an application for a volunteer position (appendix F), which will be kept on file at the library. The library will conduct a background check on all volunteers, including minor children (appendix E). Minor children may work as volunteers with the written consent of a parent or legal guardian.

Adopted: July 2002 St Croix Falls Public Library Board

Friends of the Library

A library friends group is a formal association of citizens who unite to plan and execute, in conjunction with library goals and the needs of the library director, programs and events to benefit the library. In particular, a friends group is often involved in fundraising for the library and oversees periodic book sales. Friends groups always serve at the pleasure of the library board which is the only body with legal authority to set policy for the development of the library. The Association of Library Trustees, Advocates, Friends and Foundations a division of the American Library Association is the national organization which provides information, support and opportunities for library advocacy.

Adopted: July 2002 St Croix Falls Public Library Board

Materials Selection/Collection Development

The purpose of the St Croix Falls Public Library is to provide all individuals in the community with carefully selected print and non-print materials to aid in the pursuit of education, information, research, pleasure, and the creative use of leisure time. The emphasis of the St Croix Falls Public Library collection is quality information and popular works of fiction.

The *Library Bill of Rights* and *The Freedom to Read Statement* are endorsed by the St Croix Falls Public Library Board of Trustees and are integral parts of the policy.

Responsibility for Selection

The ultimate responsibility for selection of library materials rests with the library director who operates within the framework of the policies determined by the St Croix Falls Public Library Board of Trustees.

Criteria for Selection

The criteria for selecting materials will be dependent upon scholarship, currency, artistic merit and relevancy to the community and region. Items falling into the category of popular works may or may not meet all the criteria. However, popular demand is a valid factor in selecting materials and shall be taken into consideration when purchasing new items for the collection. The collection may contain the various positions expressed on important or controversial questions, including unpopular beliefs or views. This provides an arena for individuals to freely examine the issue and make independent decisions. The library recognizes many books are controversial. Parents and legal guardians are responsible for monitoring what their minors read. Selection of materials is based on the merits of the work in relation to a dynamic collection and to serving the interests of readers.

1. The main points considered in the selection of materials are:
 - a. individual merit of each item
 - b. popular appeal/demand
 - c. suitability of material for the library community
 - d. existing library holdings
 - e. budget
2. Reviews are a major source of information about new materials. The primary sources of reviews are Booklist, ALA recommended lists, area newspapers and the New York Times Best Sellers/Review of Books.
3. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title which is in demand. Consideration is, therefore, given to requests from library users and books discussed on public media. Materials are judged on the basis of the work as a whole, not on a part taken out of context.

Interlibrary Loan

Library users may access the collections of other libraries participating in the MORE shared system using their MORE library card and the online catalog. Interlibrary loan through Wiscat is used to obtain from other libraries those materials that are beyond the scope of the MORE collection.

The St Croix Falls Public Library agrees to lend its materials to other libraries through the interlibrary loan network and to make an effort to have its current holdings listed in Wiscat's online union catalog that is accessible by other libraries throughout the state.

Gifts and Donations

The library accepts donations of recent books, recorded books on CD, music CDs and DVDs. Donations should be clean and in good condition. A rule of thumb is; donate it to the library if you would give it to a friend. Also, please do not bring more items than you can carry into the library.

The library does not accept donations of old news magazines, textbooks, VHS/cassettes or encyclopedias.

All donations are accepted without condition, and immediately become the property of the library. They cannot be returned. Some donations will be added to the collection. The same criteria for inclusion in the library's collection apply to gifts as to purchased materials. The rest are sold in our book sale or recycled. Donations added to the collection may be subsequently withdrawn when they are worn or when their content is no longer current.

If you need a receipt for tax purposes, one will be provided. Library staff cannot assign a dollar value to items donated, but can include a description of what is donated, i.e. 3 hc books or 12 pbk books.

Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library upon request granted the request meets the criteria established by the Library Board of Trustees.

Withdrawing Materials

A current, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of weeding is the responsibility of the library director and is authorized by the Board of Trustees.

Potential Problems or Challenges

The St Croix Falls Public Library recognizes some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made on the basis of anticipated approval or disapproval, but solely on the basis of the principles stated in this policy.

Responsibility for the reading of children rests with their parents or legal guardians. Selection of library materials will not be inhibited by the possibility that materials may come into the possession of children.

Library materials will not be marked or identified to show approval or disapproval of their contents, and no library material will be sequestered except to protect it from damage or theft.

Challenged Materials

Although materials are carefully selected, there can arise differences of opinion regarding suitable materials. Library users requesting material be withdrawn from or restricted within the collection may complete a "Statement of Concern About Library Resources" form (appendix D) which is available in the library. The inquiry will be placed on the agenda of the next regular meeting of the St Croix Falls Public Library Board of Trustees.

Circulation

Registration

All borrowers must be registered and must have a valid MORE patron card to borrow library materials.

Library users must complete an application form to register for a new library card. A patron holding a MORE card who moves from one community to another must also complete a new registration card.

The following statement is printed on the registration form for the patron's information and acceptance:

I hereby apply for borrowing privileges at any of the participating MORE libraries. By signing this card I agree to comply with the policies of each member library with which I do business.

By becoming a MORE library cardholder, I accept the following responsibilities:

- *Any library materials checked out on my card are my sole responsibility.*
- *I will promptly return all borrowed items by the due date*
- *I will pay any replacement costs for lost, unreturned or damaged materials.*
- *I will not lend my library card to others.*
- *I will promptly report any change in address.*
- *I will promptly report a lost or stolen card.*
- *I will obey the rules of behavior when visiting the library.*
- *If signing a library card application for a juvenile, I accept responsibility for charges on that child's card and acknowledge it is my responsibility,*

not the library's to monitor and approve my child's choice of library materials and/or other information resources.

- *I understand I can request library records for my custodial child/ward 16 (WI ST 43.30).*

Identification and proof of address are required to become a registered borrower. A driver's license is preferred. A non-personal piece of mail showing an accurate and current address may be accepted along with a photo ID. For applicants with no permanent address (i.e. listing a hotel or camp site) a temporary card will be issued with the expiration date two months from the issue date. Only two items at a time may be checked out on temporary cards.

Applicants under 16 years of age must have a parent or guardian give their consent on the application form before a card can be issued. This parental signature is not required for annual renewal of minor's cards.

Materials may not be checked out until the registration process is complete. First time check outs are limited to three items.

All library cards expire annually. Library users may renew cards at the library and clear all outstanding fees if any.

Non Wisconsin Residents Policy

People residing outside of Wisconsin are assessed an annual fee of \$35/household to maintain a valid St Croix Falls Public Library MORE card. Owners of summer homes and businesses in Polk County must provide proof of ownership (i.e. property tax statement) upon registering for a library card to be exempt from the annual fee.

This fee is comparative to the portion of tax funds home owners residing in St. Croix Falls are assessed to support the St Croix Falls Public Library annual operating budget. The non - resident fee will be assessed upon the birthday of the library card holder.

~ Amended March 2014

Linking Records/Holds Pick-up

Library users are encouraged to have their library records linked to other borrowers within their family. Linking library cards allows cardholders to view circulation records, including fines, items checked out and items on hold. Also, library users with linked records may pick-up library items on hold for one another without having the other person's card in hand.

Lost or Forgotten Cards

If a patron loses his library card, he should notify the library as soon as possible and request a replacement (\$.50). Library users are expected to have their card when checking materials out – staff may look up accounts by name if needed.

Loan Periods

- Three weeks for books, including audio books
- One week for periodicals, videos, DVDs and Lucky Day books
- Three days for Lucky Day DVDs.
- The director may establish the loan period for special collections and/or material temporarily in high demand.

Reserves/Holds

Library users may place reserves on material by phone, online or in person at the library. Library users will be notified by telephone, text or email when the materials are available. Items will be held for seven days.

Fees and Charges

Library users are expected to pay any existing fees prior to checking out materials. Exceptions may be made given extenuating circumstances. Continual lack of payment may result in loss of borrowing privileges and/or legal action will be pursued per City of St Croix Falls ordinance 9.17 Library Regulations.

Damaged Materials

If materials are damaged to the extent determined by the library director that they are unsuitable for the collection, the responsible party must pay the replacement cost.

Confidentiality

As specified in Wisconsin Statutes 43.30, “records of any library which is in whole or in part supported by public funds, including the records of a public library system, indication of the identity of any individual who borrows or uses the library’s documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records, or to libraries authorized under subs. (2) and (3).”

The St. Croix Falls Public Library adheres strictly to all sections of this statute regarding the protection of the confidentiality of its users.

Open Records

Wisconsin's public records law provides almost all records of state and local government, including libraries, be available for inspection and/or copying by the public. Trustees of the St Croix Falls Public Library designate the following positions, each occupied by a City of St Croix Falls employee, as the legal custodian of the St Croix Falls Public Library public records. Each custodian is vested with full legal authority to render decisions and carry out the duties enumerated in Subchapter II, Chapter 19, Wisconsin Statutes, governing public records and property.

Position of Legal Custodian Records	Records Responsible For	Location of
St Croix Falls Public Library Director	Financial Records	Library Office
City of St Croix Falls Treasurer	Financial Records	City Hall
St Croix Falls Public Library Director	All other library records	Library Office

Requesting Procedure

Individual requesting access to or a copy of public records may do so during normal library operating hours via telephone, in person or by electronic or traditional mail. Further information on requesting access to or obtaining copies of public records may be addressed to the library director by calling 715-483-1777 or emailing scflibrary@ifls.lib.wi.us.

Please note the following exemption to the open records law.

43.30 Public (1)Records of any library which is in whole or in part supported by public funds, including the records of a public library system, indicating the identity of any individual who borrows or uses the library's documents or other materials, resources or services may not be disclosed except by court order or to persons acting within the scope of their duties in the administration of the library or library system, to persons authorized by the individual to inspect such records or to libraries as authorized under subs. (2) and (3). *Adapted from the Indianhead Federated Library System Open Records Policy and the Wisconsin Department of Public Instruction's Trustee Essentials Handbook, copyright 2002.*

Privacy of Library Records

The St Croix Falls Public Library protects the privacy of library records and the confidentiality of patron use of the library as required by relevant laws. In addition, the St Croix Falls Public Library Board of Trustees supports the principle of freedom of inquiry for library users, and has adopted this policy to protect against the unwarranted invasion of the personal privacy of library users.

Legal requirements

The relevant Wisconsin laws concerning the confidentiality of library records are Wisconsin Statutes Section 43.30 and the Wisconsin Personal Information Practices Act (Sections 19.62 to 19.80).

Under Section 43.30, library records which indicate the identity of any individual who borrows or uses the library's documents or other materials, resources or services may *only* be disclosed:

1. with the consent of the individual library user, or
2. by court order, or
3. to custodial parents or guardians of children under the age of 16, or
4. to persons acting within the scope of their duties in the administration of the library or library system, or
5. to other libraries (under certain circumstances) for interlibrary loan purposes [see ss. 43.30(2) and (3)].

Wisconsin's Personal Information Practices Act (Sections 19.62 to 19.80) requires all state and local government organizations (including public libraries) to develop procedures to protect the privacy of personal information kept by the organization. Libraries (and all other government organizations) are required to develop rules of conduct for employees involved in collecting, maintaining, using, and providing access to personally identifiable information. Libraries are also required to ensure that employees handling such records "know their duties and responsibilities relating to protecting personal privacy, including applicable state and federal laws."

Records indicating the identity of library users include a library users name, physical image, library card number, social security number, telephone number, street address, post-office box number or 9-digit extended zip code.

Records held by the library that include personally identifiable information about library users may also contain information that must be provided to those who request that information, as required by Wisconsin's public records law. Personally identifiable information about library users must be redacted from any records that are publicly disclosed, except as the records are disclosed under one of the four exceptions provided by Section 43.30 (see above).

Library User Responsibilities and Conduct

It is a library user's responsibility to maintain necessary and proper standards of behavior in order to protect his individual rights and the rights and privileges of others using the library. If a library user creates a public nuisance, he may be restricted from the library and from using the library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to leave, will be subject to the law. See Appendix J

Weapons Prohibited

Possessing, selling, distributing, displaying or using any dangerous weapon as that term is defined in Wis. Stats. sec. 939.22(10) upon library premises or using or threatening the use of any other object in such a manner that it may be considered a weapon is prohibited in the library or upon library grounds.

Public and Private Space

Library users must be aware of and respectful of private space within the library. Private space within the library is defined as library employee work areas; behind the circulation desk, in the processing workroom, the employee kitchen, the director's office, the mechanical room and the community meeting room closet/cupboards. Private space of the library is not available to the public. Failure to respect these areas by entering uninvited may result in restriction from the library.

Young Children

Employees of the St. Croix Falls Public Library encourage visits by young children and wish to make visits to the library both memorable and enjoyable for the child. Library employees are not expected to assume responsibility for the care of unsupervised children in the library. Therefore, it is library policy all children under age seven must be accompanied by a parent or a designated responsible person while in the library. Also, if young children are attending a library program, parents/responsible person must remain in the library throughout the program.

Disruptive Behavior

Please remember these universal truths when facing a challenging situation in the library (or anywhere). Refer to **Helping all enjoy the library** appendix J

- *All people want to be treated with dignity and respect*
- *All people want to be asked rather than told to do something*
- *All people want to be told why they are being asked to do something*
- *All people want to be given options rather than threats*
- *All people want a second chance*

Reference Services

St Croix Falls Public Library staff provides knowledgeable, personalized assistance to help library users find information and select and use library resources. Library staff approaches each request and the individuals making the request with respect and impartiality, regardless of age, background, ability, origin or views.

Services

- Provide information in the form of short answers to specific question—“ready reference” information
- Assist in the use of the library and teach basic research methodology, when appropriate
- Provide bibliographic verification of items both in the library and not owned by the library and assist in obtaining materials through interlibrary loan
- Refer library users to other agencies and libraries in pursuit of needed information
- Use resources in various formats, including print and digital or online information
- Provide verification for sources used in obtaining information

Reference questions may be submitted by telephone, emailed, faxed, mailed or posed in person at the library. Responses are provided as quickly as possible.

Public Notice Bulletin Board Policy

Bulletin board materials may be submitted for posting by nonprofit organization for civic, educational or cultural purposes. Such organizations may submit literature publicizing an event. Limited space generally allows only short-term notices. The director must approve all posting and may prohibit postings which do not meet library standards. Library staff will place and remove postings promptly.

Disasters & Emergencies

Fire

Do not panic, but do not under-estimate the potential danger to library users and staff represented by a fire. At the first indication of smoke or flame, the staff member at the circulation desk should call 911 or the fire department and then clear the building.

Prevention: Familiarize staff and volunteers with the type, location and application of the fire extinguisher in the building. Check fire exits, ensuring they remain free of any clutter and are open.

Health Emergencies

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training, it is not advisable for staff to undertake more than keeping the sick or injured person comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

Emergency medical technicians or the police should be called immediately in the event of any serious problem.

No medication, including aspirin, should ever be dispensed to the public.

Inclement Weather

The library will follow the recommendation and actions of the City of St Croix Falls during the City offices normal business hours of 8:30-5:00, Monday through Friday. Closing during other days and hours will be at the discretion of the library director.

Tornadoes

In the event of a tornado, library staff will escort library users to the hallway between the restrooms or into the staff work area.

Power Outage

After two hours without power, the library may close until power is restored.

Meeting Room

A. Declarations

The Library Board of Trustees subscribes to the American Library Association's Library Bill of Rights. Article VI states:

Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

The library uses the meeting rooms for a variety of programming which promotes the library's goals of public information, education, recreation and cultural programming. In these programs the library presents a range of points of view and does not advocate a single approach.

B. Purpose

The meeting room is a community resource. The library board encourages the widest possible use of the community meeting room by not-for-profit groups in the St. Croix Falls area for programs of an informational, educational, cultural or civic nature.

The rooms may be used by organizations or groups whose primary purpose is religious, commercial or for-profit. Individuals may also rent meeting rooms. See the regulations and rental fee schedule below.

The library is in no way affiliated with the events scheduled in or agencies using the meeting room; it simply provides the venue for such events.

This policy may be subject to change based on need or circumstance.

A. Room Accommodations

Community Meeting Room:

The community meeting room may be configured in a lecture style to accommodate 50 people in addition to the speaker.

The Community Meeting Room may be configured in a classroom style to accommodate 25 “students” and the instructor.

Community Create Space - The Community Create Space (CCS) houses tools, technology, and supplies for makers, tinkerers, gamers, and collaborators to explore and create. It is a makerspace, a learning lab, and an art studio designed to be enjoyed by all members of the community, kids and adults. It is available to use for meeting space as well and seat up to 20 people.

Study Rooms:

The library has two small group study rooms (for 1 to 4 users) that may be reserved in advance. These rooms are intended for quiet study or consultation and may only be used during open hours.

B. General Regulations

1. The library board specifically prohibits the following types of uses of the community meeting room:
 - a. Programs that interfere with the functions of the library
2. Groups using the meeting rooms must agree to meet the Americans with Disabilities Act (ADA) requirements and to provide requested accommodations for meetings or programs.

E. Availability

- i. The library has priority in use of the facilities.
- ii. Reservation of the facilities is on a first come, first served basis and conducted through the information desk at the library or by submitting a room request online <https://scfpl.org/meetingrooms>. No single group may have more than three (3) meetings reserved in advance. Courses that run for a fixed length of time are an exception to the above rule; please submit a request to the library director.
- iii. Meeting rooms are generally available for use during regular library hours. Arrangements may be made to use the Community Meeting Room (CMR) or the Community Create Space (CCS) at alternative hours. See the meeting room contract available at the desk or online at <https://scfpl.org/meetingrooms>

F. Fees

- i. For-profit and/or commercial entities may rent the large community meeting room for \$20/hour. The small rooms may be rented for \$10/hour.
- ii. Not-for-profit organizations/individuals charging a fee for services may rent the large community meeting room for \$10/hour. The small rooms may be rented for \$5/hour.
- iii. Not-for-profit organizations/individuals meeting for informational purposes are not charged a fee.
- iv. Individuals may rent the large community meeting room for personal events such as birthdays, reunions, receptions for a \$25/hour fee. The small rooms are not available for this type of use.
- v. Donations are always welcome to offset the cost of maintenance and utilities.
- vi. A deposit fee of \$100 and signed contract* must be submitted prior to occupancy of the community meeting room outside of library operating hours. The deposit fee will be returned in full if the room is left in the same condition and set up arrangement as when the user took responsibility of the room.

G. Use of Facilities

- i. The Groups using the room are responsible for returning the furniture to the standard configuration.
- ii. Groups may use the kitchenette for serving food but must supply items such as napkins, plates & utensils.
- iii. Decorations, wall hangings, presentation materials or any other items may not be taped, stapled, glued or in any other way fastened to walls, ceilings or fixtures.
- iv. Equipment installed in the room such as the projector, screen, DVD/VHS and sound equipment may be used. Arrangements must be made in advance for assistance with technical equipment.

H. Conduct

- i. The library code of conduct must be observed at all times.
- ii. Use of the room cannot be disruptive of the programs and activities of the library.
- iii. No unlawful activity is permitted on library premises.

I. Cleaning & Damages

1. The community meeting room and restrooms must be left in the same condition and standard furniture configuration as when the user took responsibility for the premises; the library reserves the right to retain the users' deposit if this is not the case.

Displays and Exhibits

As an educational and cultural institution, the St Croix Falls Public Library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The director shall accept or reject material offered for display based on its suitability and availability.

The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. All items placed in the library are there at the owner's risk.

Possible areas available to the public for displays are discussed with the library director. A release must be signed by the exhibitor before any artifact can be placed in the library. An example of the release follows:

St Croix Falls Public Library Display and Exhibit Release

I, the undersigned, hereby lend the following works of art or other material to the St Croix Falls Public Library for exhibit purposes only. In consideration of the privilege of exhibiting them in the Library, I hereby release said library from responsibility for loss, damage, or destruction while they are in the possession of the library.

Exhibition to be held in the _____

During _____

*Description of materials
loaned* _____

Signature _____ *Date* _____

Address _____ *Telephone* _____

Public Relations

Public Relation Goals

Promote a good understanding of the Library's objectives and services among governing officials, civic leaders, and the general public

Promote active participation in the varied services offered by the library to people of all ages, backgrounds and education levels

The library board of trustees recognizes public relations involves every person who has connection with the Library. Library board members and every staff member and volunteer must realize he or she represents the library in every public contact. Good service supports good public relations.

The library director is expected to make presentations and to participate in community activities to promote library services. Materials to be used by press, radio and/or television, social media or publications posted within the library are approved by the director prior to disbursement.

Technology Equipment

A valid MORE library card is necessary to log onto one of the eight internet computer work stations. There is no charge for use of the computers. Time management software is programmed to allow each user no more than 180 minutes per day with four logins. Library staff is available for general assistance in using the computer. However, staff is not expected to train library users in the use of application programs but will help when they can.

Laptops are available to check out for in-library-use.

Also available is black and white printing, photocopying, scanning and faxing. Fees for printing are black/white \$.20/page, color \$.50/page. WI FI access is available throughout the library. The community meeting room is equipped with a large screen and connectivity to a digital projector, DVD/VHS player for a variety of presentation formats. Two additional large screen monitors, one in a small study room and one in the special collection area are available for collaborative work.

Copy machine users are advised that there are restrictions on copyrighted materials. Any violation of copyright is the responsibility of the copy machine user.

Internet Use

The St Croix Falls Library Board of Trustees expects all use of electronic information resources such as the Internet will be responsible and consistent with the purpose for which these resources are provided. This includes:

1. Using resources for educational, informational and recreational purposes only: Not for unauthorized, illegal or unethical purposes.
2. Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to any computer system, or damaging or altering software components of any network or database.
3. Further respecting the privacy of others using public access stations at the St Croix Falls Public Library by not interfering with their use.
4. Making only authorized copies of copyrighted or licensed software data.
5. Not making unauthorized changes to the setup or configuration of the software or hardware.

The St Croix Falls Public Library assumes no responsibility for the use of the Internet by children. It is the responsibility of the parent, guardian or caregiver to determine what is appropriate. Selection policies, which serve to govern the library's purchase of materials, cannot apply to material accessed electronically.

Possession of a MORE library card is necessary to use the public access computers. Library computer users must read and accept this Internet Use Policy. Children under the age of seven must be accompanied by an adult when using the Internet.

Guest cards may be issued as a temporary means to access the Internet and computer workstation tools for users who do not have a MORE library card.

While respecting individual users' right to privacy, library staff reserves the right to monitor use of Internet workstations to ensure compliance with this policy. Staff may ask users to remove themselves from library equipment if behavior in conflict to this policy is observed. Misuse of library computers or Internet access may result in suspension of library computer use.

Printing

Library computers are networked to a photocopy machine with capabilities to print, fax and scan to email accounts. The cost for printing is black/white \$.20/page, color \$.50/page.

WI FI

A wireless internet signal is available throughout the library. No password is required.

Personnel

The library director shall be hired by a committee comprised of one member of the Common Council of the City of St. Croix Falls and two Library Board members. Performance reviews for the library director and library staff will be conducted annually in November (see appendix G).

The hiring committee shall follow standard hiring practices laid out in the personnel procedures manual adopted by the library board.

The library director shall be eligible for appropriate Wisconsin Public Library certification as established by the Wisconsin Department of Public Instruction.

All library staff are employees of the City of St. Croix Falls and shall be governed by the official personnel policies adopted by the Common Council.

An employee of the St. Croix Falls Public Library may be dismissed for any action or behavior that causes the Library's image or operation to be diminished. This includes but is not limited to: incompetence, misconduct, inattention to assigned duties or unapproved absences from work.

Library staff must notify the director or the library board two weeks prior to leaving a position. The library director shall provide one month notification prior to leaving the position.

Employees may express grievances through the standard procedure found in the personnel procedures manual.

Request for Proposals

The St Croix Falls Public Library board of trustees recognizes the need for consistency and objectivity when requesting or receiving proposals for projects in the library. The following is a template for requesting and receiving proposals.

- A. Summary : A description of the purpose of the project, the objective and any specific audience the project addresses
- B. Scope, Approach & Methodology: A detailed description of the process of work requested or proposed
- C. Deliverables: Descriptions and samples of the types of reports used to summarize results, itemized product descriptions and other services pertaining to proposal
- D. Management: Provide contact information for lead management, number of and task descriptions for other staff involved, communication chain of command
- E. Pricing: Provide project costs for materials, labor and professional services as well as method of payment/invoicing
- F. Company/Individual Profile & References: Provide a brief biography of team/company involved with the project, credentials and references

Criteria

Any award to be made pursuant to the RFP will be based upon the proposal with appropriate consideration given to operational, technical, cost, and management requirements. Evaluation of offers will be based upon responsiveness to the RFP and the total price quoted for all items covered by the RFP. The library board of trustees or the library as an organization shall not incur costs related to submitting an RFP. Also, the library board of trustees or the library as an organization will not be responsible for costs associated with projects relating to research and/or data collection unless specified and accepted by the library board of trustees. The following elements will be the primary considerations in evaluating and selecting all submitted proposals:

- Completion of all required responses in the correct format. The extent to which the proposed solution fulfills the stated requirements as set out in the RFP.
- An assessment of the individual or company's ability to deliver the indicated service in accordance with the specifications set out in the RFP.
- The individual or company's stability, experiences and record of past performance in delivering such services.
- Availability of sufficient high quality personnel with the required skills and experience for the specific approach proposed.
- Overall cost of the proposal.
- The library board of trustees may, at their discretion and without explanation to the prospective individuals or companies, at any time choose to discontinue this RFP without obligation to such prospective Vendors.

Appendix A

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

Appendix B

Freedom to Read

Freedom To Read Statement

It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.

Therefore the St Croix Falls Public Library Board of Trustees affirms these propositions:

- Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.
- It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.
- There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.
- It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.
- It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.
- It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

Appendix C

Freedom to View

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression.

Therefore, we affirm these principles:

- It is in the public interest to provide the broadest possible access to films and other audiovisual materials because they have proven to be among the most effective means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantee of freedom of expression.
- It is in the public interest to provide for our audiences, films and other audiovisual materials which represent a diversity of view and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
- It is our professional responsibility to resist the constraint of labeling or pre-judging a film on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
- It is our professional responsibility to contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Educational Film Library Association's Freedom to View Committee, and was adopted by the EFLA Board of Directors in February, 1979.

Appendix D

Statement of Concern about Library Resources

Name _____ Date _____

Address _____ Phone _____

City _____ State _____

Resource on which you are commenting:

____ Book

____ DVD

____ Magazine

____ Content of library program

____ Newspaper

____ Other

Title _____

Author/Publisher/Copyright

date _____

1. What brought this resource to your attention?
2. To what do you object? Please be specific as possible.
3. Have you read or listened or viewed the entire content? If not, what parts?
4. What do you feel the effect of the material might be?
5. For what age group would you recommend this material?
6. In its place, what material of equal or better quality would you recommend?
7. What do you suggest the library do with this material?
8. Additional comments:

Appendix E

Criminal Background Check

Review Procedure

A panel of three individuals consisting of two library board members and the library director will review the results of volunteer applicants background checks. This panel will adhere to the following criteria to accept or reject a potential volunteer based on the results of his or her background check. All results will be the confidential material of the library and will be discarded upon the termination of an individual's volunteer work at the library.

Criteria

The panel will work under the mission of the library with the intent to provide a safe and secure environment for library users. In general, any criminal violation that threatens such an environment is grounds for rejection.

- **Theft—misdemeanor or felony**
- **Vandalism or destruction of property**
- **Sexual misconduct**
- **Assault**

Appendix F

Volunteer Registration Form

Name _____ Date _____

Street
Address _____

Apt/Unit # _____ City _____ State _____ ZIP _____

Telephone number _____ Email _____

Date available for volunteer work _____

Are you interested in one-time/short-term volunteer assignments? (circle one) YES NO

Are you interested in on-going volunteer assignments? (circle one) YES NO

Availability

Totaling _____ hours per _____ week OR _____ -month

Any physical limitations we should know about? (circle one) YES NO If yes, please briefly explain: _____

I am seeking this volunteer position: (check one) _____ to satisfy school/class/scholarship community service requirements OR _____ to become a regular library volunteer.

Are you age 18 or older? (circle one) YES NO If no, please list date of birth _____

Have you ever been convicted of a crime (other than a minor traffic offense that resulted only in a fine)? (circle one) YES NO If yes, please state the crime(s) you were convicted of and explain the date, location, nature, and facts surrounding each conviction. Use an attachment sheet if necessary.

Training _____

Computer _____

Software applications _____

Office equipment _____

Additional information _____

Education, vocational, technical, or military training information that is relevant to the position for which you are applying: _____

Additional Skills

Examples of additional skills are: diversity training , public speaking experience, completed computer training classes, special training in prior volunteer experience, etc.

References —please list three people (not relatives) as references for the volunteer position for which you are applying:

1. _____ Phone _____

2. _____ Phone _____

3. _____ Phone _____

Applicant Statement

I certify that all statements made in this application are true, complete and correct.

I understand any information provided by me found to be false, incomplete, or misrepresented in any respect, will be sufficient cause to 1) cancel further consideration for the position applied for, or 2) immediately discharge me from my volunteer position, whenever discovered.

I expressly authorize, without reservation, St Croix Falls Public Library, its representatives, employees or agents to contact and obtain information from all references (personal and professional), employers, public agencies, licensing authorities and educational institutions and to otherwise verify the accuracy of all information provided by me in this application. I hereby waive any and all rights and claims I may have regarding the St Croix Falls Public Library, its agents, employees or representatives, for seeking, gathering, and using such information in the volunteer process and all other persons, corporations or organizations for furnishing such information about me.

I understand that St Croix Falls Public Library does not unlawfully discriminate in volunteer positions and no question on this application is used for the purpose of limiting or excusing any applicant from consideration for volunteering on a basis prohibited by applicable local, state or federal law.

I understand that this application remains current for only ninety (90) days.

This application does not constitute an agreement or contract for any specified period or definite duration. I understand if accepted as a volunteer, I fall under the same "at will" status as regular City of St Croix Falls employees. Therefore, my volunteer position can be eliminated based on the sole discretion of the library administration. If I am offered a volunteer position, I agree to provide my Driver's License number for a background check.

DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE APPLICANT STATEMENT.

I certify that I have read, fully understand and accept all terms of the foregoing Applicant Statement.

Signature of Applicant _____ Date _____

Please list two people to be notified in the event of an emergency.

Name: _____ Phone: _____

Relationship to you: _____

Name: _____ Phone: _____

Relationship to you: _____

Physician's name: _____ Phone: _____

Hospital name: _____ Phone: _____

If you are under 18, you MUST have a parent or guardian's signature.

I, _____, give permission for to volunteer at the St Croix Falls Public Library.

Parent's or Guardian's signature

Date

I authorize the St Croix Falls Public Library to conduct a background check before authorizing me as a volunteer working for the library. Please complete the following information and return this form with your volunteer application.

PLEASE PRINT CLEARLY

Last Name: _____ First Name: _____ MI: _____

Maiden Name: _____

Date of Birth: ____/____/____

Sex: Female / Male Race: White / Black / American Indian / Hispanic / Asian or Pacific Islander

Drivers License Number : _____

Please list any other names you are known by:

Appendix G Performance Appraisals

Job Title: Circulation Librarian Name:

Date:

Reason for Appraisal: End of Probation _____ Annual _____ Final _____ Other _____

1. Maintains consistent application of library policies and procedures. _____
2. Communicates with the director regarding all issues and concerns pertaining to the library. _____
3. Communicates well with other library employees and board members. _____
4. Follows correct procedures when handling exceptions; missing or damaged items. _____
5. Timely & consistent processing of items. _____
6. Assists with special projects such as weeding or organizing the collection. _____
7. Keeps abreast of technology, maintains an average ability to assist users with computer problems. _____
8. Provides consistently friendly and efficient assistance to users _____ (average)
 - a. checking out materials _____
 - b. requesting directional or community information _____
 - c. seeking materials _____
 - d. seeking information on specific topics _____
9. Processes integrated system or MORE requests and educates patrons on use of the online catalog. _____
10. Offers reader's advisory suggestions & keeps abreast of new titles. _____
11. Prioritizes workflow, keeping customer service first priority. _____
12. Arrives on time, prepared to work in a public setting. _____

Rating: Excellent < 6 5 4 3 2 1 > Poor

Notes & Comments:

Signature: Circulation Librarian _____ Date

Library Director _____ Date

Job Title: Librarian/Patron Services

Name: _____ Date _____

Reason for Appraisal: End of Probation _____ Annual _____ Final _____ Other _____

1. Maintains consistent operation of the library in the absence of the director. _____
2. Maintains consistent application of library policies and procedures. _____
3. Communicates with the director regarding all issues and concerns pertaining to the library. _____
4. Collaborates with director regarding programming and outreach. _____
5. Communicates well with other library employees and board members. _____
6. Follows correct procedures when cataloging materials. _____
7. Follows correct procedures when handling exceptions; missing or damaged items. _____
8. Timely processing of new items. _____
9. Assists with special projects such as weeding or organizing the collection. _____
10. Attends workshops to further knowledge of librarianship. _____
11. Keeps abreast of technology trends related to librarianship. _____
12. Keeps abreast of technology used within the library, maintains an above average ability to assist users with computer problems. _____
13. Provides consistently friendly and efficient assistance to users _____ (average)
 - a. checking out materials _____
 - b. requesting directional or community information _____
 - c. seeking materials _____
 - d. seeking information on specific topics _____
14. Processes integrated system or MORE requests and educates patrons on use of the online catalog. _____
15. Offers reader's advisory suggestions & keeps abreast of new titles by best-selling authors. _____

Rating: Excellent < 6 5 4 3 2 1 > Poor Notes & Comments: see other side

Signature: Patron Services Librarian _____ Date _____

Library Director _____ Date _____

Job Title: Youth Librarian & Community Outreach

Name: _____ Date _____

Reason for Appraisal: End of Probation _____ Annual _____ Final _____ Other _____

1. Develops creative, research based youth programming; _____(average)
 - a. Infant/preschool _____
 - b. Middle School _____
 - c. Teen _____
2. Advise & recommend administration on collection development for youth _____
3. Communicates with the director regarding all issues and concerns pertaining to youth programming. _____
4. Promotes library programs effectively and creatively. _____
5. Maintain records showing all programs offered and number of attendees at each program. _____
6. Works within defined materials budget for supplies. _____
7. Communicates effectively with library families. _____
8. Seeks alternative funding such as grants, community donations. _____
9. Provides guest services as needed in library. _____

Rating: Excellent < 6 5 4 3 2 1 > Poor

Notes & Comments:

Signature: Youth Librarian & Community Outreach

_____ DATE _____

Library Director _____ DATE _____

Job Title: Library Director

Name: _____ Date _____

Reason for Appraisal: End of Probation _____ Annual _____ Final _____ Other _____

Administrative Services:

1. Act as the library board's executive officer. _____
2. Serve as the technical adviser to the board. _____
3. Implement the policies of the library as established by the board. _____
4. Prepare the draft of the annual library budget for board discussion and approval. _____
5. Receive and expend library funds according to established guidelines, and maintain accurate and up-to-date records showing the status of library finances. _____
6. Supervise staff in conformity with library policy and state and federal law. _____
7. Prepare library board meeting agendas and necessary reports in cooperation with the library board president and notify board members of scheduled meetings. _____
8. Prepare state annual report for review and approval by the library board. _____
9. Inform and advise the library board as to local, regional, state and national developments in the library field and work to maintain communication with other area libraries and the library system. _____

Rating: Excellent < 6 5 4 3 2 1 > Poor

Notes & Comments:

Collection Management:

1. Select materials for all media and all age groups, based on the library board's approved materials selection policy. _____
2. Catalog and classify library materials according to accepted standards and maintain the public catalog. _____
3. Process materials to provide appeal, protection and control. _____
4. Develop and maintain a regular weeding schedule. _____
5. Periodically review the collection development policy and make recommendations to the library board for revisions. _____
6. Prepare and distribute overdue notices to users. _____
7. Maintain and accurate and up-to-date database of user registrations and circulation activities, including information adequate to support reimbursement requests for nonresident borrowing. _____

Rating: Excellent < 6 5 4 3 2 1 > Poor

Notes & Comments:

Service and Service Promotion:

1. Develop and execute an array of service programs to address the various needs of users and to make the library more accessible to all. _____
2. Provide friendly and efficient direct assistance to users checking out materials, requesting directional or community information or seeking materials or information on specific topics. _____
3. Prepare news releases and submissions to the media to announce new or special services spotlighting the library and submit a weekly article, noting new or interesting materials available at the library. _____
4. Prepare grant applications, when grant opportunities are offered. _____
5. Maintain records showing all programs offered and number of attendees at each program. _____
6. Continually investigate the value, costs and logistics of adding library services, new media and new technologies in order to keep the library current and proactive in its service provision to the public. _____
7. Conduct ongoing evaluations of existing library programs, services, policies and procedures, and submit recommendations for improvements to the library board. _____

Facilities Management:

1. Oversee care and maintenance of the library building and grounds. _____
2. Regularly review building needs and advise the board in its planning for future expansion or development. _____

Rating: Excellent < 6 5 4 3 2 1 > Poor

Notes & Comments:

Library Board Trustee's Signature _____ Date _____

Library Director's Signature _____ Date _____

Appendix H

City of St Croix Falls Employee Handbook *See Attached

Appendix I

Helping all enjoy the library

Please remember these universal truths when facing a challenging situation in the library

- *All people want to be treated with dignity and respect*
- *All people want to be asked rather than told to do something*
- *All people want to be told why they are being asked to do something*
- *All people want to be given options rather than threats*
- *All people want a second chance*

Universal Greeting --when approaching someone in the library to re-direct him/her use this greeting.

Appropriate greeting with name (if known) and identify yourself—

“Hi (use name if you know it), I am Sarah, I work for the library” (we are a small library so this identification may not be necessary)

Explain reason for contact –“I noticed your voice is carrying across the library; I could hear you at the circulation desk.”

Behaviors we expect at the library

- Be safe
- Be respectful of others using the library – including staff
- Be respectful of library property
- Obey the law
- Comply with requests from library staff

Behaviors that beg to be squelched

- Unsafe or disruptive to others
- Inappropriate use of library privileges or property
- Illegal
- Non-compliance with library staff

Ask a relevant question –“Could you please keep it a little quieter for others who are working, reading...”

Steps to temporary ban

1. Universal Greeting with behavior change request *“Hi, my name is Sarah & I noticed your voice is carrying across the library. Please keep it down so others are not disturbed.”*
2. Instruct & Warn *“Hi, just a few minutes ago I asked you to keep your voice down so others using the library are not disturbed. It seems you are still creating too much noise for the library. This is your second warning and if I have to come over again, I will ask you to leave the library.”*
3. Invitation to leave *“Because you are unable to follow my instructions to quiet down, you need to pick up your things and leave the library for today. You are welcome to come back tomorrow and try again.”* –Walk away so he/she can make the right choice.

Appendix J

Contract for Use of the Community Meeting Room Outside of Library Operating Hours

I (name) _____,
a representative of (name of organization) _____

_____ have read the St Croix Falls Public Library Meeting Room Policy and agree to its contents.

The (Name of organization) _____

would like to use the meeting room outside of regular library operating hours on
(date/time)_____.

I understand the attached deposit check for \$100 will be held by the St Croix Falls Public Library
until the (name of organization) _____

is done using the meeting room and the key is returned. At this time, given no abuses of the room
have occurred while (name of organization)_____

_____ has had responsibility of the room, the deposit check will be returned in full.

Signature _____ Date _____

Printed Name _____ Phone _____

Library Director Signature _____ Date _____