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MISSION STATEMENT

The Altoona Public Library in Altoona, Iowa…

shall: Provide equal access to city residents, surrounding communities, and rural areas, and provide information and have it available either in our own library or through our cooperation with the area, Central Iowa Library Service Area and State Libraries.

shall: Comply with the Library Bill of Rights by providing materials from all points of view and by making all facilities and materials available to the public on an equal basis. The Library does not advocate or endorse any particular viewpoint.

shall: Continue to build an information base through public and private funding and will work in cooperation with city government to achieve this.

shall: Provide convenient hours of service based on our community’s needs and provide quality service through materials, programs, displays, and services aimed at all segments of our population, to the best of our ability.

Values:

It is our responsibility to approach every interaction with kindness, compassion, and respect. We will listen and respond with patience.

We will address requests for assistance with helpfulness, resourcefulness, and fairness.

We work as a team from top to bottom and bottom to top.

We will be honest with each other to earn trust.

Every choice we make is grounded in how we can best serve our community.

I. Long Range Plan
The current long range plan is available at the library’s website or at the library.
COLLECTION DEVELOPMENT POLICY

I. Intellectual Framework

A. All Library owned materials, publicly displayed items, borrowed items, and displays created by the public are considered part of the library’s collection.

B. The Library will provide a diverse, well-balanced collection.

C. The Library attempts to develop a representative selection of materials that present a variety of opinions on a subject.

D. The collection will promote no causes: will further no movements: will favor no viewpoints, in order to provide an unbiased source of information.

E. The Library provides service to all within the framework of its rules and regulations and does not knowingly discriminate in its material selection regarding race, creed, sex, age, occupation, or financial position. An attempt will be made to satisfy varying degrees of formal education, social background, and taste.

F. The Library will be responsive to public suggestions of items and subjects to be included in the library collection.

G. The Library will provide resources and materials, within the limits of space and budget.

H. Selection of materials for the library collection is not restricted by the possibility that minors may obtain materials their parents consider inappropriate.

II. Authority and Responsibility for Selection

The responsibility for material selection and the development of the library collection rests with the Director, with input from the library staff. Suggestions from patrons are welcomed and given serious consideration within the general criteria for selection. The final decision for purchase rests with the Library.

III. Criteria for Selection

A. Materials are added to the library collection using the Selection Criteria developed by the Library Trustees and Director. The essence of collection development is to build a collection that satisfies the needs of its users: which may or may not be unique from any other community.

B. Materials selected generally fulfill a patron’s need for information, self-education, or recreational pursuits. The decision to add an item to the collection is usually the result of selection based on demand or need.

C. Selection Based on Demand: The request of a patron for a specific title is usually honored if the request conforms to the selection guidelines outlined in this policy. The library patron is an important part of the selection process. Other high demand areas include “best sellers” and active subject areas.
D. Selection Based on Need: Materials are added to the library collection for the purpose of updating the further developing specific, high use, subject areas. Information is collected by monitoring circulation statistics, interlibrary loan requests, and patron input. This information is used to develop the collection to meet the needs of our patrons.

IV. Selection Criteria

A. All acquisitions, whether purchased or donated, are added to the collection using objective guidelines. An item need not meet all the criteria to be acceptable, but will be considered in terms of the following standards:

1. Suitability of physical form for library use.
2. Appropriateness and effectiveness of medium to content.
3. Relation to existing collection and other materials on the subject: scarcity of materials on this subject.
4. Present and permanent relevance to community needs.
5. Suitability of subject and style for intended audience.
6. Items of local, regional or national significance.
7. Literary quality: clarity, accuracy, logic, objectivity, and readability. Clarity of index, illustrations, and table of contents.
9. Authority, competence, reputation, and significance of the author.
10. Selection decisions will be further aided by critical reviews found in professional book selection publications.
11. Price and budgetary considerations.
12. Space limitations.
13. Publication date.

B. The decision to purchase multiple copies of a particular material is based on present use, cost, and lasting interest.

V. Gifts

A. The Library encourages the gifts of books, magazines, and other materials. All donations must meet the selection criteria outlined in this policy. The Library has the authority to make whatever disposition, it deems advisable, of donated items. Donations of new books, magazines, and other materials, will not be accepted for specific titles. This practice allows the library director, staff, and trustees to develop the collection, filling the deficient and widely used areas, thereby balancing the collection.

B. If a book or audiovisual item accepted as a gift is lost or damaged, it will not be replaced by the Library unless it is deemed a valuable addition to the collection. If a new edition of a gift is published, the Library will not purchase the book or audiovisual item unless it has proven to be a useful part of the collection.

Reviewed 2/16; 12/17; 12/18
VI. Reconsideration Procedures

A. The choice of library materials by users is an individual matter. While a person may reject materials or displays for himself/herself, he/she cannot exercise censorship to restrict access by others.

B. The Library Board recognizes that the diversity of the collection, including displays, may offend some patrons that will result in complaints. Therefore, the following procedure has been developed to hear those complaints.

i. The individual or group wishing to request a reconsideration of a material or display will submit a complete Reconsideration Request form (appendix C).

ii. The Library Director will review, consult appropriate resources, and make a decision based on the collection development policy. A written response will be sent to the individual or group’s representative within 10 business days of receiving the request.

iii. The party making the complaint must be eligible to receive an Altoona library card and have read, listened to, viewed, or watched the entire material in question.

iv. If the Library Director’s response is not acceptable, the person or organization’s representative may appear before the Board. A request to be placed on the agenda must be communicated to the Library Director no less than 7 days before the meeting. The Board will reply within thirty (30) days in a written response.

v. No item shall be removed from the library collection or display without a court order if the Board of Trustees and Director deem it appropriate for the collection. If the decision given by the Board of Trustees is refused, the complainant may then direct their appeal to the district court system.

Reviewed 12/15; 12/16; 12/17; 12/18

VII. Intellectual Freedom

It is not the right or responsibility of one individual or organization to determine, for the rest of society, what information or viewpoints should be accessible. The Altoona Public Library supports the American Library Association’s LIBRARY BILL OF RIGHTS and the FREEDOM TO READ statement, both of which are included and intended to be part of this policy statement (see Appendix A and B).

Reviewed 12/16; 12/17; 12/18
SERVICE POLICY

I. Registration and Borrower’s Cards

1. Citizens of Altoona, temporary residents of Altoona, rural Polk County residents, and residents of communities participating in the Open Access program may obtain a library card. Patron cards for Altoona residents are valid for TEN years. Patron Cards for rural Polk County, Open Access, temporary residents and User Fee cards are valid for TWO years.

2. Children under fourteen (14) years of age must have a parent or guardian sign the application card. The parent or guardian gives consent and accepts responsibility by signing the application card.

3. The Board upholds the confidentiality of a patron’s records, including but not limited to card application information, circulation and Internet records. The State of Iowa has deemed patron records to be confidential as sited in Chapter 22.7 of the Code of Iowa.

4. It is the right and the responsibility of the parent or legal guardian to monitor their child’s reading, listening, viewing and Internet activity.

5. Identification to prove identity and place of residence are required. A government issued photo identification with current address can be used as proof of identification and residence. If photo identification does not have a current address or lacks an address, that identification must be accompanied by proof of address, such as cancelled mail, a utility statement, lease or purchase agreement, or bank statement. A minor may use a parent/guardian’s government issued identification as proof of address or provide photo identification supplied by the school district.

6. A user’s fee of $40.00 per year will be assessed on nonresidents or patrons not falling under rural Polk County or Open Access jurisdiction.

7. Expired cards are updated at the time of expiration. If the patron no longer has his/her library card a replacement card will be issued for a fee of $1.00.

8. Borrowers are required to bring their card to the library each time they wish to check out materials. See item I.13 in this section for policies regarding the use of biometrics instead of presenting a library card.

9. Registered borrowers are responsible for all materials checked out on their card regardless of who used the card to check out the materials. Therefore, the Library discourages borrowers from allowing anyone else to use their card.

10. Temporary Altoona residents are defined as seasonal employees with proof of employment and an Altoona address. The Altoona address must be in the applicant’s name and photo identification with a current permanent address is required.

11. If a patron gives permission for another patron to use their library card, they must notify the library and a note will be placed on the account.
12. Patrons have the option of registering their fingerprint as identification for check out in lieu of a library card.

   a. Only a library card or fingerprint will be accepted for checking out materials beginning February 1, 2016.
   b. Information on the method and security of fingerprint data are included in Appendix H.
   c. In the event the fingerprint identification software is not functioning and a patron does not possess their card, staff may exercise judgment in accepting other identification for check out.
   d. Fingerprints will only be accepted if the patron has with them their library card and a photo identification at the time of fingerprint registration.

Reviewed and Amended 12/15; 12/16; Amended 1/17; Reviewed and Amended 1/18

II. Use of Library Material

Circulating materials in the Altoona Public Library are loaned as outlined below. Registered borrowers may borrow up to 40 items including up to 10 non-print items at one time.

1. DVDs labeled as “new” will have a loan period of 7 days with no grace period.

2. Occasionally, high demand materials used for school projects may be held at the circulation desk for the duration of the project.

3. Renewals are allowed as outlined below.

   a. Print books, audiobooks, eReaders, and music can be renewed twice unless a hold has been placed on the item.
   b. DVDs that are no longer “new” can be renewed twice unless a hold has been placed on the item. New DVDs cannot be renewed.
   c. Interlibrary Loan items can only be renewed based on the policy of the lending library.
   d. In-house equipment can be renewed for an additional session if there is not a hold on the equipment.

4. ILL (Interlibrary Loan): Altoona residents or rural Polk County residents may request up to three ILL items at a time if the library does not own the material. Items requested must have been published more than 6 months prior and must be print or audiobook formats. Residents of other towns must request ILL items from their local public library. Circulation, overdue and damages policies will be applied as required by the lending library.

   a. Print books and audiobooks published more than 6 months prior will be eligible to be loaned to other libraries via ILL.

5. MOBIUS (Inn-Reach Resource Sharing): MOBIUS sharing services will not be available to Open Access or Outreach patron accounts. All circulation policies default to Altoona Public Library policies unless the consortium or a lending library has a specific policy. Items shelved in “new” locations will not be eligible to be loaned through MOBIUS (Inn-Reach Resource Sharing).

Added 11/3/2016
6. In-house use of portable equipment will require a driver’s license that will be held at the desk and a valid Altoona Public Library card. Borrowers must be 18 years of age or older. The equipment will be loaned for 2 hours. Equipment may not leave the building.

7. The Library is not responsible for problems that may occur to any equipment used to access materials borrowed from the Library either physically or virtually.

8. eReaders will be considered adult print materials for the purpose of borrowing, renewing, returning, and placing holds. Patrons borrowing an eReader will be required to review and initial an agreement at the time of checkout outlining any procedures specific to eReaders. Patrons must be eligible for an adult card to borrow eReaders.

Reviewed and Amended 12/15, Reviewed 12/16; 1/17; Amended 10/17; Amended 1/18; Amended 12/18; Reviewed 1/19; Amended 8/19

III. Reserves

A. Reserved materials will be held for three (3) days after the patron has been notified. If the item has not been picked up at the end of three (3) days, the next person on the list will be notified.

B. If a person cannot be reached within three (3) days to be notified that a book is available, the next person on the list will be contacted.

IV. Closings

The Director or his/her designee will weigh the benefits and risks for both staff and patrons when making a decision to close the library due to weather conditions. Other metro area library decisions, weather alerts, road conditions and community cancellations will be considered during the decision making process. The Director or his/her designee will make a recommendation to the Board President on closing. If the President cannot be reached, any available Board member may be consulted.

Library staff will be paid for any time remaining on their shift. In the event that the library closes before a shift begins, staff on that shift will not be paid for the hours they were scheduled to work. Staff who choose not to work their scheduled hours when the library is open will either use their available paid time off or receive no compensation for hours not worked.

The telephone recording will be changed to notify patrons of the closing and a “closed” sign will be hung on the doors. Announcements for closings will be broadcast over local radio and television stations.

A. The Library will be closed on the following holidays:

New Year’s Eve (early closing, closed at 3:00 p.m.)
New Year’s Day
Easter
Memorial Day (closed Saturday through Monday for annual carpet cleaning)
Independence Day
Labor Day (closed Sunday and Monday)
Thanksgiving (closed Thursday and Friday)
Christmas (closed Christmas Eve and Christmas day)
If at any time one of these holidays should fall on either a Saturday or Sunday, the Library will be closed on both days with Easter being the exception. The Library will observe government closings on Mondays for any of the previously listed holidays.

Reviewed 2/16; 2/17; 2/18; 2/19

V. Fines

A. The library has a 5 day grace period for all library materials except new DVDs. The fine rate for children’s materials is .05 cents per day and will accrue up to $2.00 per item. The fine rate for adult materials is .10 cents per day and will accrue up to $5.00 per item. If a book is lost there is a lost processing fee of $2.50 in addition to cost of the item. If a book is damaged, but is repairable, a charge of $1.00 per page damaged will be charged. There is a $3.00 charge if an ILL book not supplied through the courier is not picked up. Any equipment not returned at the end of the check-out period will be assessed a fine of $10 per quarter hour. For payment of fines, a non-perishable food item will be accepted in lieu of payment at a rate of no more than $1 per donation. Donations will be processed for either the Little Free Pantry or Caring Hands Pantry.

B. All checkouts are automatically renewed if not returned by the due date. Automatic renewals are subject to the same policies and fees as a manual renewal.

C. Notices are given for overdue items.

1. Patrons with items fourteen (14) days overdue will be sent written notification by the Library.

2. At twenty one (21) days a second overdue notice will be sent.

3. At forty-five (45) days past due, the item will automatically be declared lost and be charged for full replacement cost as allowed.

4. When there is no response within sixty (60) days a notice from the Police Department may be sent. Criminal charges may be pressed if we do not receive the material(s) or payment within 7 days of receiving the police letter.

D. Borrowing privileges are suspended if a library patron has 6 or more items currently overdue or if their accumulated fines are $10.00 or more. Partial payments may be made toward a fine amount, but must be at least 25% of the amount. Library privileges will be restored when their balance is under $10.00.

E. The cost of a lost item is the cost entered on the shelf list plus a $2.50 processing fee. If the price is not listed on the shelf list, the following will apply:

   a. Adult Fiction $15.00
   b. Adult Non-Fiction $15.00
   c. Adult Paperback $15.00
   d. Adult Trade Paperback $15.00
   e. Juvenile Fiction $15.00
   f. Juvenile Non-Fiction $15.00
   g. Juvenile Paperback $15.00
   h. Book on Compact Disk $25.00
i. Compact Disk $15.00
j. DVD $20.00
k. Juvenile Book & Audio Kit $13.00
l. Magazine $7.00 (no processing fee)
m. Audio Visual Cases $2.50

F. Lost items may be replaced with an exact duplicate in new condition. In that case only the processing fee will be assessed. Paid lost items found or replaced are not eligible for a refund of the replacement price paid after 2 months from the date of payment.

G. Items believed to be returned to the library but are not located may fall into the “claims returned” status. The patron’s record will still show the item but will not accrue fines or be blocked from borrowing or other library activities. A maximum of 5 claims returned per library card will be allowed before loss of library privileges.

H. A fee will be assessed for damage to library materials or equipment occurring while on loan. The cost assessed to the borrower will be determined on a case-by-case basis by the library staff. There is a minimum damage fee of $1.00 per damaged page for marked or torn books. A minimum cleaning fee of $0.50 per disc for audio and video will be assessed for scratched discs. The cost assessed will reflect as closely as possible the actual costs incurred in the repair of the item. Books damaged to the extent of making the book unreadable or unattractive must be replaced with the cost of replacement paid by the patron. Disc damage that is not eliminated with cleaning will be charged as a replacement. Equipment loss and/or damage will be assessed at the current market value for the item or its equivalent.

Notices stating the provisions of this section and of section 808.12 of the Code of Iowa with regard to the library materials or equipment shall be posted in clear public view.

Updated 12/2015, Reviewed 4/16; 4/17; 4/18; Amended 10/18; Reviewed 4/19

VI. Fees for Services
A. Faxing – Available to the public from a third party vendor. The library has no liability, maintenance, or troubleshooting responsibilities. The third party vendor provides all services, including toll-free customer service to patrons.

B. Scanning (completed by library staff)
   $0.50 per page.

C. Proctoring
   Free for Altoona and Rural Polk residents
   $10 per exam for all other residents
   Any cost for photocopying, postage or any other requirement that incurs a fee per library policy or will incur a fee due to an institution’s requirements will be paid at the time of testing.

D. Laminating
   8.5” X 11” page: $1.00 per page
   Business card size: $0.25 per card

   The library is not liable for damages that occur to original documents during the use of library equipment by patrons, library staff, or library volunteers. Patrons are responsible for knowing and
abiding by the standards and rules of the issuing or receiving party before requesting faxing, scanning, proctoring or laminating services.

Added 4/15/15, Reviewed 4/16, Amended 11/16; Reviewed 4/17; 4/18; 4/19

VII. **In-house Equipment Use**

A. There is no assessed fee for the use of the patron use computers. Patrons will be charged $.15 per page for black print and $.50 per page for color print for pages printed from the computer, to defer the cost of paper, printer ribbons and cartridges.

B. Children must be at least eight-years-old or accompanied by someone meeting this qualification to use the equipment.

C. A librarian may ask a patron to end their use of the equipment at any time if they judge the patron to be unruly or abusive to the equipment.

D. Only software purchased by the library may be used in library computers.

E. A copier is provided for the use of the public. Personal paper and printing supplies are not allowed. A charge of $0.15 per page for black and white is assessed. Color copies are $0.50 per page and must be completed by staff on the staff computer. Patrons are not allowed in the staff area.

Reviewed 2/16; 2/17; 2/18; 2/19

VIII. **Promotional Materials**

Posters, fliers, and promotional materials of non-profit community organizations may be displayed at the library. Any material a group wants displayed should be submitted to the Director or his/her designee for approval. For profit postings will be posted for Altoona businesses and services only if space permits. All postings will be for 30 days unless a date is specified on the posting.

Reviewed 6/15; 6/16; 6/17; 6/18; 6/19

IX. **Brochures**

Non-profit community groups may submit multiple copies of brochures or fliers for distribution from the library’s brochure rack. These materials should be submitted to the circulation desk. Brochures will be stocked as time and space permit.

Reviewed 6/15; 6/16; 6/17; 6/18; 6/19

X. **Display Cases**

Permission to use the display cases will be granted to individuals and non-profit community organizations. Requests for use of the display cases should be made to the Library Director. Community organizations shall abide by any specific instructions or requests the library should make.
regarding the layout or content of the display. The library shall not be held liable in the event of damage or loss to materials being displayed regardless of circumstance. Generally displays will be for a two (2) month period.

Reviewed 6/15; 6/16; 6/17; Amended 12/17; Reviewed 6/18; 6/19

XI. Gifts, Contributions and Memorials

Book Donations: The library will accept book donations for the collection. All donors will be told that the books will receive consideration for addition to the collection and if not selected they will be turned over to the Friends of the Library for sale. New books given in honor or memorial of someone will be looked at immediately, if possible and if determined to be suitable for the collection they will be added and a bookplate will be affixed to the inside cover of the book. If the book is not suitable for the collection it will be returned to the donor.

Monetary Donations: The library will accept monetary donations. Donors may give guidelines for the use of monetary donations and the library will do the utmost to honor those requests. However, if a certain book is no longer available the library will have the right to substitute another book along those same guidelines. Donors may also designate funds be used for specific events or projects. Donors will also be informed about the Altoona Public Library foundation.

Recognition: If desired a bookplate will be placed in books purchased with designated funds. Guidelines for recognition beyond bookplate recognition:

- Gifts of up to $249: Donors names will be placed in a recognition book which is on display in the library (with their permission).
- Gifts from $250 to $999: A **brass tree leaf** will be engraved and placed on our donor tree on their behalf with their permission.
- Gifts from $1000 to $4999: A **silver tree leaf** will be engraved and placed on our donor tree on their behalf with their permission.
- Gifts from $5000 and up: A **bronze tree leaf** will be engraved and placed on our donor tree on their behalf with their permission.

Reviewed 6/15; 6/16; 6/17; 6/18; 6/19
UNATTENDED CHILDREN POLICY

Children under the age of 8 must be directly supervised by a parent, guardian, or caregiver at least 14 years old at all times. Young children should not be left unattended at the library. Many times, young children need parental guidance. The staff works hard to encourage children to use the library, but we are not paid to monitor children. Children with disruptive behavior will be asked to leave.

MISSING (LOST) CHILD POLICY

If a parent (guardian) reports a missing (lost) child:
1. Call “911” and report the circumstances to the police.
2. Announce over the PA system: “Attention, everyone in the library.” “We have a missing child in the library.” (Give a brief description of the child). “Please report to the desk immediately if you see this child.
3. Have another (two if possible) staff member check the public restrooms and the meeting room.
4. Station a staff member in the entryway hall to monitor main doors.
5. Report findings to police when they arrive.

Amended 4/15, Reviewed 4/16; 4/17; 4/18; 4/19
USER BEHAVIOR POLICY

The Board of Trustees authorizes the Library Director and other delegated staff to carry out the following policies and procedures.

The Altoona Public Library is designed for the use of all members of the public. Patrons are expected to observe the rights of the patrons and staff members and to use the library for its intended purposes.

1. The Library Director and other staff members, including to whom s/he delegates this authority shall have the responsibility for enforcing discipline.
2. The Library Director or delegated staff will determine when behavior is inappropriate in the Library.
3. Response to inappropriate behavior will be immediate.
4. The following kinds of behavior will not be allowed or tolerated in the Library:
   A. Any behavior that endangers the safety or health of yourself and/or others.
   B. Violation of any local, State or Federal law within the Library.
   C. Vandalism or deliberate destruction of Library materials.
   D. Theft of Library materials or the personal property of other patrons or staff members.
   E. Deliberate disruption of library procedures or misuse of staff time.
   F. Use of abusive or obscene language or gestures at other patrons or the staff.
   G. Deliberate use of the Library for inappropriate purposes, such as*:
      1) Sleeping
      2) Loitering inside or outside of the building
      3) Skateboarding, roller-blading, or bicycling on Library property
      4) Climbing, hanging or running in the library is prohibited
      5) Playing radios or other devices loudly enough to disturb or distract patrons
      6) Writing or carving on furniture, walls or other library property
      7) Placing gum underneath tables or on furniture or carpet
      8) Using snuff or chewing tobacco
      9) Excessive display of affection which includes sexual conduct or physical contact disruptive to other patrons or staff
      10) Misusing or abusing the restroom facilities
      12) Bringing animals other than service dogs or therapy dogs into the library
   *These are examples only and are not all inclusive as to the type of misuse of the Library.
   H. Loud talking, laughing, or other noise which disturbs or could disturb other patrons or staff.

16
I. Eating or drinking in the computer lab or in an amount/type not permitted. Food is allowed in moderate amounts and limited to snack type food. Food may not be delivered to a patron at the library unless it is pre-approved for use in a meeting room. Drinks must have a lid. PLEASE NOTE: Any food or drink confiscated will be immediately disposed of in consideration of health factors. These items will not be kept for patrons to retrieve on the way out of the building.

J. Smoking is prohibited in any public building and on its grounds, per Iowa Law 7/1/08.

K. Patrons must be fully clothed, including shoes and shirt.

L. Hygiene-a patron may be required to leave the library if his/her personal hygiene interferes with the orderly operation of the library or with the ability of other patrons to use and enjoy the facility.

M. Staff areas are off-limits to patrons; anyone found in designated staff or employee areas will be required to leave the premises immediately.

N. Other kinds of behavior deemed inappropriate by the Library Director or her/his delegated staff.

5. These rules apply to the library’s building, parking lot and grounds.

**WARNING** – In most cases, patrons who are behaving inappropriately in the Library will be given one warning and required to behave in an appropriate manner. If their behavior continues they will be asked to leave the library for the rest of the day.

**SUSPENSION** – Should the same patron continue to misbehave after being warned, they will be suspended for 6-months. After that 6-month period they may request reinstatement of privileges from the Library Director or his/her designee.

**NO TRESPASS ORDER** – Patrons who refuse to behave after being suspended or engage in behavior considered to be excessive, pose a danger to themselves or others, or in any way would be considered a willful disregard of law and/or this policy will be banned from the library building, parking lot and grounds via a “no trespass order”. Depending upon the situation, the library has the option to ban the patron on a permanent or temporary basis.

**CALLING THE POLICE** – In cases where a patron poses a clear danger to self or others, or where s/he deliberately violates the law, or where s/he refuses to leave the Library after being required to do so, the police will be contacted.

Reviewed 10/15; 10/16; 10/17; Amended 10/18
PERSONNEL POLICY

The Altoona Board of Trustees adopts by reference the City Employee Handbook. In the event there is a conflict between the Altoona Employee Handbook and/or the City Ordinance Chapter 22 or the Bylaws of the Library Board of Trustees the City Code and/or the By-laws take precedence over the employee handbook.

I. Dress Code

All staff will dress in clothing that is in good repair and clean. Librarians may wear jeans only if accompanied by a blue library logo shirt. The Library will provide one short or long-sleeved logo t-shirt per employee each calendar year. Staff may purchase additional apparel at their expense.

No staff member may wear flip-flop shoes for safety reasons.

Pages may wear jeans without library logo shirts. Clothing that violates the dress code of Southeast Polk High School is not allowed. Pages cannot wear open toed shoes for safety reasons.

The Director, Assistant Director and Children’s Librarian will dress in a manner appropriate to the situation. In most cases, professional attire will be necessary. Jeans and library logo shirt may be worn as appropriate.

Name tags will be worn at all times by any staff member working in a public area of the library.

II. Continuing Education Policy

The library will pay for the time, mileage, and workshop fee for any continuing education program the library has asked the employee to attend. Reviewed 5/14

At the beginning of each fiscal year, when the continuing education program listing becomes available for the upcoming year, the Library Director will determine the needs of the staff for the coming year. Educational needs determined at this time will take precedence when considering funding.

Any employee of the Altoona Public Library may take any continuing education workshop he/she chooses if he/she elects to pay for the class fee. The Library Director will determine the availability of another employee to substitute for the employee attending the workshop.

Reviewed 5/15; 5/16; 5/17; 5/18; 5/19
III. Social Networking Policy

Policy: Altoona Public Library encourages participation in social networking that is beneficial in interacting with patrons, providing services, and marketing those services.

Guidelines:

1) Altoona Public Library’s social sites, accounts and pages, or any accounts or pages with Altoona Public Library's name attached in any way will be used only for Altoona Public Library professional purposes.

2) The Director, or his/her designee, is authorized to create such accounts and sites as needed for Altoona Public Library to participate in social networking. Other staff or librarians may be authorized by the Director to add content, within the guidelines of this policy.

2) All postings will be related to Altoona Public Library’s services; personal postings and personal opinions are not appropriate.

3) Social networking for Altoona Public Library’s professional purposes may be done during work hours, on Altoona Public Library’s computers.

4) Altoona Public Library encourages discussion and discourse in a professional and respectful atmosphere. Postings or comments of a personal or inappropriate nature will be removed. The decision to allow comments by the public will be made by the Director. Comments will be moderated and the Director retains the right to revoke commenting at any time.

Reviewed 6/15; 6/16; 6/17; 6/18; 6/19
VOLUNTEER POLICY

In order to achieve the vision and mission statement of the Altoona Public Library, we view the active participation of volunteers as a valuable resource to the library. The library accepts and encourages the involvement of volunteers at the library under the supervision of the library staff and within appropriate programs and activities. Volunteers shall be extended the right to be given meaningful assignments, the right to be treated as an equal, the right to effective and supervision, the right to involvement and participation and the right to recognition of competent completion of assigned tasks.

A. Definition of a Volunteer. A volunteer is one who performs a service of his or her own free will; who contributes time, energy and talents directly for the Altoona Public Library and is not paid by library or City of Altoona funds.

B. Types of Volunteers

- Adult (18 years or older)
- Teen (age 13-17)
- Friends of the Library
- Special Projects
- Library Board members
- Library Foundation members

C. Guidelines for Volunteers

1. Each volunteer is required to wear a volunteer badge.
2. Volunteers will be required to attend training sessions when needed.
3. Special accommodations will be made upon request.
4. Volunteers will make note of time donated in a central reporting log.
5. Should a Volunteer have a grievance with a staff person, another volunteer or a library patron, every attempt will be made to handle the situation through the Library Director or Volunteer Coordinator.
6. The Altoona Library reserves the right to terminate the services of the volunteer.
7. Volunteers may not be used to establish and maintain new library services or hours.
8. Volunteers will not be used to replace or reduce the number of paid staff.
9. Volunteers are not covered under any Workers Compensation plan.
10. Volunteers should expect to fulfill a commitment mutually agreed upon with the library.
11. Volunteers are responsible for maintaining the confidentiality of ALL library information. Failure to maintain confidentiality will result in immediate termination of the volunteer.
12. The library will, upon request, provide letters of reference for the volunteer, if deemed appropriate.
13. The minimum age requirement for an adult volunteer is 18 and for a youth volunteer is 13.
14. All volunteers must complete the appropriate application, satisfy all terms as required in the application and contract, and have a signed contract on file.
15. Procedures and requirements for the volunteer may vary depending on the age of the volunteer.
16. All personal information about a volunteer is for internal use only and is confidential.
17. Volunteers will not be expected to perform any task that staff would not do.
18. Volunteers will abide by the performance and behavior expectations of paid staff.
19. Volunteers are prohibited from being under the influence of alcohol or/and using, possessing, selling or otherwise being involved with illegal substances.
D. Background Checks

Volunteer applicants 18 years and older are subject to a criminal background check.

All volunteer applications indicating a criminal history (misdemeanor, felony, deferment) will be reviewed by the Library Director.

- Applicants with a criminal history will only be accepted if the Library Director determines that the placement of that applicant will not jeopardize the safety of APL patrons and staff, or the integrity of the APL collections.

- Any applicant with a criminal history including sex or child abuse convictions or deferments will automatically be denied volunteer placement.

- A volunteer or applicant under investigation for or charged with child or sex abuse or criminal acts will be suspended or disqualified from volunteering until the issue is resolved.

Volunteers are subject to all policies, procedures, and requirements as detailed in the Adult Volunteer Job Descriptions, Adult Volunteer Application, and Adult Volunteer Contract (Appendix F) and Teen Volunteer Information, Teen Volunteer Application, and Teen Volunteer Contract (Appendix G).

Added 4/14/15, Reviewed 4/16; 4/17; Amended 1/18; Reviewed 4/18; 4/19
Study Room Policy

1. The study rooms are not to be used for the direct sale of merchandise or generation of clients/sales leads.

2. Reservations for the use of a study room are not accepted more than seven days in advance. The Library reserves the right to approve or deny any requests for use of the study rooms.

3. Room use is limited to individuals or small groups. The room capacity is a total of 5 individuals. Any furniture moved in or within the room must be returned to its original location.

4. Users will vacate the rooms no later than 10 minutes before closing.

5. The Library will not be responsible for theft or damage of equipment, materials or personal items.

6. Study rooms are not intended for group meals, activities such as crafts that require clean up, or storage of personal items.

7. Any individual or group who fails to abide by these provisions may be denied future use of study room space and may be asked to leave the library immediately.

Disclaimer
The user agrees to release the Altoona Public Library from liability of all claims, demands, actions or causes of action of any kind whatsoever arising or resulting directly or indirectly from the use or occupancy by the user, its employees, contractors, agents, officers, guests, or invitees due to any act or omission on any such person.

Failure to comply with any of the stipulations can result in immediate or future denial of permission to use the facility.

Approved 9/15, Reviewed 9/16; 9/17; 9/18
Meeting Room Policy

The use of the Library meeting rooms is an extension of library services. The rooms should be available to the community in its broadest sense and reflect the educational, cultural, and recreational role the Library plays. All meetings must be open to the public. Fees may be collected for enrollees as required by units of government to recoup costs but sessions may not be closed to the public based on the payment of a fee. Groups may book a meeting room up to twice in one month.

1. The meeting room is not to be used for the financial benefit of private individuals, private organizations, groups that are largely commercial in nature nor for the direct sale of merchandise for the purpose of profit. Permission for non-profits and library sponsored programs to allow limited sales of related items may be granted by the Director or his/her designee. Permission to use the library meeting room in no way implies that the library supports the views espoused by the group.

2. Occupancy: Full room, lecture style (chairs only, 2-3 tables for presenter) limit is 60. Full room, classroom style (tables and chairs for presenters and attendees) limit is 50. ICN room limit 20, kitchen room limit is 30. At all times routes to all available fire exits must remain clear.

3. The library’s meeting rooms are not available for private social functions such as weddings, birthday or anniversary parties, or for individual use.

4. Reservations for the use of the meeting room are made not more than six (6) months in advance of the date of the meeting. The Library reserves the right to approve or deny any requests for use of the meeting room.

5. A representative of the group must complete the online room reservation request at least one (1) business day in advance indicating that they agree:
   a. to comply with the provisions of the meeting room policy
   b. to accept responsibility for use of the room
   c. to assume the cost of repair and/or clean up should either be necessary.

6. Cancellations should be made promptly so other meetings may be scheduled. Prior notice of seventy-two (72) hours is requested, unless the cancellation is due to an emergency. The library reserves the right to cancel future reservations for a group that regularly fails to appear for their scheduled time.

7. The user acknowledges that the Library reserves the right to cancel ANY reservations at ANY time. A two (2) weeks’ notice of cancellation will be given. In the event it is impossible to give two (2) weeks’ notice, as much notice as possible will be given.

8. Users will be assessed a fee of $30.00 per 15 minutes for any meeting that goes past library closing times without prior permission.

9. The Library will not be responsible for theft or damage of equipment, materials or personal items supplied by the users.

10. If audio-visual equipment is to be used, reservations should be made at the time the room is booked. There is no guarantee that equipment will be available.
11. Any individual or group who fails to abide by these provisions may be denied future use of meeting room space and they may be asked to leave the library immediately.

Privileges and Restrictions

1. Library activities take precedence over any other activity.

2. Library kitchen facilities are available for preparing light refreshments in connection with meetings. Each group is responsible for leaving the room in an orderly condition, and for the replacement of lost or damaged equipment. **ALL TRASH MUST BE BAGGED AND DISPOSED OF IN THE DUMPSTER LOCATED IN THE PARKING LOT.** If a group does NOT remove their trash they will be charged a fee of $15.00 and may not use the room again until the fee has been paid.

3. No alcoholic beverages are allowed.

4. No smoking is allowed in the library OR on library grounds.

5. It is the responsibility of the user to restore the room to its previous condition at the completion of the function. Extra chairs must be put away and tables returned to the way the room was found.

6. Children’s groups may use the rooms provided they are supervised by two (2) or more adult sponsors.

7. The Library cannot undertake the care and storage of any materials for groups using the meeting room.

8. All meeting room users are subject to the library’s behavior policy.

Disclaimer
The user agrees to release the Altoona Public Library from liability of all claims, demands, actions or causes of action of any kind whatsoever arising or resulting directly or indirectly from the use or occupancy by the user, its employees, contractors, agents, officers, guests, or invitees due to any act or omission on any such person.

Failure to comply with any of the stipulations can result in immediate or future denial of permission to use the facility.

Revised 11/13, Reviewed 9/15; 9/16; 9/17; Amended 4/18; Reviewed 9/18
Meeting Room Occupancy Policy

Full room, lecture style: 60
(two or three tables for presenter, everyone else in chairs)

Full room, classroom style: 50 (tables and chairs for all)

ICN: 20

Kitchen: 30

No matter the set-up, at all times clear paths to all available fire exits must be maintained.

Adopted 8/14; Reviewed 8/15; 8/16; 8/17; 8/18; 8/19
Internet Use Policy

Purpose
The library provides Internet access to the public as an additional source of information. It is to be used to supplement other reference and educational information.

I. Responsibilities of the Users

A. The Altoona Public Library has no control over the information accessed through the Internet and cannot be held responsible for its content. Individual users must accept responsibility for evaluating content. As with other library materials, the Library affirms the right and responsibility of parents and/or guardians to guide, determine, and monitor their children’s use of the Internet.

B. The Library cannot guarantee confidentiality on the Internet nor will it guarantee the use of a secured or non-secured site.

II. Rules for Usage

A. The Internet Policy automatically appears on the computer screen the first time a patron tries to access the Internet. The patron must read and accept the policy before they may proceed. Patrons under 14 years of age must have permission from a parent or guardian to use the Internet. A parent or guardian must indicate on the child’s library application card whether or not they would like their child to have Internet access and provide their signature.

B. Patrons should use their library card to register for use of a computer at the self-reservation station. Library staff will register patrons if they do not have their library card a total of three times. After that, the patron must fill out a new library card application form and pay appropriate fees for a new library card or return to the library with their current valid library card. All users of the Internet must fill out a library card application form and will receive either a permanent or temporary library card depending on their circumstance. Everyone filling out a library card must present a valid form of identification. People who are just “passing through” will receive a temporary card without borrowing privileges. Anyone caught breaking into library PAC terminals to use the Internet will be asked to leave the library immediately.

C. Users are limited to one (1) hour of Internet use per session. Additional time is automatically allotted in fifteen (15) minute intervals with no more than two (2) hours of use per day per individual. Exceptions will be made on a case by case basis. A patron taking an on-line test is an example of an approved extension of use.

D. No more than two (2) users will be permitted at a workstation at a time. Both individuals, if under the age of 14 years, must have parental permission to use the Internet.

E. Users may print information from the Internet screens at a cost of 50 cents per page for colored prints and 15 cents per page for black prints. Some documents may contain numerous pages; users are financially responsible for all printouts. Those needing assistance with printing are encouraged to seek staff assistance.

F. Users will be asked to discontinue use of the Internet 15 minutes before closing each day.
G. The following Internet protocols are not supported: Electronic Mail, Usernet news groups, Internet Relay Chat (IRC). Direct File Transfer Protocol (FTP) is not permitted. Exceptions may be made at the discretion of the librarian.

H. Library staff will instruct patrons in how to start an Internet browsing program and other basic procedures of our particular Internet System. Staff will not provide any further instruction or perform searches for patrons. The Library will provide users with a list of search engines and Web sites. Because of library scheduling, Internet-trained staff may not always be available.

III. Supervising Children’s Use

It is not the responsibility of the library to monitor children’s use of the Internet or to decide which resources are appropriate. It is the library’s policy that parents or legal guardians must assume responsibility for deciding what library resources are appropriate for their children. Concerned parents should let their children know if there are any materials they do not wish them to use and are encouraged to monitor their children’s Internet use.

Children under the age of fourteen (14) are required to have a library application card on file on which the parent or guardian has given the child permission to use the Internet.

IV. Rules for Use

A. Use any library workstation for illegal or criminal purposes including:

B. Violation of Iowa state law, which makes it illegal to download or purvey child pornography, purvey pornography to children, or to commit fraudulent acts using the Internet.

C. Violation of U. S. copyright law (title17, U.S. Code) which prohibits the unauthorized reproduction of copyrighted materials, except as permitted by the principals of “fair use”.

D. Use obscene language.

E. Display offensive messages or pictures.

F. Use library workstations to gain unauthorized access to the library’s or any other organization’s networks or computer systems.

G. Make any attempt to add, delete modify, or damage the installed hardware or software or any part of the computer system.

ANY VIOLATION OF THE ABOVE LIBRARY POLICIES WILL BE CAUSE TO HAVE COMPUTER PRIVILEGES TERMINATED.

Disclaimer

A. This policy also applies to the Altoona Public Library’s wireless access network (WAN) users.

B. The Altoona Public Library expressly disclaims any liability or responsibility arising from access to or use of information obtained through its electronic information systems or any consequences thereof.

Adopted 2-14-2006, Reviewed 3/2015; 3/16, Amended 3/17; Reviewed 4/18; 3/19
Appendix A - Library Bill Of Rights
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 of abridged because of origin, age, background, or views.

VI. Libraries which 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 18, 1948.
Amended February 2, 1961, and January 23, 1980,
inclusion of “age” reaffirmed January 23, 1996,
by the ALA Council.
Appendix B - Freedom to Read Statement
Freedom to Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove books from sale, to censor textbooks, to label “controversial” books, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to the use of books and as librarians and publishers responsible for disseminating them, wish to assert the public interest in the preservation of the freedom to read.

We are deeply concerned about these attempts at suppression. Most such attempts rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow-citizens.

We trust Americans to recognize propaganda, and to reject it. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

We are aware, of course that books are not alone in being subjected to efforts at suppression. We are aware that these efforts are related to a larger pattern of pressures being brought against education, the press, films, radio and television. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of uneasy change and pervading fear. Especially when so many of our apprehensions are directed against an ideology, the expression of a dissident idea becomes a thing feared in itself, and we tend to move against it as against a hostile deed, with suppression.

And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure stain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with stress.

Now as always in our history, books are among our greatest instruments of freedom. They are almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. They are the natural medium for the new idea and the untried voice from which come the original contributions to social growth. They are essential to the extended discussion which serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures towards conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand on these constitutional responsibilities that accompany these rights.

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We therefore affirm these positions:

1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books 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 books should be published or circulated.

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. It is contrary to the public interest for publisher or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

4. 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.

To some, much of modern literature is shocking, but is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group withoutlimiting the freedom of others.

5. It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.
The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. 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.

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quantity 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.

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for that reader’s purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here by stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Appendix C – Reconsideration Request Form
Name: ____________________________ Date: ________________
Address: ________________________________________________________
City: ____________________________ State: ______ Zip: __________
Phone: __________________________ Email: ________________________
Do you have an Altoona Public Library card: ____ Do you represent yourself? Yes No
If no, what organization do you represent? ________________________________
On what item/event are you commenting? (circle one)
Book Movie Magazine Library Program Audiobook Newspaper Music
Electronic Resource (please specify) __________________________
Title/Subject: ______________________________________________________
Author/Actor/Artist: _______________________________________________
Have you read/watched/listened to the entire item/event? Yes No
What are your concerns about this specific item/event? (please feel free to use the back of the form or attach additional pages if needed):
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
What action are you requesting the library take (removal, alteration, move shelf location in the building, etc.)?
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
What resources could you suggest to provide additional information or viewpoints on this topic?
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
Process: The Library Director will review your request and consult review resources and other available sources of best practices for public libraries. The Library Director will respond in writing. If the response is not satisfactory you may present your request at a Library Board meeting by requesting to be put on a meeting agenda.
Appendix D - Wages
Wages

Wages are assigned according to City of Altoona policy. Generally, the following ranges apply but are subject to change:

- Library Director (Department Head)  Salaried on Department Head Schedule
- Assistant Library Director (Manager)  Salaried on Department Head Schedule
- Circulation Lead (Supervisor)  Range 16, Step 1 through Step 10
- Children’s Librarian (Supervisor)  Range 16, Step 1 through Step 10
- Cataloging Technician  Range 13, Step 1 through Step 10
- Programming Assistant  Range 13, Step 1 through Step 10
- Clerk I  Range 10, Step 1 through Step 10
- Clerk II  Range 11, Step 1 through Step 10
- Library Page  Range 10, Step 1 through Step 10

Revised 6/13, Reviewed 5/14, Updated 12/14, Updated 6/19, Updated 8/19
Appendix E- Adult Volunteer Forms

(added 4/28/15)
Adult Volunteer Job Descriptions

Volunteer Coordinator
Schedules and manages volunteers.

Grounds
Periodically walk the grounds and clean/neaten, water and care for any indoor plants.

Special Events
Assist during special events. Duties will be varied and depend on the needs of each event.

Summer Reading Assistant
Assist with programming, decorating and program management for all ages

Fundraising
Identify grant and other funding opportunities available to the Friends and complete/manage applications as well as investigate, develop and initiate fundraising campaigns. Maintain federal and state requirements for grant eligibility.

Book Sale Assistants

Collection Maintenance
Maintain shelves by dusting, straightening and general building tidying.

Book Club Facilitator
Lead existing book club by selecting titles, coordinating with librarian to obtain copies, prepare discussion questions, and facilitate discussion. Additional book clubs may be considered.
Adult Volunteer Agreement

I understand that I am a Volunteer for the Altoona Public Library. As a volunteer, I understand that I will not be compensated (financially, or in any other manner) for my volunteer time. I further understand that I am not an employee of Altoona Public Library or the City of Altoona and I am not entitled to any benefits that are provided to employees of the City. I further understand that should I apply for future job openings, the Library or City is under no obligation to hire me.

I understand that my volunteer service may be terminated at any time and for any reason by myself or the library administration, with or without notice. As a library volunteer, I will try and provide a minimum of 2 weeks’ notice to the library staff to end my volunteer service.

As a volunteer, I understand that I am under no obligation to perform duties that I feel may be outside the scope of my physical abilities or which I consider hazardous to my health or well-being. The Altoona Public Library, the City of Altoona, and the Friends of the Library are not responsible for any injuries I may sustain while volunteering.

As a library volunteer, I am considered a library advocate and supporter and I agree to perform my volunteer duties in a professional and creditable manner and act in the best interests of the Altoona Public Library and under the direction of the library administration.

Adult volunteers must be 18 years of age or older
All adult volunteers are required to complete a criminal background check

Volunteer positions may be reassigned based on Library needs
Volunteers will not utilize volunteer time to sell merchandise or promote a business.
Volunteers will be held to the same level of professionalism, confidentiality, and behavior as paid employees.
Volunteers will wear a nametag at all times during volunteer shifts.

I agree that I have reviewed and agree to the conditions listed in the Adult Volunteer Job Description and Adult Volunteer Agreement.

Volunteer Name _____________________________ Date _____________________________

Kim Kietzman, Library Director _____________________________ Date _____________________________

Friends of the Library Representative _____________________________ Date _____________________________
Adult Volunteer Application
Applicants must be 18 years or older.

Name: ________________________________________________________________
Address: _____________________________________________________________
Cell: ___________________ Home Phone: ___________________ Work Phone: ___________________
E-mail: ______________________________________________________________

Check Availability for Regular Volunteer Shift:

<table>
<thead>
<tr>
<th>Mornings</th>
<th>Afternoons</th>
<th>Nights</th>
<th>Special Events</th>
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<tr>
<td>Monday</td>
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In case of emergency, contact:

Name: ________________________________________________________________
Cell: ___________________ Home: ___________________ Work: ___________________

Your application is subject to a criminal background check. Factors considered when reviewing a background check include the relationship between the offense and the position for which you apply will be taken into account. This information will be kept confidential.

I am declaring under penalty of perjury that all statements on this application form and any attachments are true and complete to the best of my knowledge. I understand that false, misleading or incomplete information shall be cause for disqualification.

__________________________________________________________
Volunteer Name (Print)

__________________________________________________________
Volunteer Signature  Date

**Complete Area(s) of Interest on Back**
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<tr>
<th>Indicate area(s) of interest:</th>
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<tr>
<td>Volunteer Coordinator</td>
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<tr>
<td>Fundraising</td>
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<td>Collection Maintenance</td>
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Friends of the Library Officer Position (President, Vice-President, Treasurer, Membership, Secretary)

Please list any experience, special skills, or other comments to help us place our volunteers:

________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
________________________________________________________________________________
Adult Volunteer Contract/Waiver

I am an adult 18 years or older, of sound mind and body, and I am fully aware of and understand the conditions of my voluntary work that will be performed for the Altoona Public Library as outlined in the Volunteer Application, Volunteer Job Description, and Volunteer Policy.

In consideration of the opportunity afforded to me to participate voluntarily at the Altoona Public Library, and in recognition of the possible injury or liability to which I may voluntarily subject myself, I and my heirs, executors, administrators and successors and assigns hereby knowingly, freely and voluntarily waive any right or cause of action, whatsoever, arising as a result of such activities from which any liability or injury may or could accrue to the Altoona Public Library, the Altoona Public Library Board of Trustees, and City of Altoona, or their agent or employees individually.

I understand and agree that my voluntary participation in Altoona Public Library activities does not entitle me to any compensation or other employment benefits. I further understand that I am NOT an agent or employee of the City of Altoona, Iowa, and that I will not so represent myself or any person, government unit, or corporate entity. I further understand and agree that I will be solely responsible for my actions while participating in volunteer opportunities.

I further understand and agree that my voluntary participation in the aforementioned activities is subject to termination at any time by the City of Altoona for any reason with or without cause and without notice, and that I am entitled to no recourse, nor will I seek any recourse in the event of such termination.

The WAIVER shall be determined to be and shall be a complete bar to any action which might otherwise be brought either by law or under any state or federal statute for the property injuries arising as a result of voluntary participation in the activities contemplated herein.

All agreements and understanding between the undersigned and City of Altoona, Iowa, are embodied herein, and this WAIVER covers all injuries and all the effects and results, and all expenses of every nature. The statement and agreements herein are not merely recital, but are contractual in nature and this contract/waiver can only be modified in writing and signed by both parties.

Signed the ________ day of ________________________, 20____

____________________________________________________  ________________________
Signature of Volunteer                                           Signature of Witness

____________________________________________________
Signature of Authorized Altoona Public Library Representative

Print Volunteer Name: ________________________________________
Appendix F – Teen Volunteer Forms
Altoona Library Teen Volunteer Application

Application Deadline: Refer to the library’s website or printed volunteer forms.

Personal Information (print neatly)

Name ___________________________ Age_______ Current Grade _____
Current School ___________________________ Phone ________________ (Cell? Y N)
Alternate Phone ___________ (Cell? Y N) Email ___________________________
Street Address ___________________________
City_________________________ State _______ Zip Code__________

Parent/Guardian Name(s)

_________________________________ Phone_________________________

_________________________________ Phone_________________________

Availability
I cannot assist on the following days and times. (Please list dates for vacation, camp, lessons, etc.)

_________________________________________________________________________

I would like to work ____ hours per week. (Minimum 2 hours per week). Please be realistic.

Choose Possible Shifts/Events
Volunteers will generally work 1-2 shifts a week plus special events as assigned. To help us plan, indicate what times you are regularly available to work.

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Shirt: Altoona Public Library provides a T-shirt to be worn during volunteering.

_______ Adult X-Large   _______Adult Large   _______Adult Medium   _______Adult Small
**Additional Required Documents**

1. Provide 2 adult references.

2. In 250 words or less, tell us what makes you a good candidate as a volunteer. Areas you might include:
   - Other volunteering service you have completed, your recreational interests, your special skills.
   - Have you participated in library summer reading programs in the past?
   - Why do you want to be a Teen Volunteer?
   - Why should we pick you as a volunteer over the other applicants?
   - Do you know how to find books and other materials in the Altoona Library?

**Signature**

Please review the application thoroughly, front and back. Complete all sections, and sign below.

I agree that the information I have provided is accurate and current.

Teen Volunteer Signature: _______________________________ Date: ______________

**Parents/Guardian Permission (please initial agreement to conditions)**

The library will use group email to send announcements and reminders. Your child’s name, phone, and/or email might be included. Volunteers are responsible for knowing their schedule.

___ I have completely read the application form with my child and agree with the information provided.

___ I agree to help my child be responsible for the time they sign up to work their volunteer hours.

___ I consent to the use of photographs or videos of my child taken during library service by any representative of the Altoona Public Library or any representative of any media (newsletter, library website, promotional posters, brochures, magazine, newspaper, blogs, Facebook, etc.) and in exhibits.

**Parent/Guardian Signature**

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<tr>
<th>Printed Name</th>
<th>Name &amp; Relationship</th>
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Teen Volunteer Recommendation

_______________________________ is applying for a volunteer position at the Altoona Public Library for the Summer Reading Program. Please complete the following information. If you do not know about a particular question, please feel free to reply with “N/A”. Please keep your answers to the space provided.

Describe your relationship with the applicant:

Does this applicant accept constructive criticism/advice in a positive manner from an adult?

Does this applicant follow directions?

Is this applicant punctual?

Does the applicant show enthusiasm for assigned tasks?

Does this applicant ask for assistance when needed?

Do you believe this applicant would represent the library in a friendly and helpful manner?

Does this applicant take responsibility for their actions?

If you were considering placing a teen volunteer, would you choose the candidate? Why or why not?

Describe how you think the applicant would react if someone were at the library to sign up for the summer reading program and became angry or upset.

Briefly outline the applicant’s greatest strengths.
RESPONSIBILITIES & REQUIREMENTS OF A TEEN VOLUNTEER

SKILLS
1. Share joy of books, reading, and the library with children.
2. Reliable; honest; mature; respect children, their parents, and library staff.
3. Thinking ability, problem solving, creativity.
4. Show enthusiasm for your job and be an advocate of Summer Reading and the library.
5. Work effectively during a rush and manage down time productively.

GENERAL INFORMATION
1. Complete a Volunteer Agreement.
2. Arrange on time and complete your shift.
3. Dress neatly in close-toed shoes and volunteer t-shirt. All other apparel must meet SEP guidelines.
4. Use appropriate language, speak quietly, converse with friends after, not during, volunteer hours, and behave responsibly at all times while volunteering.
5. Do not go behind the circulation desk without permission.
6. Attend all required training.
7. Alert staff well in advance if you have vacation plans or other activities that will keep you away from your scheduled work shift, and call the library immediately if an emergency prevents you from working your shift. Any unexcused absence will result in the shift being reassigned to another volunteer for the remainder of the program.
8. Do not use any electronic devices (phones, iPods, tablets, etc.) during your volunteer shift.
9. Do not start or become involved in a discussion of religious, political, or other personal matters.
10. Do not share the library use or reading habits of library patrons. By law, all patrons are given privacy at the library.
11. Report any concerns or problems to a library staff member immediately.

TASKS
1. Become completely familiar with how the reading program works.
2. Sign up for a regular weekly volunteer shift.
3. Become familiar with programs that will happen during your shift so you can answer questions.
4. Encourage people to sign up for summer reading, assist with Summer Reading enrollment for all ages, and hand out reading prizes.
5. Set a good example for others during slow shift times by reading when you are at the volunteer desk.
6. Participate in the Teen Summer Reading Program.
7. Follow directions precisely and ask questions if unsure.
8. Additional tasks include picking up the children’s room and children’s non-fiction areas.
9. Other special tasks may be assigned.

EVENTS
1. Sign up to help at events outside of your regular weekly shift.
2. Become familiar with the event for which you are signed up to help. Make sure you understand your instructions before the event begins.
3. You will be an assistant, not a participant. Stay at your assigned station and follow staff directions.
4. Arrive early to help set up; stay after to help clean up.

**Contract for Teen Volunteers (con’t.)**

The library considers volunteer work to be as valuable, necessary, and as important as paid employees’ work. Because of this, you will be expected to meet the same behavior standards as paid staff. You may be dropped from the volunteer program with or without warning if your behavior dictates such.

Upon request, we will write a letter of recommendation for volunteers who have completed at least 15 hours of service, have shown outstanding library behavior, and demonstrated enthusiasm and commitment in working at the library and with library staff.

Volunteer

**I have read, understand, and agree to abide by this contract.** I agree to work responsibly and conscientiously at my volunteer duties. I will complete my assigned shifts as a Teen Volunteer, showing up on time, every time. I will behave appropriately in the library. I will call the library and provide as much notice as possible if I cannot work my scheduled date/time. I will keep track of my time worked and duties performed.

Volunteer Name (print)

Volunteer Signature

Date

Parent/Guardian

**I have read, understand, and will expect ____________________________ to abide by this contract.**

Parent/Guardian Name (print)

Parent/Guardian Signature

Date

Librarian

**I have presented and discussed this contract with __________________________.**

Librarian Name (print)

Librarian Signature

Date
Appendix G – Biometric Identification Information
How Does IDconnect® Work?

Once the students are enrolled in the IDconnect® system, they can be identified quickly and accurately to any other third party software application. When we enroll a finger we take a variable amount of measurements and the style of the fingerprint. These measurements and style of fingerprint get converted to a number which gets encrypted and stored. If decrypted and given to someone, this someone cannot reverse the process since many variables are not present.

Biometric measurements are used to create this enrollment, however, they are converted to something else entirely, “A Number”.

Advantages of using the IDconnect® Finger scanning ID system?

- It is universal to ALL current software.
- It helps to reduce the need to expand services with shorter lines.
- Eliminates transaction error with tighter security.
- Minimizes start-up and support costs with one form of ID for all systems.
- Maximize administrative efficiency.
Appendix H – eReader Policy Form

Added 12/18; Amended 8/19
eReader Policy Guidelines

eReaders can be borrowed for 3 weeks. Up to 2 renewals can be granted if there are no holds. Fines will accrue according to library policy.

If a device is damaged in any way, the patron may be charged up to the full replacement value for the device. This includes but is not limited to damage or loss of power cords, cases/covers, screen damage or downloading harmful applications (apps), programs, accessing the Internet, or attachments.

Borrowers will not change the device in any way. This includes downloading applications (apps), reading materials, games, videos, or any other file type. Personal downloads are strictly prohibited. Sound and screen settings may be changed to accommodate patron needs.

eReaders are not intended to be internet access devices. eReaders are intended for offline use for reading library eBook downloads. Attempting to access the internet may result in disabling a device and any subsequent time and cost to restore the device may be charged as a damage.

Content on eReaders is subject to the library’s collection development policy. As with any library material use, the library takes no responsibility for the appropriateness or perceived appropriateness of any material based on any criteria, including age.

Borrowers must be 18 years of age or older. Due to the cost of loss and/or damages, the legal contract for using an eReader will be restricted to legal adults.

As with any library material, borrowers are responsible for any use of the device while it is checked out to them.

Loss or lack of signature of this form does not release the borrower from any library policy.

Patron Name: ________________________________________________