



Lena Public
Library
Policy Manual

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Patron Rights & Responsibilities

In order to ensure the enjoyment of everyone, it is each patron's responsibility to maintain proper standards of behavior in order to protect his/her individual rights and privileges as well as the rights and privileges of others.

The Lena Public Library supports the rights of individuals to:

- Use the library without discrimination
- Receive friendly, courteous and respectful service
- Have free and equal access to information
- Use the library without a threat of invasion of privacy

The Lena Public Library may restrict certain activities that in the judgment of management constitute unacceptable use of the library. If a patron continues to engage in the following activities, after being informed of acceptable use, loss of library privileges, suspension from the library, removal from the library and/or criminal prosecution or other legal action may result. Unacceptable use includes, but is not limited to:

- Disruptive behavior that hinders public use, such as loud or boisterous behavior, verbal or physical harassment, drunkenness, running, fighting, or grouping together
- Illegal activities, including using library databases for illegal or criminal purposes
- Activities that present health or security risks
- Interference with the enjoyment of the library by others
- Disruption of the normal flow of operations
- Damage or alteration of library property, including library materials and technology
- Violation of copyright laws
- Violation of federal or state laws or local ordinances
- Assuming the identity of another person
- Use of another person's library card to check out materials or access computers

To ensure that children/minors have a safe, productive and fun library visit:

- Parents/guardians/caregivers, not library staff, are responsible for the safety and behavior of their children/minors at all times while using the library
- Children under 5 years old should not be left unattended in any area of the library
- At the discretion of a parent/guardian/caregiver, children/minors 9 years and older may use the library, unaccompanied, for a reasonable period of time and while following the patron rights and responsibilities
- Children ages 5-8 maybe have someone 12 or older be responsible for them in the library

Adopted 1/2017

Privacy & Confidentiality

The Lena Public Library and Wisconsin State Statute 43.30 protect the privacy of library users.

Protecting library user privacy and keeping confidential information that identifies individuals or that associates individuals with their use of library books, materials, equipment, online resources, programs, facilities, and/or staff assistance is an integral principle of the Library.

The Library will keep confidential all such information that it purposefully or inadvertently collects or maintains to the fullest extent permitted by federal, state, and local law. Protection of confidentiality extends to information sought or received and materials consulted, borrowed, and received. Protection of confidentiality includes safeguarding database search records, circulation records, interlibrary loan records, and information regarding other personally identifiable uses of library materials, facilities or services. The Library does not collect personal information about a library user when a user visits the Library's website, registers for a program, or registers for a library card unless the user authorizes the Library to have that information. Any information the library user chooses to provide, such as information gathered through voluntary library user surveys, will be used only to provide or improve library services.

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.

The Library Board and Administration affirm their adherence to the Wisconsin State Statute §43.30: 43.30 Public Library Circulation Records. Records of any library which is in whole or in part supported by public funds, including the records of the public library system, indicating which of its documents or other library materials have been loaned to or used by an identifiable individual may not be disclosed except to persons acting within the scope of their duties in the administration of the library or library system or persons authorized by the individual to inspect such records, or by order of a court of law. 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."

Library Cards and Circulation Records

To receive a library card, library users are required to provide identifying information such as name, birth date and mailing address. This identifying information is retained as long as the library user continues to use the library card. A library user's library record includes current identifying information, items currently checked out or on hold, as well as overdue materials and fines. The Library does not maintain a history of what a library user has previously checked out once books and materials have been returned on time. When fines accrue on a user's account, the Library does maintain records of items that have been borrowed but returned after the due date, or are still outstanding on the user's record.

Public Computer Use and the Library's Online System

The Library uses a combination of session management and security software to log off patrons, erase patron data, and reset changes to computer settings before allowing the next patron to log on. The Library's online system INFOSOUP offers library user self-activated features including My Account, an email notification option and saved lists. Information gathered and stored using this feature is only accessible to the library user.

Patrons may only check on their own transaction accounts. Employees may permit an individual to view or know his or her minor child's transaction record only upon presentation of the individual's library borrower's card or identification. Corroborating identification may be required at the discretion of the employee. Information as to transaction activity (titles, number of items checked out, existence of overdue fees or bills) will be given by telephone only if the caller can verify their account information. Library staff will not knowingly give one patron's transaction information to another patron. Email, Web Forms, and Reference Questions

Information provided by a library user via email or Web forms will be used only for purposes described at the point of collection (for example on a Web form), such as to send information or provide library services to the library user, update information on the library user's record, or respond to a library user's questions or comments. If contact information is provided, the Library may contact the library user to clarify a comment or question, or to learn about the level of customer satisfaction with library services. The Library treats reference questions, regardless of format of transmission (in person, via telephone, fax, email or online) confidentially. Identifying information related to these questions is purged on a minimum of two weeks. Email is not necessarily secure against interception and may be subject to disclosure requirements of the Public Records Act or other legal disclosure requirements. Information Automatically Collected and Stored As library users browse through the Library's website, read pages, or download information, certain information will be automatically gathered and stored about the visit, but not about the library user. The information gathered is for statistical purposes only to ensure that the Library is providing appropriate services and does not personally identify any individual. The data that is collected is not connected to any identifying information. The Library does not collect information about who library users are, but other organizations might. The Library

encourages library users to become familiar with the privacy policies of their ISP (Internet Service Provider) and the websites that they visit to learn what information might be collected elsewhere online.

Links to Other Sites

The Library's website contains links to other sites. The Lena Public Library is not responsible for the privacy practices of other sites, including providers of online database services for which the Library subscribes, which may be different from the privacy practices described in this policy. The Library encourages library users to become familiar with privacy policies of other sites visited, including linked sites.

Working with Law Enforcement

The Lena Public Library recognizes that law enforcement agencies and officers may occasionally believe that library records indicating the identity of library users including a library users name, library card number, telephone number, street address, email addresses, post-office box number or 9-digit extended zip code would be helpful to the investigation of criminal activity. The issuance of a court order, following a showing of good cause, is required for release of such information. Information and documents (interpreted by the Library Board as all transactions associated with the use of library materials including interlibrary loan forms, records of reference questions, records of computer use, and other documents or electronic records which would link the individual with particular materials or services) will not be released without the authorization of the individual or by court order except as needed by the library for the legitimate recovery or protection of library materials. Requests for transaction information by law enforcement officials should be referred to the Director. In the case of failure to return materials, the library may disclose checkout information and correspondence to appropriate legal authorities involved in securing return of, or payment for, these materials. Staff is authorized to request identification from library users as necessary and appropriate for safety and security or when library rules have been violated. Refusal to identify oneself under these circumstances may be grounds for denial of service. If the library has cause to believe that a criminal act has been committed on library property or with library resources, Administration will cooperate with law enforcement authorities to obtain proper court orders for release of such privileged library records as may be necessary for criminal investigation and prosecution. Library staff are allowed to share information about use of library resources and services by identified library patrons as necessary for the performance of their job duties and in accordance with procedures approved by the Library Director and/or Library Board.

Adopted 09/13/2023

Internet Services Policy

Use of electronic information and communication is a rapidly developing area of public and private activity. The Lena Public Library recognizes these developments as new challenges as well as opportunities for the Lena community. The Lena Public Library believes that these challenges and opportunities are best addressed by adherence to the fundamental principles of traditional library use and the principles of a free society. The Lena Library may impose restrictions such as time limits on the use of the internet computers.

Acceptable Use of the Internet

- Using resources for educational, informational, and recreational use only; and NOT for unauthorized, illegal or unethical purposes.
- Respecting the privacy of others by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords, or data belonging to others.
- Not seeking unauthorized access to any computer system, or damaging/altering software components of any network or database.
- Respecting the privacy of others using public access workstations at the Lena Library and not interfering with their use.
- Not sending, receiving, or displaying text or graphics that may reasonably be construed as obscene.
- Refrain from viewing sexually explicit or sexually suggestive material.
- Not sending, receiving, or displaying graphics that may reasonably be construed as harmful to minors, as defined by Federal and State statute.
- Making only authorized copies of copyrighted or licensed software or data. The Lena Library disclaims any liability or responsibility resulting from such use.

Children's Use of the Internet

The Lena Library upholds and affirms the rights and responsibilities of parents to determine and monitor their children's use of all library materials and resources, including the internet. Library staff assumes that unattended minors in the library have parental permission to use library resources, including the internet. A parent or guardian may request that his or her minor child be denied the use of the Lena Library's internet computers. Once the restriction is negotiated with the Lena Library Director, submitted in writing, the Lena Library will provide its best efforts to enforce the restriction requested. However, the library cannot guarantee absolute compliance with the restriction by the child. The parent or guardian remains responsible for monitoring use of the internet and other electronic resources at the library.

In the event of inappropriate use of the Lena Library's internet access by a minor, the child's parent or guardian will be notified by the Lena Library. Unacceptable use of the Lena Library's internet access will result in denial of computer privileges after the second offense.

Privacy

The library's computers are in a public area. Others may be involuntarily exposed to what you are viewing. The library asks that you remain sensitive to the fact that you are working in a public environment shared by people of all ages.

Consequences for Unacceptable Use

Library staff observing unacceptable behavior shall take appropriate action. Unacceptable use of the Lena Library's internet access will result in discipline ranging from a verbal warning to denial of computer privileges. At the discretion of the Lena Library Director, incidents may be reported to OWLS and Nicolet library group. When a patron is banned from using the Lena Library computers for a time longer than one week, a written report of the explanation will be forwarded (or in the case of a minor child, forwarded to his or her parent or guardian). If a patron is banned from using the computers at another library within the OWLS and Nicolet system, the Lena Library will also uphold this ban. When deemed appropriate by the Lena Library Director and the Lena Library Board, reports will be forwarded to the Lena Police Department or other appropriate law enforcement agency.

Adopted December 16, 2003

Revised March 17, 2010

Revised 5/2015

Circulation Policy

We are a member of the nine county OWLSnet shared system and work cooperatively to maintain online patron and material records so patrons can access the system's collection and services. Library records are confidential under Wisconsin Statute 43.30.

Registration

- Library staff will require those applying for library cards to present a Wisconsin driver's license, state identification card, passport, or other identification sufficient to establish their place of residence, such as a current utility bill.
- Library cards are issued free of charge. It's the patron's responsibility to notify the library if their card is lost or stolen. There is a \$3.00 replacement fee for lost/stolen cards.
- A parent or legal guardian must sign the application form for their child who is under the age of 16. Parents/guardians are responsible for their minor children's use of library materials, including payment of any fees/charges incurred by their children. Patrons under age 18 are allowed to check out any 3 videos unless restricted by parent/guardian. The application must be signed at the library in front of library staff
- If a parental library card is blocked, any minors in the household will not be allowed to get a card.

Loan & Renewal Rules

- Books and Audiobooks --- 4 weeks
- Magazines, Music and short loan books --- 2 weeks
- Videos --- 1 week
- Patrons may check out 75 items maximum
- Adults may check out a maximum of 10 videos
- Children may check out a maximum of 3 videos
- Adults and children may check out a maximum of 3 video games
- Materials may be renewed twice unless the item is on reserve (hold) or if the patron has \$5.00 or greater charges on their library card

Reserves

- Holds may be placed on items through the online public access catalog
- Patrons will be notified by e-mail or phone when the materials are available
- Reserved items are held at the circulation desk for a maximum of 5 days

Fees & Charges

- Fines for overdue video games and videos --- \$0.50 per day
- Patrons who have overdue materials and/or fines & charges of \$5.00 or more will not be allowed to check out / renew items or use the public computers
- If library materials are lost or damaged to the extent of being unsuitable for the library collection, the borrower must pay for the item
- The Library reserves the right to take measures up to and including legal action to recover materials not returned.

Approved on 4/2015

Material and Program Selection/Collection Development Policy

Knowledge of the community is a vital ingredient in the responsible selection of library materials. Each community is unique. Lena is in a rural area with a population which encompasses a variety of interests, educational backgrounds and financial abilities. The Library recognizes that the community is diverse in its makeup and its needs, and endeavors to meet the community's needs within the framework of available staff and funds. The library challenges censorship and endorses the Library Bill of Rights and the Freedom to Read Statement, as adopted by the American Library Association. The library strives to provide access to all legally obtainable content. This includes content that reflects a diversity of issues, whether they be political, economic, religious, social, ethnic, or sexual. Our collection reflects a diversity of content, not an equality of numbers.

I. OBJECTIVES

The Lena Public Library provides service to all individuals in the community; children, young adults, and adults. The objectives include the provision of books and other materials, as well as programs selected to aid the individual in the pursuit of education, information, emotional growth, pleasure, research and in the use of leisure time.

Though the Library attempts to give the best service possible to its regular users, it also has an obligation to collect materials and search for methods of service that will satisfy the needs of those in the community who have not traditionally been library users. The library must consider not only the present needs of the community, but must anticipate the future needs in order to give timely service.

The Library provides service to all within the contexts of library objectives, regardless of race, creeds, color, sex, sexual orientation, handicap, age, occupational or financial position.

II. RESPONSIBILITY FOR MATERIAL SELECTION

Final responsibility for selection of materials and programs rests with the Library director who operates within the framework of policies and objectives determined by the Library Board.

III. CRITERIA FOR SELECTION

The following factors are considered in the selection process; however, an item need not meet all of the criteria in order to be acceptable.

General Criteria

- A. Relevance to community interests and needs
- B. Expressed public demand
- C. Current usefulness or permanent value
- D. Opinions of critics, reviews, staff members and public
- E. Reputation and/or significance of author
- F. Statement of challenge or original point of view
- G. Relation to existing collection
- H. Relative importance in comparison with other works on the subject
- I. Quality in content, format and binding
- J. Availability of materials in the subject areas
- K. Budgetary and space considerations of the library
- L. Probability of interest to and use by the community

Specific Criteria for the Evaluation of Works of Imagination

- A. Representation of important movement (literary or social), genre, trend, or national culture
- B. Vitality and originality
- C. Artistic presentation and experimentation
- D. Sustained interest
- E. Effective characterization
- F. Authenticity of historical, regional or social setting

IV. USE OF THE LIBRARY'S MATERIALS

Library materials are not marked or identified to show approval or disapproval of the contents. In the adult collections, library materials are not sequestered, except for the purpose of protecting them from injury or theft. Resources for adults, teenagers and children are intended to broaden their vision, support recreational reading, encourage and facilitate reading skills, supplement their educational needs, stimulate and widen their interests, and lead to recognition and appreciation of literature and reflect the diversity of the community and our world. Parents and legal guardians have the sole responsibility for their child's reading, viewing, and listening of library materials. The library does not intrude on that relationship in any way. If a minor is unchaperoned in the library and checking out materials, the full responsibility of choice of material lie with the parent or legal guardian and not with library staff. Selection of adult materials will not be limited by the possibility that material may inadvertently come into the possession of minors.

Adopted on 11/2016

Revised on 06/19/2023

Material and Program Reconsideration Policy

Lena Public Library recognizes that we serve a varied community with a diversity of tastes and convictions. We welcome expressions of concern about the contents of items held in our collection and our programs. People with the best intentions may challenge books and programs. Often, they see it as protecting others. Due to the current surge in book challenges and program challenges, we are only able to accept reconsideration requests from Oconto County citizens who hold active library cards with Lena Public Library as their designated library.

If you have a concern regarding an item or program, we ask you to please complete all sections of the **Materials and Program Reconsideration Form** so that we can fully understand your specific areas of concern.

Once the form has been completed, please drop it off at the Library. The Library Director will review your request. The request will be considered in a timely fashion, reviewing the questioned material and program in its entirety and conducting the necessary research in order to re-evaluate the program or item's appropriateness for inclusion in the Library's collection or program offerings.

Once a decision has been made regarding the retention or removal of the material or program, the Library Director will send a letter explaining the decision to the person who submitted the **Materials and Program Reconsideration Form**.

Should the person who submitted the request indicate dissatisfaction with the resolution, he/she may request a hearing by the Library Board of Trustees. The appeal should be made in writing to the Library Director at least one week prior to a board meeting. The Library Board will reconsider the decision based on whether or not the particular item or program conforms to the criteria established by the Lena Public Library.

Adopted on 12/2016

Revised on 06/19/2023

Materials Reconsideration Form

Lena Public Library

Your Name:

Phone:

Your Patron ID
Number:

Address:

Title of
Material or
Program and
Date of
Program:

Author/Artist:

Please briefly answer the following questions about the item that you would like to have reconsidered.

1.	Are you a library card holder in Oconto County, WI and is your designated library listed as Lena Public Library? <i>(please note, the Lena Public Library will only accept reconsideration requests from active Lena Public Library Cardholders)</i>	
2.	Did you obtain the item at Lena Public Library, or did you place it on hold to be delivered by another library? Did you personally attend the program at the Lena Public Library?	
3.	How did you learn of this item or program?	
4.	What are your objections to this item or program?	
5.	What harm do you feel might result from reading, viewing, listening to this item or participating in this program?	

6.	Did you read/view/listen to the work in its entirety? If not, what parts did you read/view/listen to? Did you attend the program in its entirety? If not, what parts did you view/listen to/participate in?	
7.	Have you read any professional reviews of the work or program? If so, please list the names of critics and sources of reviews.	
8.	What do you think are the main ideas of the work or program? What was the author's/artist's purpose in creating this work or program?	
9.	What suggestion do you have for a work with a similar purpose to replace this item? What suggestion do you have for a similar program to substitute for this program?	
10.	What would you like the Library to do with this material? What changes would you like to see made to this program?	

Signature of Complainant

Date

Signature of Library representative receiving this form

Date

Thank you. The Library Director will respond to your concerns in a timely fashion.

Adopted on 06/19/2023

Gifts and Donations Policy

The Lena Public Library gratefully accepts gifts, donations, endowments, bequests and trusts. Transactions are arranged through the Library Director.

Specific Memorial and Commemorative Gifts:

- A. Gifts may be given as a memorial, and may also be given to celebrate a birthday, anniversary, or other occasion.
- B. Suggestions for use of specific donations both monetary and of materials, equipment, artwork, etc., are welcomed by the library but the final decision, based on library holdings and the library's mission, rests with the library.
- C. Arrangements should be made for the selection of gift books or non-print materials by consulting with the Library Director.
- D. An appropriate gift plate can be placed on the gift item and an acknowledgement will be sent to the donor if specifically requested.
- E. Arrangements for memorial gifts other than library materials must be made with the Library Director.

Donation of Historical and Other Valuable Materials:

Donation of items of unusual monetary value will be referred for examination to the Library Director, who will be responsible for recommending the acquisition of the material and will follow through on the proper handling of the items. The Library Board has final disposition of all donations.

Appraisal of Collections:

The library does not appraise books or non-print materials for income tax purposes and will not assume any legal responsibility if an acknowledgement letter of a donation is used for tax or other purpose. The Internal Revenue Service may require a disinterested professional appraisal for tax or inheritance purposes. The cost of an appraisal by a third party will be borne by the donor, and the acceptance of a gift which has been appraised by a third and disinterested party does not in any way imply an endorsement of the appraisal by the library.

The Lena Public Library accepts gifts of books and other materials with the understanding that the donation is final they will be added to the collection only if they meet the Collection Development Policy, the library mission, and as long as the donation is appropriate and needed.

Gifts are accepted with the provision that they may be disposed of as best meets the needs of the library, through addition to the collection, gifted to other libraries in the area, gifted to the Friends of the Lena Public Library, gifted to local charitable organizations or disposed of. Physically obsolescent, completely outdated or inappropriate materials are not accepted.

Examples of materials that are inappropriate include but are not limited to:

- Encyclopedias
- Annuals or yearbooks
- Professional journals or periodicals
- Magazines
- Advanced Reader Copies (ARCs)
- Print material that is worn or no longer popular
- Workbooks or study guides
- Readers Digest Condensed books
- Books discarded by other libraries
- Abridged audio books
- LP records, audiocassettes or VHS tapes
- Outdated books about computers, travel, psychology/self-help, medicine, finance or business
- Damaged books with: missing pages, broken binding, worn or torn covers, water damage, dog-eared covers or pages or dirty covers and pages
- Odds and ends like calendars, computer software and puzzles

Memorial gifts towards purchases of books or other material are also welcomed and accepted. When specifically requested, suitable stickers or bookplates can be placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the Collection Development policy and is approved by the Library Director.

Adopted on 11/2016

Revised 06/19/2023

Service Animal Policy

The Lena Public Library follows the American with Disabilities Act (ADA) regulations and Wisconsin law in regard to service animals.

According to the ADA regulations, “Service animal means any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual or other mental disability.”

Animals that are for comfort or emotional support are not allowed in the library.

A handler must:

1. Be control of the service animal at all times.
2. Clean up after the animal inside and outside of the library, to the satisfaction of library staff

A service animal will only be excluded from the library if:

1. The animal is out of control and the handler does not take effective action to control it.
2. The animal is not housebroken.

If a service animal is excluded from the library, the handler is welcome to stay at the library as long as they follow all library policies.

Adopted 5/2016

Inclement Weather Policy

Winter Storms

The library may close when the weather conditions exist making it hazardous for travel. Any decision to close will have staff and library patron safety as the top priority.

If the Lena School District closes due to weather, the Lena Public Library will also close. If the Lena School District closes early due to weather, the library will close 20 minutes after the district closes. If the Lena School District has a delayed start due to weather, the library will open at its normal time, pending staff's safe arrival.

If a winter storm occurs during a non-school day, it will be up to the Library Director's discretion to close the library.

Tornadoes

In case of a tornado sighting or siren warning of tornado, library staff will advise all patrons to seek shelter in the library restrooms. Library staff are not responsible for individuals who do not follow the safety recommendations of the library staff. Staff and patrons will remain in the rest room till the all clear signal is given from news sources or local safety personnel.

Adopted 11/2016

Records Request

The legal custodian for public records request for the Lena Public Library is the Library Director. Requests for public records of the Lena Public Library (LPL) shall be accepted during the business hours of 10:00 a.m. to 5:00 p.m., Monday through Thursday.

It shall be the policy of LPL to respond to public records requests that are not overly complex or involved within ten (10) business days. LPL may require prepayment of fees prior to the production of records if the allowable actual, necessary and direct costs of compliance exceeds \$5.00.

Public Record Fees Based on Actual, Reasonable, and Necessary Costs

Black and White Photocopy Reproduction Fees - \$.25 per 8½” x 11” page.

Shipping and Handling Fees – actual, necessary and direct costs of shipping and handling.

Records Available

Generally, records relating to Library matters, including but not limited to, budget documents, financial reports, Library Board minutes, construction documents, feasibility studies, master plans, policies, etc. Due to the large volume of records under control of LPL, it is impractical to name each record.

This policy is issued and authorized by the Lena Public Library Director and approved by the Lena Public Library Board of Trustees in accordance with Wisconsin's Public Records Law.

As provided by sec. 43.30, Stats., public library patron and circulation records are exempt from inspection under this section.

Additionally, personnel records are not open to the public.

Adopted 1/2017

Revised 09/13/2023

Child(ren) and Unattended Child(ren) Policy

1. Children under the age of 5 must be accompanied and supervised by an adult at all times.
2. Children ages 5-9 must be accompanied by and continually supervised by someone 12 or older.
3. Children ages 10-13 may use the library unaccompanied for two hours provided their behavior* is appropriate to the library environment.
4. Children/Young Adults ages 13-17 may use the library as long as needed, provided their behavior* is appropriate.
5. Late pick-up – If a child is not picked up at library closing time, an attempt to call a parent will be made. The phone number called will be the number listed on their library card account. If a parent is not available to come or cannot be reached by phone, authorities will be called.

*Appropriate library behavior is behavior that does not disturb other patrons or staff in any way. In addition, it does not damage or destroy library material or library property.

Adopted 5/2015

Collection Guidelines

The Lena Public Library wants to work with patrons to avoid accounts needing to be sent to collections. Patrons will only be sent to collections when overdue items on their account have reached a collective value greater than \$50. Patron accounts will only be sent to collection after the patron has been contacted

1. Via mail or email at least 3 times. The choice will be based upon patron preference listed on their library account.
2. One final letter via mail

Patrons are encouraged on all forms of communication to contact the library if they have a problem or need to renew their items.

At the Director's discretion patrons can be exempt from being sent to collections. The reasons may be, but not limited to:

1. Job loss
2. Family death or medical issue

If a patron does not fulfill the requirements of the exemption, they patron will be notified in writing that they are being sent to collections for not fulfilling any agreement reached.

Adopted 2/2017

Hotspot Patron Agreement Form

By signing this form, you are stating that you are responsible for returning all items associated with the hotspot. If items are not returned, you are responsible for replacement costs.

Check-out Policy

- The checkout period is for 7 days.
- Hotspots cannot be renewed or reserved.
- Only one (1) hotspot per household address. When a hotspot is returned, there is a 24-hour waiting period to checkout another hotspot by that household.
- Hotspots must be kept in a temperature-controlled environment—they cannot be returned in the book drop but must be brought into the building and handed to a staff member.
- If the hotspot is overdue, the service will be cut off and the user's library privileges will be suspended. Fines for unreturned hotspots are \$5/day.
- Three (3) late returns for hotspot checkouts could result in being permanently banned from borrowing hotspot devices.
- Any use of the device for illegal purposes, unauthorized copying of copyright protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited.
- If any part the hotspot is lost or returned unusable, the user must pay the replacement cost of the item.
-

Replacement costs:

- a. Hotspot: \$75**
- b. USB cable: \$15**
- c. Adapter: \$15**
- d. Case: \$15**

I understand and agree to the rules of use. By signing this agreement, I accept the Hotspot Lending Policy and am stating that I am responsible to return this equipment to Lena Public Library in good working condition and free from damage.

Signature: _____

Name _____
(last name, first)

Date: _____

Adopted:
3/8/2023

Hotspot Lending Policy

A hotspot is a wi-fi device you can use to connect a mobile-enabled device, such as a laptop, smartphone, or tablet, to the Internet. The hotspots are portable and our service vendor is Sprint. The hotspot has unlimited data but can only be used within the continental United States. The Lena Public Library makes hotspots available to Lena Public Library card holders to assist in research, networking, recreation and document or presentation production needs. Hotspots are provided according to availability.

The following rules and regulations apply:

1. The Lena Public Library lends hotspot devices to LPL cardholders ages 18 or above with library cards in good standing (i.e. library card is not blocked due to unpaid fines or lost materials) and who have held a LPL Library card for at least 90 days.
2. In addition, the LPL Internet Policy & Agreement and a Hotspot Patron Agreement Form must also be completed.
3. Hotspots checkout is limited to one per household. When the hotspot is returned, there is a 24-hour waiting period to checkout another hotspot device by that household. Patrons with the same address are considered a household.
4. The loan period is 7 days, and it cannot be renewed or reserved.
5. Hotspots are available at the Circulation Desk on a first-come, first-served basis. The library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning materials.
6. Hotspots are to be returned inside the library at the circulation desk, not in the book drop. Patrons will be held responsible for damage to the item if it is returned in the book drop. Hot spots must be kept in a temperature-controlled environment (not left in vehicles or in extreme temperature environments).
7. Fines for unreturned hotspots are \$5 per day and will accumulate up to the full replacement cost of \$75 for a hotspot that is not returned. If the hotspot is overdue, the service will be cut off and the user's library privileges will be suspended.
8. The library is not responsible for any liability, damages or expense resulting from use or misuse of the device, connection of the device to other electronic devices, or data loss resulting from use of device.

9. The borrower assumes full responsibility for the cost of repair or replacement in the event that the hotspot is lost, stolen or damaged. The Library staff will assess the technological issues and charge the borrower accordingly. Missing parts will result in the following charges:

- a. Hotspot: \$75
- b. USB cable: \$15
- c. Adapter: \$15
- d. Case: \$15

If the hotspot is not returned, its wireless service will be discontinued and the hotspot will be unusable.

Understandings:

A. When accessing the Internet through the Hotspot you are accessing the Internet through Sprint's network and not the Library's network. Your use of the Hotspot is subject to Sprint's Acceptable Use Policy, Privacy Policy, and Terms of Use, all of which are available on Sprint's website (currently located at www.sprint.com/legal/agreement.html). Please read these documents before using the Hotspot.

B. The Hotspot remains the Library's property at all times. The Library may request the return of the Hotspot at any time, and the library can deactivate the Hotspot at any time.

C. Technical support for the Hotspot can be reached by calling Sprint Technical Support 800- 927-2199 seven days a week (It will prompt you for a phone number but do not enter anything, just wait until the options are listed and select 3 for Sprint Technical Support).

D. The Library is not responsible for any files, data, or personal information accessed/transmitted using the Hotspot, or any other device loaned to the patron.

E. The Library is not responsible for information accessed using this device or for personal information that is shared over the internet. Hotspot users are encouraged to follow safe internet practices.

F. Habitual Late Returns, Damaged items, Misuse or any violations of Lena Public Library policy can result in a patron and/or household being banned from checking out Hotspots or other devices from the Lena Public Library. Patrons are asked to not attempt to manually fix a Hotspot themselves. If Technical Support through Sprint is not able to correct any problems, patrons must return Hotspot to the Circulation Desk Staff. Any damage done to a Hotspot by patrons removing the back piece will be charged accordingly.

*****The following behaviors can result in the suspension of hotspot privileges and/or criminal prosecution:**

- a. Viewing, displaying, or disseminating materials that are judged in accordance with current legal definitions as being obscene.
- b. Use of the internet in any way which violates federal, state, or municipal laws.
- c. Failure to return devices in a timely manner.

Adopted
03/8/2023

Museum and Attraction Lending Policy

The Lena Public Library believes in the importance of the Arts and Museums. These institutions along with public libraries help instill a respect for our culture and foster an understanding of our past. Interest in the arts also provide a means of self-expression and personal growth. The opportunity to visit these institutions must be made available to our community so that they may engage in the preservation and promotion of our heritage, and expand our view of the world. The Lena Public Library also recognizes the importance of recreational arts as a form of entertainment and joy. The Lena Public Library cooperates with area museums, art venues and attractions to provide passes for no cost to our library patrons.

The following rules and regulations apply:

1. The Lena Public Library lends Museum and Attraction passes to Lena Public Library cardholders ages 18 or above with library cards in good standing (i.e. library card is not blocked due to unpaid fines or lost materials) and who have held a Lena Public Library card for at least 90 days.
2. Museum and Attraction Passes checkout is limited to one per household. When the pass is returned, there is a 24-hour waiting period to checkout another Museum and Attraction pass by that household. Patrons with the same address are considered a household.
3. The loan period is 7 days, and it cannot be renewed or reserved.
4. Museum and Attraction passes are available at the Circulation Desk on a first-come, first-served basis. The Lena Public Library reserves the right to refuse service to patrons who abuse equipment or who are repeatedly late in returning materials.
5. Museum and Attraction passes are to be returned inside the library at the circulation desk, not in the book drop. Patrons will be held responsible for damage to the item if it is returned in the book drop and could be banned from checking out any further passes.
6. Fines for unreturned Museum and Attraction passes are \$5 per day and can accumulate up to the replacement cost. If the pass is lost, the Museum or Attraction will be contacted and that pass will be null and void. If the Museum and Attraction pass is overdue, the Museum or Attraction will be contacted and use of the pass will be cut off. The patron's library privileges will also be suspended.

7. The library is not responsible for any liability, damages or expense resulting from use of the Museum or Attraction pass.

9. The patron takes full responsibility for following the Museum or Attraction's policies and venue rules. The patron takes full responsibility for any additional costs not covered by the pass.

If the Museum and Attractions pass is not returned, its service will be discontinued and the Museum and Attractions pass will be unusable.

Understandings:

A. When using a Museum and Attractions pass you are accepting of all of the venue's rules and regulations and are a guest of their establishment. Each venue reserves the right to terminate use of the pass at any time and for any reason. Lena Public Library patrons that utilize our Museum and Attraction passes understand that they are representing the Lena Public Library and the greater Lena community and do so in good faith. This program can only continue if partnerships between the Lena Public Library and the Museum or Attraction venue are on good terms.

B. The Museum and Attraction pass remains the Library's property at all times. The Library may request the return of the Museum and Attraction pass at any time, and the library can deactivate the Museum and Attraction pass at any time.

C. Support for the Museum and Attraction pass can be reached by calling the Lena Public Library 920-829-5335. Support or questions for the venue can be found by contacting the venue directly.

D. The Lena Public Library is not responsible for any data tracking done by the venue and each patron understands that by using the Museum and Attraction pass, they are engaging with that venue as a guest and customer.

E. Habitual Late Returns, Damaged items, Misuse or any violations of Lena Public Library policies can result in a patron and/or household being banned from checking out Museum and Attraction passes from the Lena Public Library.

F. Patrons understand that Museum and Attraction passes checked out are to be used by that patron and that patron's household only. Passes should not be transferred to anyone else and patron privileges can be revoked if this occurs.

G. Patrons agree not to attempt to duplicate or copy any passes and understand that their patron privileges will be revoked if this occurs.

*****The following behaviors can result in the suspension of the Museum and Attractions pass privileges and/or criminal prosecution:**

- a. Forging, copying, or disseminating passes.
- b. Behavior at a cooperating venue that in any way which violates federal, state, or municipal laws.
- c. Failure to return passes in a timely manner.

Adopted
12/13/2023

Library of Things Liability Waiver and Borrowing Policy

Borrowing Policy

Equipment is used at the sole risk of the borrower. The Lena Public Library makes no representation or warranty as to the fitness for use or condition of the items. Borrowers are responsible for reading and abiding by all manufacturer's recommendations, warnings, and instructions for use.

Equipment must be returned to The Lena Public Library Circulation Desk only. Items must be returned intact, clean, in working order, and complete (including all accessories, parts, manuals, and packaging provided when borrowed). As with all library materials, borrowers are responsible for the care of the item and any supplemental materials. If any of the Library's property is lost or damaged, borrowers agree to provide the **cost** of a repair or replacement.

Some items are only available for checkout by patrons with Adult cards due to safety concerns. The Lena Public Library reserves the right to take equipment out of circulation temporarily to support a library program or for repair or maintenance. Lena Public Library staff may limit the number of repeat loans of a specific item to one household in the interest of ensuring fair access for all library patrons.

A valid library card of at least 90 days and in good standing for is required for checkout. All borrowers must sign the liability waiver.

Borrowing Policy Overview

- Must have a valid INFOSOUP Library card in good standing.
- Loan period is 7 days.
- Late fees are \$5/day. If the item is not returned within 7 days after the due date, the full replacement cost will be charged.
- No renewals. If an item is available (does not have holds) when you return it, you may check it out again right away.
- Equipment must be returned to a librarian at the Circulation Desk. Equipment may NOT be returned in the book drop or to any library other than The Lena Public Library.
- Any kitchen items must be returned thoroughly hand washed according to the manufacturer's instructions. Dirty items may be charged for replacement costs.
- Replacement costs will be charged for lost or damaged items.

Liability Waiver

In consideration of my or my designee's use of the equipment lent by The Lena Public Library, I hereby voluntarily release, discharge, waive, and hold harmless The Lena Public Library and its employees, the Board of Trustees, and any member municipalities and its employees from any loss, damage, or injury to persons or property arising from the equipment. In no event shall The Lena Public Library be liable to me for indirect or consequential damages.

I agree to indemnify and hold The Lena Public Library and its employees harmless from and against any liabilities, claims, actions, proceedings, damages, losses, costs, and expenses, including attorney's fees, for all injuries or death of any person, or damage to any property occurring or connected with, directly or indirectly, my possession, use, and return of the equipment.

I am borrowing the equipment as-is. I acknowledge that I have examined the equipment and that its condition is acceptable. I agree to keep and maintain the equipment in good condition, use it in a careful and appropriate manner, and to comply with all manufacturer recommendations.

I understand that The Lena Public Library does not provide supervision or instruction for use of the equipment. I understand and acknowledge that the use of the equipment may involve a risk of serious injury. I agree to refrain from using the equipment in a manner inconsistent with its intended purpose.

Kindle and iPad Liability Clause

- The Lena Public Library cannot guarantee the security of data transmitted over the internet and does not guarantee that any username, password, email, credit card number, financial, or any other information entered is private or secure. We recommend that you do NOT use public devices for any financial, confidential, or private transactions. The Lena Public Library assumes no responsibility for loss or damages arising from such activities.
- The Lena Public Library does not guarantee that any particular website or electronic transaction will work, or be compatible with library equipment.
- The Lena Public Library assumes no responsibility for any costs, liability, or damages, direct or indirect, arising from the use of its computing resources or from use of the internet.

The following behaviors can result in the suspension of hotspot privileges and/or criminal prosecution:

- a. Viewing, displaying, or disseminating materials that are judged in accordance with current legal definitions as being obscene.
- b. Use of the internet in any way which violates federal, state, or municipal laws.
- c. Failure to return devices in a timely manner

I understand and agree to the rules of use. By signing this agreement, I accept the Lena Public Library of Things Lending Policy and am stating that I am responsible to return this equipment to Lena Public Library in good working condition and free from damage.

Signature: _____

Name _____
(last name, first

Date: _____

Adopted 01/17/2024

Handouts and Posted Announcement Policy

If space allows, the library displays and/or posts public notices, brochures or flyers if they are in accordance with the library's mission statement and meet the following criteria:

1. Government information (including tax forms)
2. Local events
3. Non-profit organizations
4. Library information
5. Library programs
6. Dated events over continuing programs

Before distribution or posting, notices, brochures, or flyers must be approved by the Library Director. Preference will be given to library events. Flyers are removed and disposed of after the event has occurred or after an appropriate period of time. The library will not hold onto any material for pick-up after they have been displayed. The library holds no responsibility for the preservation or protection of any materials placed out for display.

Adopted 09/13/2023