

NORWALK PUBLIC LIBRARY

101 Railroad Street

PO Box 132

Norwalk, WI 54648

POLICY MANUAL

Revised December 2002

Approved April 7, 2003

LIBRARY POLICIES OF THE NORWALK PUBLIC LIBRARY

I. Library Objectives and Mission Statement

A. The general library objectives of the Norwalk Public Library shall be:

1. To serve all residents of the community and the surrounding townships.
2. To acquire and make available to all residents of the above area such as books, periodicals, pamphlets, and other services that will satisfy their need to be well informed, decide important questions, to discipline the emotions, to cultivate the imagination, and to refine the tastes and to enjoy leisure by means of reading and other media.
3. To strive to aid and encourage the young in their pursuit of knowledge and in gaining rewarding experiences through books and other media. To provide the adult reader with books and magazines in many fields to meet their needs. To provide audiovisual materials, when available from this library and other libraries.
4. To have resources to provide the most frequently requested material from its collection.
5. To maintain a program of service which locates information, guides reading, organizes and interprets material for people of various backgrounds, and stimulates thinking in the young adult.
6. To consistently maintain an open-minded attitude toward new methods and improvements for better service and to avoid a static condition of satisfaction with things as they are.
7. To review regularly these objectives of the Norwalk Public Library and, if necessary, revise them in the light of new developments.¹

B. Mission Statement

1. The mission of the Norwalk Public Library is to provide materials and services which fulfill educational, informational, cultural, and recreational needs of the entire community in an atmosphere that is welcoming, respectful, and businesslike.²

¹ Unrevised Library Objectives Policy approved by Norwalk Public Library Board Monday, May 5, 2014.

² Unrevised Mission Statement Policy approved by Norwalk Public Library Board Monday, July 7, 2014.

II. Who May Use the Library

A. The library will serve all residents of the community and the public library system area. Service will not be denied or abridged because of religious, racial, social, economic, or political status; or because of mental, emotional, or physical condition; age; or sexual orientation.

B. The use of the library may be denied for due cause. Such cause may be failure to return library materials or to pay penalties, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.³

III. Patron Responsibilities and Conduct

A. It is a patron's responsibility to maintain necessary and proper standards of behavior in order to protect his/her individual rights and the rights and privileges of other patrons. If a patron creates a public nuisance, that patron may be restricted from the Library and from the use of the library facilities. Those who are unwilling to leave or do not leave within a reasonable amount of time, after being instructed to do so by the staff, will be subject to the law.

1. Young children:

a) The Norwalk Public Library encourages visits by young children, and it is our desire to make this important visit both memorable and enjoyable for the child. Library staff is not expected to assume responsibility for the care of unsupervised children in the library.

b) Therefore, it is library policy that all children under age six must be accompanied by a parent or designated responsible person while in the library. Also, if the young child is attending a library program, we require the parent/responsible person to remain in the library throughout the program.

2. Disruptive children:

³ Revised Who May Use the Library Policy approved by Norwalk Public Library Board Monday, July 7, 2014.

a) Children of all ages are encouraged to use the library for homework, recreational reading, and program attendance. The library staff realizes that the library will be noisier at busy times and that children by nature can cause more commotion. However, children (whether with parents or not) who are being continually disruptive will be given a warning that he/she must settle down or will be asked to leave the library. If after a second warning the child continues to be disruptive, he/she will be asked to leave the library. If the child needs to contact a parent, they may do so and then wait with a staff person until the parent arrives.

IV. Services of the Library

A. The library provides materials and resources for information, entertainment, intellectual development, and enrichment of the people of the community. The library should endeavor to:

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

V. Responsibilities and Authorities of the Library Board

A. Refer to Chapter 43 of the Wisconsin Statutes (particularly section 43.58), the Wisconsin Public Library Trustee Manual, and individual library bylaws to provide basis and framework for the responsibilities and authority of the library board and individual trustees.

1. [Bylaws are rules governing the internal affairs of an organization. Every library board needs to have a set of bylaws, but they may differ to fit local situations. Bylaws should be updated at least every five years. Included in the bylaws should not only be the composition of the board, officer's responsibilities, and information regarding meetings and committees, etc., but also terms of office, number of reappointments allowed, action taken for frequent absences, and procedures for securing, appointing, and orientating new board members.]

B. The Norwalk Public Library encourages each library trustee to take advantage of training opportunities for trustees offered by the public library system or statewide agencies and organizations. Likewise, the Library encourages trustees to be active in the state library organization and its efforts to inform the governor and legislature of the benefits and needs of public libraries.

C. Norwalk Public Library Board of Trustees Bylaws follows the Policy Manual.

VI. Volunteers and Friends

A. The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the Norwalk Public Library. In appreciation of volunteer services, the Library acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the library and the communities it serves.

B. A library friends group is a formal association of people who unite to plan and execute, in conjunction with library goals and the needs of the library director, programs and events to benefit the library. In particular, a friends group is often heavily involved in fund-raising for the library and often oversees periodic book sales. Friends groups always serve at the pleasure of the library board which is the only body with legal authority to set policy for the development of the library.

VII. Personnel Policy

A. Management Policy:

1. The duly appointed library board shall have all management rights, authorities, and responsibilities as stated in Wisconsin Statutes, Chapter 43.
2. The library board shall select, appoint, and when necessary for valid reasons, dismiss the director of the library.
3. The board shall establish all other positions and all wage and benefit levels for all library staff.
4. The library board shall provide an effective orientation for new directors to assure that the director understands a) the policies and processes related to the daily operation of the library, b) reporting and budgetary requirements that assure accountability and compliance with the law, c) the expectations of the board in regard to administrative processes and protocol, particularly as they relate to conducting effective and efficient board meetings, and d) rules and requirements for state certification and any assistance which is provided by the Library to acquire and maintain appropriate certification.
5. The library board shall conduct annual appraisals of the library director's performance, at which time personal and management goals can be discussed and negotiated.

B. Administrative Policy:

1. The person appointed as library director shall be charged with the sole administration of the library.
2. The director shall be responsible to the library board in matters pertaining to and concerning the library; be present at monthly board meetings and prepare and present such reports and meeting documents as requested.
3. The director shall maintain financial records in an efficient manner; present periodic reports to the library board and to the municipal governing body; prepare the draft of the annual budget to be presented to the library board, and assist trustees with presentation of the adopted request for appropriation to the municipal governing body.
4. The director shall hold regular meetings with staff and/or volunteers for training and interpreting board policy.
5. The director will be responsible for preparing annual performance assessments for library staff and volunteers.

6. The director shall have the responsibility for collection development for all materials in the library; this includes selection, ordering, processing, weeding, and inventory of the collections according to the guidelines in the policy.

7. The director will recommend changes in or additions to library policies as needed.

8. The director will perform preparatory work to assist the board with regular library planning.

C. Salaries

1. A classification and salary schedule has been adopted by the library board. The plan is subject to regular revision so that it will remain equitable for both the library and the staff.

2. [While salaries will inevitably reflect, to some extent, the economic realities of the municipality, they will predominantly be based on the levels of responsibility, experience, and education required of the position for which they have been established. Salary surveys for the library's region and state will be helpful in determining equitable compensation.]

D. Health Insurance Policy

1. [For the purpose of determining benefits under IV D, E, F, and G, the board should be careful not to place too much importance on the fact that the library director may be paid only for part time hours. Most small public libraries are open fewer than forty hours per week and the director is consequently paid for less than forty hours. Nevertheless, the director is the chief executive for the organization with the full administrative responsibility for the operation of the library. In addition, the director, because of these responsibilities and the nature of the position, could qualify as an exempt employee under the Fair Labor Standards Act if salary was reasonable. This classification implies that the person is hired to perform the job, not merely to fill a specified number of hours. In fact, nearly every library director puts in work hours in addition to those for which he or she is paid through hourly computations. Therefore, the director is in practice, and should be in principle, a full time employee. As an executive and a full time employee, the director should receive reasonable benefits which would include health insurance with a significant portion of the premium covered by the library, vacation, holidays, and sick leave which can cumulate over the tenure of the director.]

E. Vacation Policy

1. [See comments under IV D above]

F. Holiday Policy

1. [See comments under IV D above]

G. Sick Leave

1. [See comments under IV D above]

H. Leave of Absence:

1. Leaves of absence without pay may be granted to library employees for maternity, adoption, illness, travel, or graduate or certification training. All leaves are considered on a case-by-case basis and must be approved by the director. A leave for the director must be approved by the library board.

2. Requests for leave should be submitted in writing well in advance of the time when the leave is to begin. Written requests should indicate both a beginning and ending date for the leave. Vacation time must be used before an unpaid leave will be approved for reasons other than maternity, adoption, or military training.

3. When an employee is on unpaid leave, he/she is responsible for all health insurance costs and other benefit premiums/deductions that may apply.

4. In some instances, it may be necessary to deny requests for leaves of absence. Leaves are a privilege and can be granted only if the best interests of the library can be maintained.

I. Bereavement Leave:

1. Library employees are eligible for three (3) days bereavement leave without loss of pay or sick leave credit in the event of the death in the immediate family, defined as spouse, children, brother, sister, or parents of either the employee or the employee's spouse.

J. Military Leave:

1. Library employees who are duly enrolled members of the National Guard, State Guard, or any other organized reserve component of the Armed Forces of the United States shall be allowed a military leave of absence which has been ordered. The leave, under normal circumstances, will not exceed fourteen (14) days excluding Sundays and legal holidays. A copy of the order requiring attendance at military training sites shall accompany all requests for a military leave.

2. The library can assure no loss of wages if the employee wishes to turn all earnings from the training period in to the library board. Benefits are not affected by a military leave as long as the leave stays within the fourteen day parameter.

K. Jury Duty:

1. In the event a library employee is called for jury duty, the library will release them and assure no loss of wages. If fees and expenses paid to jurors do not equal or exceed wages normally paid by the library, these fees can be turned in to the library board and the employee will be paid their wages as usual.

L. Work Schedule Policy:

1. Major changes in the director's schedule or other circumstances may not be made without approval of the library board. Requests for such shall be made in writing to the library board. Requests for changes in the work schedule of other staff or volunteers shall be made in writing to the library director.

M. Meetings, Conventions, and Workshops:

1. The director, staff and trustees attending continuing education opportunities to aid the library shall be allowed expenses at the discretion of the library board according to the amount appropriated in budget for such. The director, staff and trustees are encouraged to attend and participate in continuing education activities.

N. Disciplinary Policy:

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

2. Normally termination would be a final step which would follow:

- a) a substandard performance appraisal,
- b) verbal and/or written warnings,
- c) suspension, and/or
- d) extended probation.

3. It is important that complete and clear records be maintained of all disciplinary processes for the protection of the employee and the library.

4. The Library wants each employee to be successful in his/her job and will work with employees to eliminate deficiencies.

5. While notice of intent to terminate can be expected, the Norwalk Public Library reserves the right to dismiss an employee without notice in cases involving theft, drug or alcohol abuse, criminal activity, or in instances of significant misconduct.

O. Resignation and Retirement Policy:

1. A library employee wishing to resign or retire from employment must notify the director or the library board as soon as practicable. The library requests a minimum notice of two weeks. For the library director a notice of at least one month is preferred.
2. The employee must submit a formal, written resignation statement giving the exact date that employment is to be terminated. Between the time of notice and the time when employment ends a final performance appraisal will be conducted.
3. If the employee is entitled to benefits (such as earned, unused vacation) a lump sum payment can be made to the employee.

P. Grievance Procedure:

1. It is the intent of the Norwalk Public Library that every employee shall have the opportunity to express concerns relating to the physical surroundings in which the employee works, procedures and conditions of the specific position, relationships with fellow workers or supervisors, and library rules as they apply to staff. A concern or grievance should follow the procedure below:
 - a) If possible, discuss the problem with the director. In the case of the director having a concern, this should be discussed with the board president.
 - b) If the director is part of the problem, or if the board president is part of the director's problem, the concern/grievance should be submitted in writing for the library board and be delivered to the director, who will deliver the statement to the board president. The board president will, in turn, present the concern, during closed session, to the full board at the next or a special board meeting.
 - c) The board's representative will respond to the employee within five (5) days of the board meeting at which the issue is discussed, either providing a determination, solution, or a strategy for how the board will address the issue over time.

Q. Equal Opportunity Employment Policy:

1. It is the policy of the Norwalk Public Library to provide an equal employment opportunity for all qualified and qualifiable persons. Equal employment opportunity shall be according to the provisions of State and Federal laws and regulations.

R. Drug-Free Workplace Policy:

1. In compliance with the Drug-Free Workplace Act of 1988, the unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited while performing work for the Norwalk Public Library, whether that work is carried out in the workplace building or not. All employees shall abide, as a condition of employment, by the terms of this notice and shall notify the library director or board within five (5) days of any criminal drug statute conviction for a violation occurring in the workplace.

2. Failure to comply with the above requirements shall be grounds for appropriate personnel action against such employee up to and including termination, or such employee may be required to satisfactorily participate in a drug abuse assistance or rehabilitation program.

S. Sexual Harassment Policy:

1. Harassment on the basis of sex is a violation of Title VII (federal law) and Statute 111.36(b) (state law). Sexual harassment, either verbal or physical, is an unlawful employment practice and will not be tolerated by the Norwalk Public Library.

2. The Norwalk Public Library accepts and adheres to all definitions and procedures outlined in the law as regards sexual harassment. Any employee who engages in sexual harassment will subject themselves to disciplinary action up to and including discharge.

VIII. Materials Selection and Collection Development Policy

A. Objectives

1. The purpose of the Norwalk Public Library is to provide all individuals in the community with carefully selected books and other materials to aid the individual in the pursuit of education, information, research, pleasure, and the creative use of leisure time.

2. Because of the volume of publishing, as well as the limitations of budget and space, the library must have a selection policy with which to meet community interests and needs.

3. The materials selection/collection development policy is used by the library staff in the selection of materials and also serves to acquaint the general public with the principles of selection.

4. The Library Bill of Rights and The Freedom to Read Statement have been endorsed by the Norwalk Public Library Board of Trustees and are integral parts of the policy.

5. The materials selection/collection development policy, like all other policies, will be reviewed and/or revised as the need arises.

B. Responsibility for Selection

1. The ultimate responsibility for selection of library materials rests with the library director who operates within the framework of the policies determined by the Norwalk Public Library Board of Trustees. This responsibility may be shared with other members of the library staff; however, because the director must be available to answer to the library board and the general public for actual selections made, the director has the authority to reject or select any item contrary to the recommendations of the staff.

C. Criteria for Selection

1. The main points considered in the selection of materials are:

- a) Individual merit of each item
- b) Popular appeal/demand
- c) Suitability of material for the clientele
- d) Existing library holdings
- e) Budget

2. The most serious consideration is given to requests from library patrons and books discussed on public media. Audiobooks listed in the Audio Editions catalog are ordered primarily in printed form, and also audio books, though because of cost are ordered only for local users and when requested by the library system because of heavy demand. Materials are judged on the basis of the work as a whole, not on a part taken out of context.

D. Interlibrary Loan

1. Because of limited budget and space, the library cannot provide all materials that are requested. Therefore, interlibrary loan is used to obtain from other libraries those materials that are beyond the scope of this library's collection.

2. In return for utilizing interlibrary loan to satisfy the needs of our patrons, the Norwalk Public Library agrees to lend its materials to other libraries through the same interlibrary loan network, and to make an effort to have its current holdings listed in a tool that is accessible by other libraries throughout the state.

E. Gifts and Donations

1. The library accepts gifts of books and other materials with the understanding that they will be added to the collection only if appropriate and needed. If they are not needed because of duplication, condition, or dated information the director can dispose of them as he/she sees fit. The same criteria of selection which are applied to purchased materials are applied to gifts. Memorial gifts of books or money are also accepted with suitable bookplates placed in the book. Specific memorial books can be ordered for the library on request of a patron if the request meets the criteria established by the Board. It is desirable for gifts of or for specific titles to be offered after consultation with the library director. Book selection will be made by the director if no specific book is requested. The Norwalk Public Library encourages and appreciates gifts and donations.

2. By law, the library is not allowed to appraise the value of donated materials, though it can provide an acknowledgment of receipt of the items if requested by the donor.

F. Weeding

1. An up-to-date, attractive, and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn volumes is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process of weeding is the responsibility of the library director and is authorized by the Board of Trustees. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

G. Potential Problems or Challenges

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

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

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

H. Challenged Materials

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

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XVI. Library Hours

- A. Monday 12 pm to 6 pm
- B. Tuesday 3 pm to 7 pm
- C. Wednesday 10 am to 7 pm
- D. Thursday 3 pm to 7 pm
- E. Friday 12 pm to 6 pm
- F. Saturday 8 am to 12 pm

XVII. Holiday Closing Policy⁴

⁴ New Holiday Closing Policy approved by Norwalk Public Library Board to start September 2nd, 2013

A. Paid Holidays for Norwalk Public Library when holiday falls on day library is open:

1. New Year's Day
2. Good Friday, half day, (3 to 6 pm)
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving Day
7. Christmas Day

B. Unpaid days library is closed or closes at 3 pm:

1. Christmas Eve
2. New Year's Eve

XVIII. Internet Use Policy^{5,6}

A. The Norwalk Public Library is providing access to the Internet to enhance the information and learning opportunities for the citizens of the library's service area. The Board of Trustees has established the Internet use policy to ensure appropriate and effective use of this resource.

B. Access to the Internet is available to all patrons; however, this service may be restricted at any time for use not consistent with the guidelines. Parents of minor children must assume responsibility for their children's use of the library's Internet service.

C. Expectations:

1. Users should be aware that the inappropriate use of electronic information resources can be a violation of local, state, and federal laws and can lead to prosecution.
2. The user will be held responsible for his/her actions using the Internet.

⁵ New Internet Policy approved by Norwalk Public Library Board Monday, April 7, 2014.

⁶ Revised Internet Policy approved by Norwalk Public Library Board Monday, May 5, 2014.

3. Users are expected to abide by the policies below which include generally accepted rules of network etiquette. Unacceptable uses of the service will result in the suspension or revocation of Internet use privileges.

D. Warnings:

1. The Internet is a decentralized, unmoderated global network; the Norwalk Public Library has no control over the content found there. The library will not censor access to material nor protect users from offensive information, and it is not responsible for the availability and accuracy of information found on the Internet.

2. The library cannot assure that data or files downloaded by users are virus-free. The library is not responsible for damages to equipment or data on a user's personal computer from the use of data downloaded from the library's Internet service.

3. The use of the Internet and e-mail is not guaranteed to be private. Messages relating to or in support of illegal activities will be reported to the proper authorities.

E. Guidelines:

1. Users may use the Internet for research and the acquisition of information to address their educational, vocational, cultural, and recreational needs.

2. Users may use the Internet for the receipt and transmission of electronic mail (email) as long as they use a free email service which will establish and maintain an account for them; the library is unable to manage e-mail accounts for any organizations or individuals.

3. Internet use is offered in sixty (60) minute sessions on a first-come, first-served basis; each user is allowed one session—if there is no patron waiting for the service at the end of a session, the user can have another session, but once having had the service for 60 minutes the user must abandon use of the Internet if another patron requests use of the service. Adults take precedence over children—if an adult needs a computer, the child on a computer the longest must surrender that computer immediately for the adult.

4. Users will respect and uphold copyright laws and all other applicable laws and regulations; they will not use it for illegal purposes.

5. Users will respect the rights and privacy of others by not accessing private files.

6. Users agree not to incur any costs for the library through their use of the Internet service.

7. Users shall not create and/or distribute computer viruses over the Internet.
8. Users shall not deliberately or willfully cause damage to computer equipment, programs, or parameters.

XVIII. Printing Policy

- F. "Printing, copying, faxing*, and scanning are free.
- G. A suggested donation is \$.20 per page.
- H. Printing of more than five pages must have permission from librarian."
 1. *Note: faxing is not available at this time, but when a new multi-function printer, which includes faxing, is installed, it may be possible to fax documents for our patrons.