



**Visit the World @ your library**  
**BOARD OF TRUSTEES**  
**Policy Committee Agenda**  
**201 S Kankakee St, Wilmington IL 60481**  
**March 15, 2021**  
**6:00 PM**

- 1. Roll Call**
- 2. Call to Order – Action**
- 3. Policy Review**
  - A. Communications Policy for Staff**
  - B. Computer Use**
  - C. Gifts**
  - D. Identity Protection**
  - E. InterLibrary Loan**
  - F. Laminating**
  - G. Materials Selection**
  - H. Non-Resident Fee**
  - I. Operating Policy**
  - J. Paid Time Off and Comp Time**
  - K. Poster Printing**
  - L. Public Comment**
  - M. Reference**
  - N. Security Cameras**
  - O. Unattended Child**
- 4. Adjournment**





## Communications Policy for Wilmington Public Library District Staff

Electronic mail ("email") is defined as an office communications tool whereby electronic messages are sent and retrieved on personal computers. On-line services (i.e., the Internet) are defined as a communications tool whereby business information, reference material, and messages are sent and retrieved electronically on personal computers. Instant Messaging (IM) is defined as an office communications tool whereby electronic messages are sent and received instantly on personal computers.

Because of the unique nature of email/Internet/Instant Messaging and because of the Wilmington Public Library District's desire to protect its interest with regard to its electronic records, the following rules have been established to address email/Internet/Instant Messaging usage by all employees.

The Wilmington Public Library District's email, voicemail, and Internet system is intended to be used for business purposes only. All email/Internet/Instant Messaging records are subject to disclosure to law enforcement or government officials or to other third parties through subpoena or other process. Consequently, employees should always ensure that the business information contained in email/Internet/Instant Messaging messages is accurate, appropriate and lawful. Email/Internet/Instant Messaging by employees may not necessarily reflect the views of the Wilmington Public Library District, its trustees, or Library Director. Abuse of the email, Internet or IM systems through excessive personal use, or use in violation of law or Wilmington Public Library District policies, will result in disciplinary action, up to and including termination of employment.

While the Wilmington Public Library District does not intend to regularly review employee's email/Internet/Instant Messaging records, employees have no right

or expectation of privacy in email/Internet/Instant Messaging. The Wilmington Public Library District owns the computer and software making up the email/Internet/Instant Messaging system and permits employees to use them in the performance of their duties for the Library district. Email, Internet, and IM records are to be treated like shared paper files, with the expectation that anything in them is available for review by authorized Wilmington Public Library District representatives.

Employees are also reminded that log-on and other passwords may not be shared with any third party, nor may they be shared with another employee, unless such password(s) is requested by an authorized management official of the Wilmington Public Library District. The use of personal passwords assigned to the employee is not grounds for an employee to claim privacy rights in the Library electronic or communication systems. The Library reserves the right to override personal passwords. Employees may be required to disclose passwords or codes to the Library Director to allow access.

The Wilmington Public Library District reserves the right to disclose employee email, IM, or Internet records to law enforcement or government officials or to other third parties, without notification to or permission from the employees sending or receiving the messages. As a condition of initial and continued employment, all employees consent to the Wilmington Public Library District's review and disclosure of email and voicemail messages and Internet records. All employees are required to sign the Wilmington Public Library District's Communication Systems/Email Agreement.

Adopted	1/20/06
Amended	3/01/06
Reviewed	3/17/08, 3/15/10, 11/15/10, 7/16/12, 7/15/2013, 8/18/2014, 11/16/15, 11/18/19, 3/15/21



## Computer Use Policy

### General Guidelines:

- All patrons must agree to the Wilmington Public Library District's *Computer Use Registration and User Agreement* prior to using the computers.
- All users must have a valid library card in order to log onto computers. Valid is defined as not expired and owing less than \$5 in fees/fines. In the event a patron does not have a library card, the Library may issue a guest pass at our discretion.
- Minors between ten (10) – sixteen (16) years old must have a parent's signature on file prior to computer use.
- A parent or guardian must supervise anyone under the age of ten (10) during the time s/he is using library equipment or computers. Parents and or guardians are responsible for the child's use of the library's resources and are encouraged to explore them together.
- The Wilmington Public Library District reserves the right to supervise, monitor, limit, refuse, and/or ban any patron from using the library equipment and computers in order to ensure compliance with our policies
- The Library's system software is intended to block the installation of personal software on all library computers for the protection of the network and wipes the hard drive after each use as a measure of protection against identity theft.
- Public access computers are located in public areas shared by patrons of all ages, backgrounds, and sensibilities; the library expects patrons to recognize this and refrain from accessing potentially obscene, offensive, disruptive or disturbing web sites. The library reserves the right to ask individuals to discontinue the display of information and images that violate state and federal laws and to contact authorities in situations that violate the law.
- There will be a per page charge of \$.10 for black and white printing and \$.25 for color printing from a library computer. All computer histories erase after the patron logs off.
- Violation of any aspect of this policy may result in the loss of library privileges. The Library Director will determine the length of loss of privileges, based on the cause of the action.

### Acceptable Use Guidelines:

The Wilmington Public Library District requires that library patrons using electronic information networks such as the Internet do so within the guidelines of acceptable use. The following activities are unacceptable:

- Use of electronic information networks for any purpose which results in the harassment of other users
- Destruction of, damage to, or unauthorized alteration of the library's computer equipment software, or network security procedures

- Use of electronic information networks in any way which violates a Federal or State law,
- Use of electronic information networks in any way which violates licensing and payment agreements between the Wilmington Public Library District and network/database providers
- Unauthorized duplication of copy-protected software or violation of software license agreements
- Violation of system security
- Behaving in a manner or publicly projecting material that is obscene, offensive, disruptive, or disturbing to other users

### **Library Patrons' Rights:**

Library patrons have certain rights with respect to use of electronic information networks such as the Internet. This library will work to preserve and protect these rights, subject to limitations imposed by licensing and payment agreements with database providers.

- Library patrons have the right to confidentiality and privacy in the use of electronic information networks only to the extent possible given certain constraints such as proximity of other patrons and staff in small, open public access settings. Patrons are encouraged to exercise caution when using public computers to provide identifying information via the web.
- The library is not responsible for the loss of data, or theft or damage to personal equipment or software
- Library patrons have the right to equitable access to electronic information networks.
- Library patrons have the right to access and read all library service policies and discuss questions with appropriate library staff.

### **Time Restrictions**

- Time is limited to one hour. If there are no patron reservations, time may be extended in 15 minute increments by the patron or the patron may request a longer session from the staff.
- Usage is on a "first come, first served" basis other than same day reservations made using the Reservation Software.
- Computers designated as "Special Use" may or may not be time restricted.

### **Internet Usage:**

- The library does not and can not control the information content available through global resources such as information obtained from outside sources via the Internet. Internet resources enhance and supplement resources that are available locally within a library. Library users must be aware that this library does not exercise control over information obtained via the Internet and must keep in mind the following points when evaluating information obtained via the Internet:
  1. The Wilmington Public Library District does not filter Internet access.
  2. Information may or may not be reliable or from a reliable source.
  3. Information may or may not be accurate.
  4. Information may or may not be current and up to date.

5. Certain information may be considered controversial/objectionable by some library patrons.
  6. Links to information on the Internet may not always be valid, and particular information sites on the Internet may sometimes be unavailable and this unavailability often occurs unpredictably.
- The Wilmington Public Library District urges library patrons to be informed consumers and carefully evaluate information obtained via the Internet. Library staff may be available to assist patrons in verifying about the reliability or currency of certain types of Internet information sources, but are unable to provide definitive analysis of particular sources due to the extremely large variety and volume of information available via the Internet.
  - This library is not responsible for damages, indirect or direct, arising from a library patron's use of Internet information resources.

**Patron Assistance and Instruction:**

The Wilmington Public Library District's staff may provide assistance to patrons in the use of electronic information networks as time and staff knowledge permits.

**Children's Access to Electronic Information Networks:**

- The Wilmington Public Library District supports the right of all library users to access information and will not deny access to electronic information networks based solely on age.
- This library recognizes that the electronic information networks such as the Internet may contain material that is inappropriate for children. Parents are expected to monitor and supervise their children's use of the Internet. Library staff is unable to constantly monitor children's use. Parents are encouraged to discuss with their children issues of appropriate use and electronic information network safety

**Wireless Access:**

- The Library provides wireless Internet access via an open, unsecured, and unfiltered wireless network. It is provided for the benefit of patrons who have personal laptops and mobile devices. All applicable library rules, regulations, and policies apply. All users are expected to use the Library's wireless access in a legal and responsible manner.
- Patrons may print from a personal computer by downloading the drivers from our website, and applicable fees will be charged. Staff is available to assist with the setup.
- The Library is not responsible for any loss of data, or for theft or damage to personal equipment or software.

Adopted: 11/15/04

Amended: 1/21/05, 5/21/07, 11/19/07, 11/17/08, 3/15/10, 7/16/12, 4/20/15, 11/16/15, 6/20/16

Reviewed: 11/20/06, 3/21/11, 7/15/2013, 8/18/2014, 3/20/17, 3/19/18, 3/18/19, 3/15/21

## Computer Use Registration and User Agreement

Child's Name (Please Print)

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Last	First	M.I.
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### Registration and User Agreement

1. I have read the policy concerning the use of the Wilmington Public Library District's Internet computer and agree to abide by the policy.
2. I agree to pay any repair or replacement costs of equipment or software damaged by me or by minors for whom I am responsible.
3. I understand that copyright laws restrict duplication of copyrighted software, and I will follow all copyright laws.
4. I understand that if I fail to abide by the Wilmington Public Library District's Internet policies, I will lose eligibility for use of this service.
5. I understand and acknowledge that the Internet contains material of a controversial nature including pornography, obscenity, inflammatory or dangerous material, and that Wilmington Public Library District has no control over the Internet and assumes no responsibility for the content, quality, accuracy, currency, or appropriateness of any Internet resources.

Child's Signature:

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Date:

Birth date: (if under 16)

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For Patrons under the age of 16:

As the parent or guardian of \_\_\_\_\_, I give permission for my child to use the Internet computer(s) at the Wilmington Public Library District. I understand that I am responsible for monitoring my child's appropriate use of this service and that I am responsible for any damage that might occur. I have read, understand, and agree to the above statements.

Parent or Guardian Signature:

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Print Parent or Guardian Name:

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Date:

Relationship to Child:

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## Gifts to the Library Policy

General. The Wilmington Public Library District is grateful for gifts, and its collection has been enriched by donations of materials as well as contributions. Through donors, the library has been able to acquire materials which could not have been purchased otherwise. The library director can supply, upon request, a list of needed materials for consideration by the donor.

Donation of Books and Audio Visual Materials. In accepting a gift of materials, the library reserves the privilege of deciding whether items donated should be added to the collection. Out of the many books and other materials which citizens so generously give, a portion can be used. Some cannot, because the item, though of value in itself, may be: (1) a duplicate of an item of which the library already has a sufficient number; (2) outdated--interesting but not of sufficient present reference or circulating value to the library; and/or (3) in poor condition--which would not justify the expense of processing it. The material will be judged by the same standards of selection as those applied to the purchase of new materials. The Wilmington Public Library District accepts gift books with the understanding that books which are useful to the library collection will be retained and other books disposed of in whatever manner the librarian deems best. The Library necessarily reserves the right to interfile gifts with other collections on the same subject, so that all collections are organized and classified according to library standards for the best public service.

Gift Book Program. The Library welcomes monetary contributions specifically for book purchases in memorial to or in honor of named individuals. In order that the Library can properly honor the generosity, a bookplate will be created with the approval of the donor and information verified before we add the book to the collection. The library will attempt to honor requests for specific materials.

Donation of Art Objects and Other Types of Materials. Although such gifts are usually welcomed and valued, final decision on their acceptance rests with the Library Director and the Board of Library Trustees.

Donations of Cash, Cash Equivalent, and Real Property. The Library welcomes cash contributions, gifts of real property, stocks, and bonds. It is our custom to expend cash gifts on materials, equipment, or a project which is acceptable to the donor. Although it is unlikely, there may be an occasion in which the restrictions set by the donor make it impossible for the library to accept the contribution. All donations are subject to the approval of the Library Director with the concurrence of the Library Board of Trustees.

Use of Gifts. All gifts are accepted with the understanding that it may someday be necessary that they be sold or disposed of in the best interest of the library. The Library cannot commit itself to perpetually housing a donation.

Income Tax Statements. The library cannot appraise the value of a donation of materials or art. It will, however, issue the donor a letter acknowledging the donation. It is the donor's decision whether he or she will determine the value of the donation or utilize an independent appraiser. While the gifts to the Library as a governmental unit qualify as tax deductible, the donor will have to consider the particular circumstances of his or her situation for the specific effect.

Restrictions. No donation can be accepted unless it is given to the library without restrictions unless the Board of Library Trustees has specifically adopted an agreement to do so. All gifts may be used, sold, or disposed of in the best interest of the library. All donations are accepted only if, in the opinion of the Library Director and/or the Board of Library Trustees, they are in the best interests of the library.

Adopted 2/04/97  
Amended 10/15/01, 3/21/16  
Reviewed 3/15/04, 3/20/06, 3/17/08, 3/15/10, 11/15/10, 9/17/12, 10/21/13,  
9/15/2014, 11/16/15, 9/19/16, 11/20/17, 11/19/18, 9/16/19, 3/15/21



## **Identity Protection Policy**

Wilmington Public Library District adopts this Identity Protection Policy pursuant to the Identity Protection Act, 5 ILCS 179/1 *et seq.* The Identity Protection Act requires units of local government to approve and implement an Identity Protection Policy to ensure the confidentiality and integrity of Social Security Numbers which agencies collect, maintain, and use. It is important to safeguard Social Security Numbers (SSNs) against unauthorized access as SSNs can be used to facilitate identity theft. One way to better protect SSNs is to limit the widespread dissemination of SSNs. The Identity Protection Act was passed in part to require government agencies to assess their personal information collection practices and make necessary changes to those practices to ensure confidentiality of SSNs.

### **Social Security Number Protection**

Whenever an individual is asked to provide the Library with a SSN, the Library shall provide that individual with a statement of the purpose or purposes for which the Library is collection and using the SSN. The Library shall also provide the statement of purpose upon request. A sample statement of purpose is attached as Exhibit A.

The Library shall not:

1. Publicly post or publicly display in any manner an individual's SSN. "Publicly post" or "publicly display" means to intentionally communicate or otherwise intentionally make available to the general public.
2. Print an individual's SSN on any card required for the individual to access products or services provided by the person or entity.
3. Require an individual to transmit a SSN over the Internet, unless the connection is secure or the SSN is encrypted.
4. Print an individual's SSN on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail, or any similar method delivery, unless State or federal law requires the SSN to be on the document to be mailed. SSNs may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the SSN. A SSN that is permissibly mailed will not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.

In addition, the Library shall not:<sup>1</sup>

1. Collect, use, or disclose a SSN from an individual unless:

- (i) Required to do so under State or federal law, rules or regulations, or the collection, use or disclosure of the SSN is otherwise necessary for the performance of the Library's duties and responsibilities;
  - (ii) The need and purpose for the SSN number is documented before collection of the SSN; and
  - (iii) The SSN collected is relevant to the documented need and purpose.
2. Require an individual to use his or her SSN to access an Internet website;
  3. Use the SSN for any purpose other than the purpose for which it was collected.

### **Requirement to Redact Social Security Numbers**

The Library shall comply with the provisions of any other State law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's SSN. The Library shall redact SSN's from the information or documents before allowing the public inspection or copying of the information or documents.

<sup>1</sup>These prohibitions do not apply in the following circumstance:

- (1) The disclosure of SSN to agents, employees, contractors, or subcontractors of a government entity or disclosure by a governmental entity to another governmental entity or its agents, employees, contractors, or subcontractors if disclosure is necessary in order for the entity to perform its duties and responsibilities; and, if disclosing to a contractor or subcontractor, prior to such disclosure, the governmental entity must first receive from the contractor or subcontractor a copy of the contractor's or subcontractor's policy that sets forth how the requirements imposed under this Act on a governmental entity to protect an individual's Social Security number will be achieved.
- (2) The disclosure of Social Security numbers pursuant to a court order, warrant, or subpoena.
- (3) The collection, use, or disclosure of Social Security numbers in order to ensure the safety of; State and local government employees; persons committed to correctional facilities, local jails, and other law-enforcement facilities or retention centers; wards of the State; and all persons working in or visiting a State or local government agency facility.
- (4) The collection, use or disclosure of Social Security numbers for internal verification or administrative purposes.
- (5) The disclosure of Social Security numbers by a State agency to any entity for the collection of delinquent child support or of any State debt or to a governmental agency to assist with an investigation or the prevention of fraud.
- (6) The collection or use of Social Security numbers to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

When collecting SSNs, the Library shall request each SSN in a manner that makes the SSN easily redacted if required to be released as part of a public records request. "Redact" means to alter or truncate data so that no more than five sequential digits for a SSN are accessible as part of personal information.

### **Employee Access to Social Security Numbers**

Only employees who are required to use or handle information or documents that contain SSNs will have access. All employees who have access to SSNs are trained to protect the confidentiality of SSNs.

Adopted 3/21/11

Reviewed 1/21/13, 1/20/14, 3/16/15, 11/20/17, 11/18/18, 10/21/19, 3/15/21

## **STATEMENT OF PURPOSE FOR COLLECTION OF SOCIAL SECURITY NUMBERS**

The Identity Protection Act, 5 ILCS 179/1 *et seq.*, requires each unit of local government to approve and implement an Identity Protection Policy that includes a statement of the purpose or purposes for which the agency is collecting and using an individual's Social Security Number (SSN).

This statement of purpose is being provided to you because you have been asked by the Library to provide your SSN or because you requested a copy of this statement.

### **Why does the Library collect your Social Security Number?**

You are being asked for your SSN for one or more of the following reasons:

- Complaint mediation or investigation;
- Crime victim compensation;
- Vendor services, such as executing contract and/or billing;
- Law enforcement investigation;
- Child support collection;
- Internal verification;
- Administrative services; and/or
- Other \_\_\_\_\_

### **What does the Library do with your Social Security Number?**

- We will only use your SSN for purpose(s) for which it was collected;
- We will not:
  - Sell, lease, loan, trade, or rent your SSN to a third party for any purpose;
  - Publicly post or publicly display your SSN;
  - Print your SSN on any card required for you to access our services;
  - Require you to transmit your SSN over the Internet, unless the connection is secure or your SSN is encrypted; or
  - Print your SSN on any materials that are mailed to you, unless State or Federal law requires that number to be on documents mailed to you, or unless we are confirming the accuracy to your SSN.

### **Questions or Complaints about this Statement of Purpose**

Write to the Library, Attn: Library Director





## InterLibrary Loan Policy

The Wilmington Public Library District (WPLD) offers its patrons interlibrary loan (ILL) service for the purpose of providing them with library materials that are not owned locally, but which may be available through other libraries in our system or from other libraries in the state and nation.

ILL is a service that is available to WPLD library cardholders in good standing. Reciprocal borrowers, who have cards from other PrairieCat libraries, are encouraged to obtain ILL services through their home libraries. WPLD will extend this service upon request.

Charges incurred in the process of borrowing the materials (postage, fees, etc.) may be passed on to the borrower, who will be notified of such fees before the transaction is completed. Charges for lost or damaged materials are the borrower's responsibility.

Conditions of loan (loan period, in-library use, etc.) are set by the lending library. In some instances, renewals may be possible; renewals should be requested of WPLD staff prior to the material's due date. Interlibrary loans borrowed through OCLC should be returned only to WPLD. They should not be dropped off at another library for return to either WPLD or the library originating the loan.

WPLD reciprocates by loaning materials to the patrons of other libraries when requested. All materials in the WPLD collection are available for ILL except specified non-circulating reference materials, special collections for the schools, items specified in the Equipment policy and unique items of local history.

Adopted this day	5/17/96
Amended	2/16/98, 7/16/01, 4/21/03, 3/21/05, 11/21/05, 11/19/07, 8/20/12, 11/16/15, 9/19/16
Reviewed	3/15/10, 11/15/10, 8/19/2013, 8/18/14, 11/19/18, 9/9/19 3/15/21







## Laminating Policy

**Size of Laminating Film:** Laminating film is 25 inches wide and will seal materials up to 24 inches wide. Items less than 2 inches by 2 inches may not be laminated unless backed onto a larger sheet of paper.

**Cost for Laminating:** The cost is \$1.00 per linear foot. Payment must be made when materials are left for lamination. The price for non-profit organizations is half or .50 cents per foot.

**Laminating Schedule:** Lamination is done once a week, staff time permitting. All materials must be picked up during regular business hours within 7 days after customer notification. Due to the heat process involved in lamination and the possibility of special coatings on the materials, the library assumes no liability as to its effect on the items being laminated.

The information that is to be processed may not represent treason or libel (as proven in court) or pornography.

**Copyright Statement:** The Library adheres to the copyright laws of the United States (Title 7 US Code) governing the making of copies of copyrighted materials.

Adopted 1/15/01  
Amended 11/18/02, 3/15/04, 3/20/06, 3/19/12  
Reviewed 3/17/08, 3/15/10, 11/15/10, 2/18/13, 2/17/14, 3/16/15, 9/19/16,  
11/20/17, 11/19/18, 9/9/19, 3/15/21





## Materials Selection Policy

### **Introduction**

The purpose in building a collection is to make available to all people who enter the library as comprehensive an assemblage of recorded knowledge as possible within the limits of funds available and the needs of the community. The library recognizes that the needs of the community are of primary importance in selection and because the community is a conglomerate of individuals, each individual's needs will be considered in conjunction with the majority of the present and potential patronage. A diverse collection is important, but no more so than the individual's select needs within the whole of the community. An effort is made to include information representing all sides of controversial issues as such material becomes available. The criteria for the selection of controversial materials are the same as for any other materials. Controversial materials have no distinguishing labels and are shelved in the general collection. Responsibility for the reading choices of children rests with their parents or legal guardians. Selection for the adult collection will not be inhibited by the possibility that materials may inadvertently fall into the hands of children. An open shelf policy will be followed at all times.

### I. **Statement of Purpose**

This selection policy defines the standards and outlines the responsibility for materials selection for the Wilmington Public Library District (WPLD). Within these guidelines, the library staff use their professional judgment to determine the materials which best meet the objectives of the Library and the needs of its patrons.

### II. **Objectives in Materials Selections**

The general objective in materials selection is to carry out the Library's goals of providing the community with a variety of significant media to meet their informational, educational, and recreational reading needs.

### III. **Responsibility for Selection**

Overall responsibility for collection development rests with the Library Director who operates within this framework of policies determined by the Board of Library Trustees. The Library Director may delegate all or a portion of collection development responsibilities to designated members of the staff. All members of the staff and patrons may recommend titles for consideration.

An attempt will be made to borrow through interlibrary loan any requested item which is not available locally.

### IV. **Criteria for Selection**

Non-book items purchased by the library include a variety of different materials.

The acquisition of materials is under constant evaluation and is subject to change. Cost of items, budget, use, and availability of new items are the determining factors in selection.

The general criteria considered in selecting materials include:

1. Significance and permanent value to the existing collection
2. Qualifications of author or producer
3. Suitability of subject and style for intended audience
4. Quality of format
5. Currency or timeliness, if applicable
6. Demand by patrons
7. Price
8. Attention given to the item by reviewers and general news media
9. Availability of materials in other libraries
10. Technical quality of non-book materials.

In selection, consideration will be given to the work as a whole. No work shall be excluded because of specific passages or pieces taken out of context.

V. **Selection Tools**

Because it is impossible for staff to examine all items being considered for purchase, they depend on reliable selection aids such as the reviews found in standard sources. Other selection aids may also be used.

VI. **Scope of Collection**

Through careful selection, the Library strives to maintain a diverse collection of quality materials. Because the Library serves a public embracing a wide range of ages, educational backgrounds, and reading skills, it will always seek to select materials of varying complexity.

VII. **Statement of Specific Policies in Selected Areas**

A. **Materials for Children and Youth**

The WPLD subscribes to the following policy: "Free Access to Libraries for Minors": an Interpretation of the Library Bill of Rights (as adopted by the ALA Council, 1981). At the WPLD, children and young people have access to all parts of the library. There are specific collections that serve children and young people from preschool through eighth grades and their parents and caregivers. Materials appropriate for the interests and needs of the ages served are chosen for these collections.

B. **Materials for Adults**

The materials in adult services are selected primarily to serve the needs of adults and high school students. The collection includes books and non-book materials.

### VIII. **Complaints [Reconsideration of Materials]**

The Library District's philosophy is that censorship is a purely individual matter. While anyone is free to reject for oneself any material of which s/he does not approve, s/he cannot use this right of censorship to restrict the rights of others. No book or other material in question is automatically removed from the collection because of an objection to it. Requests for review of any material in the collection may be made by filling out and submitting to the Library Director a Request for Evaluation of Library Material (Appendix A).

- a. The request must be filled in completely.
- b. The complainant must be fully identified, a resident of the District and a registered borrower of the District.
- c. The Library Director shall then act upon the complaint and notify the complainant in writing of the decision reached. The Director will report the complaint and resolution to the Board at the next regularly scheduled meeting. The complainant may appeal the Library Director's decision in writing to the Board of Trustees. Final action upon this request rests with the Library Board of Trustees.

The WPLD subscribes to the provisions of the Library Bill of Rights and the Freedom to Read Statement as adopted by the American Library Association.

### IX. **Collection Maintenance**

#### A. Duplicate Copies

The number of copies purchased varies with the expected use of any item. As extensive use for individual titles is demonstrated, duplication to meet the demand is implemented.

#### B. Weeding

In order to maintain the best possible collection of materials, a continual weeding process takes place. Items are discarded if they are outdated, no longer circulate, are in poor physical condition or if there are more duplicate copies than needed. Items discarded are plainly marked and may be placed in the book sale or discarded.

### X. **Revision of Selection Policy**

Because the needs of the community change, this materials selection policy is revised as needed and/or is reviewed at least every two years.

Adopted	9/21/98
Amended	10/15/01, 3/15/04, 3/20/06, 11/17/08
Reviewed	11/15/10, 9/17/12, 10/21/13, 9/15/14, 9/19/16, 11/20/17, 11/19/18, 9/9/19 3/15/21





## Non-Resident Fee

The WPLD Board of Trustees sets the Non-Resident fee currently at N/A annually. Purchasing a Non-Resident card entitles user to full patron services, including Reciprocal Borrowing. This rate is set to ordinance.

Adopted	4/20/98
Amended	4/15/02, 3/20/06, 6/18/07, 3/17/08, 9/17/12, 6/15/15
Reviewed	4/21/03, 3/15/04, 3/21/05, 3/16/09, 3/15/10, 3/19/12, 6/20/16 11/19/18, 9/9/19, 3/15/21







## Operating Policy

### 1. HOURS OF OPERATION

- A. The library will be open from:  
9:00 A.M. to 8:00 P.M. - Monday through Thursday  
9:00 A.M. to 5:00 P.M. - Friday, and Saturday  
12:00 P.M. to 5:00 P.M. - Sunday
- B. The library will be closed on the holidays listed below, and may close during an emergency or in other special circumstances.  
New Year's Day  
Easter Sunday  
Mother's Day  
Memorial Day  
Father's Day  
Independence Day  
Catfish Days Sunday  
Labor Day  
Thanksgiving Day  
Friday after Thanksgiving  
Christmas Eve  
Christmas Day  
New Year's Eve
- C. The library will be closed one day each year for the Annual Staff Development Day.

### 2. FINES, FEES, AND OTHER CHARGES

#### A. OVERDUE MATERIAL

1. All items, in all formats, unless specified below: \$.10 per day
2. DVDs, CDs and video games: \$.50 per day
3. Equipment: See Equipment Policy

The maximum fine is either \$10.00 per item, or the price of the item, whichever amount is less. The exceptions will include specialized materials such as hotspots, computers, and A/V equipment.

## B. LOST, DAMAGED AND LONG OVERDUE MATERIAL

1. There will be no charge for the first replacement of a lost library card; additional replacements will be \$2.00 each time.
2. Repair costs for cover replacement, minor mending, etc. may be assessed at up to \$5.00 per item.
3. A lost or irreparably damaged item is billed at current market price for a comparable edition plus \$5.00. Refunds for cost of item are not available once an item has been removed from the computer system. Fines for the item will be waived.

## C. ACCOUNT THRESHOLD

When fines/fees/charges accumulate to \$5.00 or when materials borrowed are overdue, patrons are not permitted to borrow any additional material until the balance is below \$5.00 and/or items are returned or renewed.

## D. COLLECTIONS

Delinquent accounts with fines and bills for never returned items totaling \$25.00 or more will be sent to a state-wide collection service 30 days after the date on the final bill notice. Patrons have 30 days from date of letter to contest bills, arrange a payment plan, or otherwise clear the account. After the 30 days, the account will be sent to collections at the expense of the patron.

## 3. USE OF LIBRARY SERVICES

### A. LIBRARY CARDS

Library users are registered as borrowers under the following classifications. In the first three categories, proof of current residence in the Wilmington Public Library District borders is required. Proof may be provided by showing a picture ID with the patron's current address on it or two items that have both the patron's name and current address.

Library users must apply for a library card in person. Library cards are issued for 3 years, unless otherwise noted. Card holder is responsible for all items checked out on his/her card.

**ADULT RESIDENT:** Persons who are 16 years of age and older.

**YOUTH RESIDENT:** Persons under the age of 16. The child's custodial parent or guardian must sign the application. Children may apply for a card as soon as they are able to sign their name. Children must be present to issue a card.

Non-Custodial Parents may apply for a card for their children if the child who does not reside with them lives in an area not currently serviced by a public library, and they accept full responsibility for the fines and fees incurred by their children with the Wilmington Public Library Card, no matter where it is used.

Staff has the right to ask for proof of relationship to a minor child before issuing a card.

**NON-RESIDENT TAXPAYER:** Persons who are 18 years of age and older are eligible for an adult resident card. Such persons must pay real estate taxes on a piece of property in Wilmington, Wesley or Florence Townships but live in an area of Illinois where public library service is not provided by any local governmental unit. The card is issued annually for one year. It is issued to the person who is indicated as the property owner on the tax bill. A photocopy of the tax bill serves as proof annually of payment. Other proof of current residence will also be required.

**STAFF:** Current employees of the Wilmington Public Library District that do not live in Wilmington will be issued a card for the duration of employment.

**RECIPROCAL:** Such cards may be issued to persons with current, valid library cards from any library in Illinois with whom we have reciprocal borrowing agreements. Full services may be extended to reciprocal cardholders.

**SCHOOL CARDS:** Each school within the boundaries of Wilmington Public Library District may be issued a card to be used by faculty for the purpose of checking out materials to be used within the classroom. Fines for materials checked out on these cards will be waived as a professional courtesy. The school must be willing to accept responsibility for any fees incurred for lost or damaged materials.

**NOT-FOR-PROFIT AGENCIES:** NFP agencies within the boundaries of Wilmington Public Library District may be issued a card to be used by agency staff for the purpose of checking out business relevant materials to be used by staff or clients of the

agency. Fines for materials checked out on these cards will be waived as a professional courtesy. The agency must be willing to accept responsibility for any fees incurred for lost or damaged materials. The agency must provide a list of staff members who have permission to use the card.

## B. CIRCULATION OF MATERIAL

### LENGTH OF LOAN:

#### Loan Rules

Books	2 weeks	Renewal up to two times if no holds exist.
Audio books on CD , Playaways	2 Weeks	Renewal up to two times if no holds exist.
Music CDs	2 weeks	Renewal up to two times if no holds exist.
TV Series DVDs	2 weeks	No renewals
DVDs, Videogames and Magazines	1 week	No renewals
Electronic Equipment	Please refer to Equipment Policy	

**REFERENCE BOOKS:** The library maintains a small collection of Ready Reference materials that do not circulate.

**VACATION LOAN:** A vacation loan period of four weeks is available upon request.

## 4. USE OF NON-CIRCULATING EQUIPMENT

- A. A photocopy machine is available for public use. The charge for copies will be \$0.10 per side for black copies and \$0.25 for color copies, whether the library supplies the paper or not. When 100 or more copies are made, charge will be \$0.05 per side for black and \$.15 per side for color.
- B. One Microfilm Machine is available for public use. The charge for copies will be \$0.10 per page.
- C. A fax machine is available for public service, to transmit or receive items. A fee of \$1.00 per page will be charged for all faxes with the exception of outgoing toll free faxes. A flat rate of \$2.00 or actual cost, whichever is less, will be charged for toll free outgoing faxes. A cover

page will be provided at no cost to the patron as will a confirmation report upon request. No international faxes will be sent. Faxes will be held for seven days from the date of receipt and then will be shredded.

- D. Public computers print to a black or a color printer. Cost for printing per page is \$0.10 for black and \$0.25 for color.
- E. Disc repair service is available to the public for \$2.00 per disc. At drop-off patrons will be asked to fill out the disc repair form and initial the disclaimer. The library will re-polish the disc to a scratch free shine if repair is possible. The patron has 7 days from pick-up to report any continuing problems at which point the library will do a second repair at no charge. The library makes no guarantees that the process will absolutely fix any disc.
- F. VHS/videotape to DVD conversion service is available to the public for \$10.00 per VHS/ videotape. This service is offered strictly as a dubbing service; no editing of any kind will be performed. The Library makes no guarantees on the quality of the recording that is being dubbed and is not responsible for any damage, breakage, erasure, or other injury, loss, or damage of the VHS/ videotape submitted.

5. USE OF ELECTRICITY AND OTHER LINES

Personal electrical equipment, such as laptops, will not be allowed to plug into the telephone lines or the secured network. The library provides unsecured wireless access for patron use with their own equipment. The library is not responsible for patron's equipment or access.

6. MEDICALLY NECESSARY ANIMALS ONLY

Only medically necessary animals are allowed in the library, unless associated with a library sponsored event.

Adopted	02/04/97
Amended	02/13/97, 02/16/98, 11/16/98, 09/20/99, 02/21/00, 01/15/01, 03/19/01, 04/16/01, 03/18/02, 11/18/02, 03/17/03, 11/17/03, 11/15/04, 01/17/05, 02/21/05, 09/19/05, 11/21/05, 8/21/06, 11/20/07, 04/21/08, 06/18/08, 11/17/08, 11/16/09, 1/18/10, 3/15/10, 9/20/10, 1/16/12, 04/16/2012, 7/1/12, 11/18/13, 3/17/2014, 3/21/16, 11/20/17, 11/19/18
Reviewed	01/15/07, 7/15/2013, 4/20/15, 4/16/18, 9/16/19, 3/15/21





## Paid Time Off and Comp Time Policy

### **PURPOSE**

The Library provides Paid Time Off (PTO) to eligible employees for periods of time away from work. PTO benefit time encompasses the traditional Vacation, Personal Days, Administrative Days and Sick Pay. Jury Duty, Library designated holidays, Witness, Military and Bereavement Leave are not covered under this policy. The Extended Illness Bank (EIB) provides paid leave for extended illnesses.

### **POLICY**

#### 1. Eligibility

- A. Employees are eligible for PTO hours based on length of continuous service and employment status. Continuous service is defined as completed years of employment with no break in service greater than 6 months within the organization.
- B. Regular full-time employees are eligible to accrue and use PTO.
- C. Part-time employees will receive two paid four hour sick days per calendar year, not to be accumulated, for the purpose of recuperating from illness, and to prevent the spread of viruses to other staff. The part-time employee must be employed at least 30 days prior to receiving sick pay.
- D. New full-time employees who have worked 30 days are eligible for two 8-hour sick days per calendar year, not to be accumulated, for the purpose of recuperating from illness, and to prevent the spread of viruses to other staff, until such time as they become eligible for their PTO

#### 2. Accumulation

- A. PTO accruals and EIB balances begin on the employee's one year anniversary of service. If an employee has been promoted from a part-time employee to full-time employee that employee's past service will be added (by the actual hours served) and they will receive the service equivalent. For example 2080 hours of part-time work will become 1 year of service earned.
- B. PTO accruals will continue as long as the employee is in an eligible status and is being paid by the library. The accruals will continue until a maximum is met.
- C. PTO benefits do not accumulate during periods of unpaid time, with the exception of approved Family Medical Leave.
- D. PTO days will be awarded on the anniversary of date of hire.
- E. PTO does not carry over at the end of the anniversary year.
- F. Employees will accumulate PTO based on the following schedule. The schedule was amended on 6/15/09; the new schedule will be effective on the next date of accrual for each eligible employee.

#### PTO Benefit Schedule Based on Full Time 40 Hours Per Week

Years of Service	Days Accrued Annually	Hours Accrued Annually
1 -2	13	104
3-5	19	152
6 +	24	192
<b>Administration</b>		
Director	30	240

The date an employee reaches an incremental service range (e.g. 5 years of service), the employee is immediately eligible for the additional accrual rate for PTO. The new accrual rate will begin at the beginning of the month in which the anniversary falls.

### 3. PTO Usage

- A. PTO benefits must be credited prior to use. "Negative balances" are not allowed.
- B. Non-exempt employees may use PTO for a minimum of one hour for time missed from work, with manager's approval.
- C. PTO may only be used in half or full day increments for exempt employees.
- D. Employees are responsible for requesting PTO in advance, except in the case of illness. PTO not scheduled in advance, except in the case of illness, may impact the employee's attendance record.
- E. With the exception of FMLA and ADA rules, time off without pay is at the discretion of the Library Director and will not be authorized unless the employee's PTO bank is exhausted.
- F. All PTO requests must be turned in to the employee's manager.
- G. If an employee transfers to ineligible status, the employee may request a payout of PTO at the time of transfer –or- the employee may request to use the remainder of PTO time between the effective date of transfer and the employee's anniversary date. Any hours not used on the date of anniversary will not be carried over or paid out.

### 4. PTO Payment

- A. PTO benefits are paid at base pay. PTO hours taken in a pay period are classified as benefit hours and are not eligible for overtime calculations.
- B. At the time of resignation, retirement, or transfer to ineligible status, employees are eligible for 100% PTO payout. Proper notice is requested of all employees and is defined as two weeks for non-exempt employees. Proper notice for exempt employees is four weeks.
- C. At the time of resignation or retirement, PTO will be paid at base rate. PTO payout will not occur until actual time has been reported and is current.
- D. Once notice has been given, no PTO can be used or paid during the notice period.
- E. An employee whose employment is terminated by the Library is not eligible for PTO payout.

### 5. Extended Illness Bank (EIB)

- A. The intent of the Extended Illness Bank (EIB) account is to assist in rendering payment for time missed due to long term illnesses.
- B. The EIB account can only be accessed after the employee has been off work due to the employee's long term illness. Long term illness constitutes illnesses of more than five consecutive working days and a doctor must certify the illness. If available, up to five PTO days must be used prior to EIB being accessed. If PTO days are not available, the five days will be time off without pay.
- C. Employees may apply EIB for time that they are unable to work their full schedule as long as those days are continuous, including any relapse related to the original condition within five days.
- D. EIB time may be applied when an employee is able to work half-time, as long as the days are consecutive and within five days of the original illness.
- E. EIB balances will be populated on the anniversary of date of hire.
- F. EIB balances are not a benefit that is earned but rather a sick leave balance to be used in situations relating to long term illness.



- G. EIB balances carry over at the end of the fiscal year. A maximum of 240 hours can be in the EIB bank.
- H. EIB balances are forfeited and are not paid at the time of termination.
- I. If the amount of time an employee works drops below 40 hours per week, EIB hours will not be earned but all hours currently in the EIB will be retained.
- J. Medical documentation is required as a condition for paying EIB.
- K. Employees may roll over unused EIB time to IMRF in accordance with the IMRF policy.
- L. Employees may voluntarily donate up to 50% of their EIB to another eligible employee in need.

#### 6. Conversion to PTO

- A. The separate sick time policy will be discontinued as of 7/1/02. Sick time will be covered under EIB guidelines. All active employees as of 6/30/02 will have any unused sick time balances for 2002 deposited into their EIB account on 7/1/02.
- B. As of 7/1/02, separate Personal and Administrative Days will not exist.
- C. Employees will begin accruing additional PTO per actual paid hour as outlined previously in the policy.
- D. Employees eligible for PTO will be allowed to carry up to 5 days forward from FY07, to be used prior to their anniversary date of hire in FY08 to accommodate the change in accrual.

#### 7 Recording and Tracking Time

- A. Employees classified as non-exempt will record PTO time on a monthly calendar submitted to the Administrative Assistant.
- B. All employees must continue to request time off using the appropriate forms submitted to their manager.

### COMP TIME

In accordance with the Fair Labor Standards Act, Effective December 1, 2016, all Non-exempt employees who exceed 40 hours in any week will earn time and half for any pre-approved time worked over 40 hours. This time will be issued to the employee in the form of Comp Time to be used after all PTO has been expended. In the event that there is any remaining time left in the comp time bank, the employee will receive a payout of the remaining time at time and a half pay in the first paycheck in the month of the next December to avoid a stockpile of Comp time. This pay will have the same withholdings as any regular pay.

#### 1. Recording and Tracking of Time

- A. Employees classified as non-exempt will record Comp time on the same monthly PTO calendar submitted to the Administrative Assistant.
- B. Exempt employees will record time monthly when Comp time has been taken. The Library Director will be responsible for signing off on a monthly basis that exempt time recording is accurate in the system.

Adopted	05/20/2002
Amended	03/15/2004, 03/21/05, 09/18/06, 11/19/07, 11/17/08, 6/15//09, 9/21/09, 1/18/10, 1/21/13, 1/20/14, 11/21/16
Reviewed	11/15/10, 3/16/15, 11/19/18, 11/18/19, 3/15/21





## Poster Printing Policy

**Size of Paper:** Size of paper is 24 inches wide and available in a glossy or matte finish. Rolls come in 100' but at any given time we may not have 100'.

**Cost for Poster Printing:** The cost is \$3.00 per linear foot for matte paper and \$5.00 per linear foot for glossy paper. Payment must be made when materials are left for printing. The price for non-profit organizations is half.

**Printing Schedule:** Printing can be done on any weekday but the file needs to be preformatted to size same day service is requested. On-the-spot printing can only be done on weekends only if trained staff is available. Otherwise, the file needs to be left and staff will call when the printing is completed. All materials must be picked up during regular business hours within 7 days after customer notification. We request that the file that is to be printed be brought to us already sized for 24" width and in PDF format. If assistance is needed to create a file, Reference staff can help patron set up the file in Publisher first and convert to PDF. If a file is brought in a PDF and is not sized correctly there is a good chance we cannot assist you. Fonts can also change if not in PDF format beforehand due the different fonts available. Files smaller than 24" will not be cut, or trimmed, by library staff and staff is not responsible for any cutting errors made by the patron. If lamination is also needed, please request this service at same time to avoid delay of final product. Lamination fees are separate. See Lamination Policy.

In the event the library adds a banner printing option to this service the cost is the same per linear foot as Poster sized paper.

The information that is to be processed may not represent treason or libel (as proven in court) or pornography.

**Copyright Statement:** The Library adheres to the copyright laws of the United States (Title 7 US Code) governing the making of copies of copyrighted materials.





## **Public Comment Policy**

The Wilmington Public Library District Board of Trustees welcomes public comments at its meetings. All of our meetings are conducted in compliance with the Illinois Open Meetings Act, which requires board meetings be open for public observation.

Each agenda includes time at each meeting for public comments. In order for the Board of Trustees to fulfill its obligation to complete the scheduled agenda in a timely manner, a maximum of 30 minutes of public participation will be permitted at each meeting when the public is present.

All visitors are required to sign in prior to the call to order. If a visitor wishes to speak to the Board of Trustees during the public comment section of the agenda, he/she must complete the required form and present it to the Board President prior to the start of the meeting. Completing this form will insure everyone who wishes to speak has the opportunity to do so. The speakers will be recognized in the order in which they sign in.

Each speaker will be given five (5) minutes to share her/his views with the Board of Trustees. If more than six people wish to speak, the 30 minutes allowed will be divided equally among all the speakers. The Secretary and/or Recording Secretary will monitor the allotted time. The Board has the right and responsibility to maintain its agenda.

The Board President will call on speakers one at a time. The speakers are asked to address the Board by first stating their names and their views/concerns/questions. If a resident wishes to share additional comments, he/she may schedule an appointment with the Library Director, who will then present a summary of that meeting to the Board of Trustees. If there are many residents concerned about an unresolved issue, the Board may schedule a special meeting to address the issue.

The Board of Trustees may or may not be able to respond at the present meeting to all questions, requests for information, or requests for action. The request will be noted and the Board of Trustees will respond after it has had an opportunity to consider and/or investigate the request.

Comments should not include discussion of personnel matters. These matters should be brought directly to the attention of the Library Director, unless the matter is regarding the Library Director in which case the matter should be brought to the attention of the Library Board President.

Proper and polite behavior is expected of all participants. In the event the Board deems the conduct of the public speaker to be impolite and disruptive, the public comment session can be called to an end by the President, or President pro-tem.

The meeting agenda will be given to the public present. Other documents can be requested through the Freedom of Information Act after the meeting. Request forms are available at the circulation desk. Open meeting minutes will be available on the website within one week from the date of their approval. The Board of Trustees appreciates all who participate in open and orderly meetings.

Adopted this day                    06/17/13

Amended:                            7/20/15, 11/21/2016

Reviewed:                          7/21/14, 11/20/17, 11/19/18, 11/18/19, [3/15/21](#)



**Request Form to speak to the  
Wilmington Public Library District Board of Trustees  
during the public comment section of the agenda**

This form must be completed and handed to the Board President before the start of the meeting if you wish to speak to the Wilmington Public Library District Board during the "public comment" section of the meeting agenda.

**Name:** \_\_\_\_\_

**Subject:** \_\_\_\_\_







## Reference Policy

- I. **Objective:**

The purpose of the Reference Desk of the Wilmington Public Library District is to provide accurate information to patrons and to assist them in the use of the Library's collection. The purpose of this policy is to serve as a guideline for staff members who provide reference service to patrons and also as a statement to patrons defining the services provided to them. Further, this policy ensures that each staff member providing reference will provide all services equitably to all patrons.
- II. **Patrons Served:**

The Wilmington Public Library District recognizes as its patron all individuals who access its facility, regardless of legal residency. All reference services will be provided to patrons regardless of residence, age or employment status on an equal basis. All patrons holding a valid Illinois public library card are eligible for reciprocal borrowing of materials from the Wilmington Public Library District collection. Access to external services by patrons of other libraries varies dependent on state law, consortial agreements, vendor agreements and local policies. Patrons holding a valid PrairieCat public library card are eligible for direct loan requests and interlibrary loan (ILL) Access to downloadable audiobooks as well as remote access to online resources is only available to Wilmington Public Library District cardholders. Access to online resources is only available to non-cardholders from the library computers and not outside the library.
- III. **Reference Materials:**

The library maintains a small collection of Ready Reference materials that do not circulate. Other reference materials may be checked out for three days. Reference books may not be renewed.
- IV. **General Functions:**
  - A. Reference questions will be handled in the order they are received. When patrons are unable to come to the library due to disability, distance or unusual circumstances, the librarian may copy and mail information back to the patron.
  - B. The library attempts to answer all questions immediately, but recognizes that complex questions needing to be thoroughly researched may not be answered during a patron visit. The library will however answer or refer questions within three working days.
  - C. Reference and other staff will provide reader's advisory to individuals or groups of patrons.

- D. The reference staff will provide assistance in using the OPAC (Online Public Access Computer), bibliographies and the general collection. In addition, staff will provide assistance with external services listed above.
  - E. The library will refer patrons to other libraries, local government agencies or other organizations when direct contact between the patron and the agency will better facilitate the transfer of information.
- V. Unique Reference Queries
- A. Contest questions, quizzes, and trivia will be answered as any other reference question and will not be given priority.
  - B. The staff will read a definition or brief description over the phone and will cite the source of information. Staff will not interpret, condense, or abstract any medical or legal information nor offer any opinion. If the patron is unable to locate the correct answers in library sources, the staff may request materials from external sources.
  - C. The reference staff will assist patrons requesting information to complete school assignments. Assistance will include locating the source, using the index, and indicating the section of material that answers the question. The staff is unable to anticipate the instructor's purpose in assigning homework and does not interpret the instructor's questions for students.
  - D. The staff will assist all patrons with locating reviews, buying guides or other hard copy of materials, for items which the patron is considering for purchase. Staff will not make recommendations for purchases.
- VI. Fees
- A. The library will pass on to patrons any fees incurred while obtaining information for a patron which is authorized by the patron and is available only for a fee.
  - B. The Wilmington Public Library District photocopy fees are \$.10 per page for black copies.
  - C. Reference staff will print up to ten pages free of charge when the information is not available in resource that the patron can check out.
- VII. Internet Database Searches
- A. The Internet provides a world of resources and organizations beyond the walls of Wilmington Public Library District. The library makes no guarantees, implied or otherwise, regarding the reliability or accuracy of information obtained from the Internet using the library's connection.
  - B. The library provides Internet access for public use. The library does not have sufficient staff to provide individualized instruction or assist in formulating search strategies. Patrons may do their own Internet searching if they have signed a User Agreement. There is a charge for all printouts from the Internet.
  - C. Patrons who do not choose to personally use the Internet may request Reference Staff assistance. Staff will provide the answer while the

customer waits if the material can be located within ten minutes. If staff is not aware of a site that will answer the patron's question and more time is needed for searching, staff will complete a Reference Request Form and search for an answer at a later time.

- D. Patrons will be notified when their material is ready to be picked up. Material will be held at the circulation desk with the name and date clearly noted for three days.

VIII. Code of Ethics

The library subscribes to the American Library Association Code of Ethics (attachment A). The staff and administration of the library regard all information transactions, interviews, and records as confidential in nature. All patrons will be served without partiality.

IX. Evaluation of Reference Service and Policy

- A. Reference service will be evaluated semi-annually. Guidelines for evaluation can include output measures or suggested procedures from RAILS or the Illinois State Library.
- B. The Reference Policy will be reviewed every two years. The Board of Trustees must approve changes in policy.

Adopted	3/19/01
Amended	3/15/04, 3/20/06, 9/17/12, 11/16/15
Reviewed	3/15/10, 11/15/10, 10/21/13, 9/15/2014, 11/21/16, 11/20/17 11/19/18, 11/18/19, 3/15/21





## **SECURITY CAMERAS**

Use of security cameras is intended to enhance the safety and security of Library District users and staff by discouraging violations of the Library District's Code of Conduct, assisting Library staff in preventing violations, and providing law enforcement assistance in prosecuting criminal activity.

### **GUIDELINES**

- A. Video recording cameras will be used in public spaces of the Library. Audio recording will not be used.
- B. Cameras may be installed in outdoor and indoor places where individuals lack a reasonable expectation of privacy. Examples include public common areas such as parking lots, entrances, seating areas, and service desks and areas where money is stored or handled.
- C. Cameras will not be installed in areas where individuals have a reasonable expectation of privacy such as restrooms or private offices.
- D. Signs will be posted at entrances to the Library informing the public and staff that security cameras are in use.
- E. Cameras will not be continuously monitored. The public and staff should take appropriate precautions for their safety and for the security of their personal property. The Library District is not responsible for loss of property or personal injury.
- F. Recorded data is confidential and secured in a controlled area. The Library District has discretion with respect to retention, disposal and/or destruction of recordings.
- G. Cameras will not be used for the purpose of routine staff performance evaluations.

### **USE/DISCLOSURE**

- A. Access to archived footage is restricted to designated staff, i.e., the Library Director and the Second FOIA officer.
- B. Designated staff may have access to real-time images viewable on desktop monitors in secure areas. The Library District expects that the frequency of viewing and the amount of video viewed will be based on the need to assure the system is operating or to ascertain if footage is available relative to a specific incident.
- C. Access to footage by law enforcement will be provided pursuant to a Subpoena, Court Order, or as determined by the Library District Administration.
- D. Access to footage by the public may be provided pursuant to the Freedom of Information Act.

- E. Video images will be maintained as determined by the Library District and the Illinois State Records Retention Act.
- F. Video records and photographs may be used to identify individuals responsible for Library policy violations, criminal activity on Library District property, or actions, which are disruptive to Library District operations.
- G. In situations involving banned patrons, images may be shared with staff and images may be posted in restricted staff areas for the duration of the banning period.
- H. A breach of this Policy by staff may result in disciplinary action up to and including dismissal.
- I. Any Library District employee who becomes aware of any unauthorized disclosure of a video recording and/or a privacy breach shall immediately inform the Library Director.

**DISCLAIMER**

- A. A copy of this Policy may be provided to any patron or staff member upon request.
- B. This Policy is posted on the Library District's website.
- C. Questions from the public may be directed to the Library Director or the Business Office.
- D. The Library District disclaims any liability for use of video data.

Adopted 10/15/2018

Reviewed 11/18/19, 3/15/21



## Unattended Child Policy

The Wilmington Public Library District assumes no responsibility for children left unattended on the premises. Parents are responsible for the behavior of their children. Parents are expected to remember that the library is a busy public facility, and that all public facilities may present hazards for unsupervised children.

If an unattended child becomes ill while in the library, a phone call will be made to the parents. If a parent is not immediately available, the police and paramedics will be summoned to provide care for the child.

If a child should be left unattended at the library at the time of closing, the senior staff member in charge will call the parent or guardian. If the parent or guardian is not immediately available, then library staff will call the police to assume custody of the child.

The Library does not restrict access to any materials in the library. It is the responsibility of the parents, guardians and caregivers to supervise children's use of library materials.

Children who violate the conduct policy will be asked to leave the library and may be banned for a duration to be determined by the Library Director. See Conduct Policy.

Approved 4/18/94  
Amended 2/16/98, 11/16/98, 10/21/13, 9/15/2014  
Reviewed 11/18/02, 11/17/03, 11/21/05, 11/19/07, 3/15/10, 11/15/10, 8/20/12,  
8/19/2013, 11/21/16, 11/20/17, 11/19/18, 11/18/19, 3/15/21