

# SERVICE POLICY



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## Hays Public Library Mission and Vision Statements

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### **Mission:**

We provide valuable resources and experiences for all people in our community to enhance their quality of life, expand their knowledge, and inspire their creativity.

### **Vision:**

Get Involved. Stay Informed. Be Inspired.

### **Values:**

#### **Access and Inclusion:**

HPL provides free resources and experiences to every member of the community. We identify and eliminate barriers to access. We ensure patron privacy and freedom in obtaining information

#### **Service and Engagement:**

HPL works collaboratively with community partners on quality-of-life initiatives and creates valuable and exemplary user experiences.

#### **Education and Literacy:**

Personal growth and lifelong learning are foundational to the resources and programs offered by HPL. We celebrate and promote stories and authors.

## Intellectual Freedom

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Hays Public Library upholds the principle of intellectual freedom for all library users. Library services and policies are in accordance with the [Library Bill of Rights](#) of the American Library Association, which affirms the following statements:

- Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be prescribed or removed because of partisan or doctrinal disapproval.
- A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

## **The Freedom to Read at the Hays Public Library**

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The Board of Directors of the Hays Public Library affirms its belief in the following basic policies which govern the selection and availability of materials in this library:

As a responsibility of Library service, books and other Library materials selected are chosen for values of interest, information, and enlightenment of all the people of the community. In no case will Library materials be excluded because of the race or nationality or the social, political, or religious views of the author.

The Hays Public Library strives to provide books and other materials presenting all points of view concerning the problems and issues of our times. No library materials should be proscribed or removed from the library because of partisan or doctrinal disapproval. No library materials should be proscribed or removed from the library because of profane language.

The Hays Public Library does not necessarily endorse every idea or presentation contained in the materials it makes available. It would conflict with the public interest for the Board of Directors or the staff of the Library to establish their own political, moral, or aesthetic views as the sole standard for determining what materials should be made available by the library. It is contrary to the public interest to require a reader to accept with any book or other item the prejudgment of a label characterizing that item or its author as subversive or dangerous.

Attempts to censor library materials will be challenged by the Hays Public Library in the maintenance of its responsibility to provide public information and enlightenment. The Hays Public Library cooperates with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.

The Hays Public Library services and policies affirms and upholds the principles identified in the [American Library Association Freedom to View Statement](#).

## **Diversity and Inclusion Statement**

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Hays Public Library is committed to promoting diversity and inclusion by contributing to a society in which all community members can realize their full potential. As a trusted and enduring institution in our community, we recognize that maintaining an environment of diversity, inclusion and respect is essential. We will always help address community challenges and needs.

## **Public Relations and Public Information Policy**

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In recognition of the Hays Public Library's responsibility to maintain continuing communication with present and potential users of the Hays Public Library's services and resources, to assure effective and maximum usage by all citizens, the Board of Trustees of the Hays Public Library adopts the following resolution as a matter of policy.

The objectives of the Hays Public Library's public relations program are as follows:

- To promote community awareness of library service
- To stimulate public interest in and usage of the Hays Public Library
- To develop public understanding and support of the Hays Public Library and its role in the community

The following means may be used to accomplish the foregoing objectives:

1. An annual plan of specific goals and activities shall be developed, sufficient funds shall be allocated to carry out the program, and the program shall be evaluated periodically.
2. Training sessions, workshops, and other aids shall be made available to library staff members to assure courteous, efficient, and friendly contact with library patrons and the general public.
3. Personal and informational group contacts shall be maintained with government officials, opinion leaders, service clubs, civic associations, and other community organizations by library staff and Board members.
4. Local media shall be utilized to keep the public aware of and informed about the Hays Public Library's resources and services.
5. Newsletters, brochures, and other promotional materials shall be produced and distributed through effective methods of reaching the public.
6. The Hays Public Library may sponsor programs, classes, exhibits, and other library-centered activities and shall cooperate with other groups in organizing these to fulfill the community's needs for educational, cultural, informational, or recreational opportunities.

7. The Library Director or a designated qualified staff member shall have the responsibility for coordinating the Hays Public Library's public relations and public information activities.

All requests for public records must be in writing (email or print) to the Library Director who serves as the public information officer.

All staff time necessary for the search, review, redaction, and copying of the records requested will be charged to the requester and paid before delivery. A written response will be made to the requester, identifying the above terms.

In responding to a pre-paid request, the designated Hays Public Library staff respondent will:

- Find the material requested.
- Review and redact as per [KSA 45-221](#).
- Copy.
- If inspect only: Designate a suitable time and place for review.
- If copy: Deliver the material.

## **Establishment of Library Policy**

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The HPL Board of Directors establish library policy.

It is a duty of the HPL Director to initiate and draft policy proposals as needed for the sound operation of the Library. Policy proposals shall include addition to policy or amendment of current policy. Professional resources and existing policy in other libraries may be consulted to determine recommended policy statements.

Any policy recommendation shall be submitted in the HPL Board of Directors meeting packet prior to the meeting at which it is to be introduced.

Proposals for policy addition or amendment shall be promptly drafted by the Librarian as the need for such is identified or anticipated.

Unless noted, approved policies take effect immediately upon approval.

HPL Board Bylaws govern the Board structure and actions.

The HPL Board of Directors maintains the HPL Personnel Policy independently from the HPL Service Policy.

## **Risk Management Policy**

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Insurance policies are carried with coverage for liability, stock burglary and theft, glass breakage, fire, vandalism, employee and board fidelity bond. A workman's compensation policy is also carried. Other coverages may be recommended by the director and approved by the Board.

By appropriate resolution, the Board of Directors of the Hays Public Library has established the following policy in relations to its property and liability insurance program.

1. Responsibility for administering the insurance program shall rest with the library director. The director is responsible for creating and maintaining a relationship with an insurance agent or broker to place all insurance coverages.
2. It is the policy of the Board to insure all catastrophe risks and to assume minor risks by self-insuring or by the use of deductibles where premium savings warrant. It is the desire of the Board to limit aggregate annual self-insured losses to ½ to 1 percent of the annual budget.
3. Insurance on property shall be purchased on a replacement cost basis without depreciation in the amount of 90% of the insurable replacement cost and shall cover perils commonly insured by libraries.
4. Liability insurance shall cover the Library, its board members, and employees as insureds. It shall be written on a comprehensive basis and limits shall be in amounts generally considered to be reasonably adequate in this area.
5. Workers compensation insurance shall be provided for employees.
6. Employee dishonesty insurance shall be provided on a blanket basis with a limit per loss (or per person) of \$30,000.
7. Other kinds of insurance shall be provided for risks which are common to libraries and which can cause serious trouble.
8. Liability insurance for directors (or trustees) and officers shall be provided, if available.

9. The library director shall report all serious losses to the Board promptly.
10. It shall be the duty of the insurance agent or broker (or consultant) to place insurance in companies which are capable of providing loss prevention services and facilities and to arrange for the utilization of these services and facilities by the Library.
11. The library director shall relay the current insurance program including a description of coverages, limits of liability, deductibles and premiums.
12. The library director shall meet annually with the agent to review the insurance policy and to review any concerns for potential risks of loss currently not covered or insufficiently covered.

## Borrowers

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The Library shall serve the citizens of Hays. Patrons residing in the area encompassed by the Central Kansas Library System (CKLS) are served by the Hays Public Library through a reciprocal borrowing agreement, subject to reasonable library rules. **The Library extends services to individuals residing outside the CKLS region at a one-time fee of \$5.** The rights of an individual to the use of the Library shall not be denied or abridged because of age, sex, religion, national origin, social or political views, or health conditions. This includes staff members.

HPL library cards grant access to physical and digital resources.

Patrons 18 and older will require a photo ID (preferably a driver's license). Should the applicant not have a photo ID with a current address, a temporary card may be issued. For a patron under 18, a guardian must be named on the registration and the guardian must verify the residential address. This can be accomplished by the guardian providing their own library card with a matching address or a photo ID with a matching address. The minor may receive a temporary card if the guardian does not have a library card or a photo ID with current matching address to the application. However, the adult must still show a photo ID. The minor must be present at the time of application. Guardians are responsible for fine payments and material replacement.

Student cards may be issued during school registration initiatives for minors without photo ID or parent signatures because the presence of the student in the classroom is proof of enrollment in an area school. Student cards will have limited checkouts. School staff may access information on student cards but not personal cards. A student card will not be issued if a personal card exists.

Temporary cards may be issued without current proof of address but with photo ID. Minors may also be granted a temporary card if the guardian has a photo ID without a current address. Temporary card holders may return with a photo ID with current address to receive their permanent cards. Alternatively, a library-

issued postcard may be sent, and the patron can return the postcard to the library in person to receive a permanent card. Temporary cards expire after one year. They allow access to eResources and checkout of a limited number of physical items at one time.

Digital Access Cards are issued to those individuals that register for a card through the HPL website. These cards provide immediate access to digital resources, but do not allow for checkout of physical materials. Digital Access Cards expire after 30 days. Card holders may return with a photo ID with current address to receive their permanent cards. Alternatively, a library-issued postcard may be sent, and the patron can return the postcard to the library in person to receive a permanent card.

Organization cards may be issued to an organization, club, troop, business, group, or educator. The Library will require proof of affiliation with the organization, club, troop, business, or group. For educators, only a photo ID is required. For educators, the organization card will be under the educator's name. The school may be named on the address line of the borrower information. The entity named as the owner of the card will be responsible for fine payments and material replacement. Organization cards must be renewed on a yearly basis, with cards expiring August 1st of each year. Items checked out on an organization card may be allowed extended check out time.

Patron records that do not have fees assessed will be struck from the database after a six-year period of inactivity. This purge will happen once a year.

## **Confidentiality of Library Patron and Circulation Records**

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Patron and circulation records are confidential and are not subject to the 1984 Public Records ruling. The information is kept solely for the purpose of collection control, is to be employed for internal library purposes only, and is not to be released to any person or organization, except that individual to whom a particular registration relates. Police requests for patron information will be honored upon presentation of a warrant.

To access or make changes to a patron account in person, patrons must present either their library card, card number, or a photo ID. Minors, or the guardians listed on the minor's account, must either present their library card, photo ID, or they may answer two security questions to confirm their identity (birthday, address, phone number, etc.).

To access or make changes to a patron account over the phone, patrons must provide either the borrower ID or the alternate ID associated with the account.

To access another person's account, a person must have the library card or card number for that account.

This policy is in place to protect patrons from unwanted activity on their accounts, as well as to protect materials included in the collection.

## **Card Requirement for Checkout**

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When checking out items, adults must present their library card. If they do not have their library card, their card number will be provided upon presentation of photo ID. If the patron does not have another form of identification, the materials they wish to check out can be held at the main desk until closing time to allow the patron time to retrieve their form of identification.

To check out on another person's account, a person must have that person's library card in hand.

Minors may retrieve their card number by answering two security questions to confirm their identity (birthday, address, phone number, pin #).

This policy is in place to protect patrons from unwanted activity on their accounts, as well as to protect materials included in the collection.

## **Interlibrary Loan**

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The Library cooperates with other libraries through the use of interlibrary loans. In the event that the library does not own and is not able to provide a requested item, the Library may request the item from other libraries through the use of interlibrary loan. These items will then be available to the patron for six (6) weeks, at which time the item will be returned to the owning library. These items are not owned by the Hays Public Library but are on loan for our patrons and are therefore subject to the availability of items of the owning library. Requests for interlibrary loans may be submitted through the [Hays Public Library website](#).

If an item previously requested is not available through interlibrary loan, the Collections Manager may re-evaluate the selection criteria for the request.

## Collection Development

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Collection development includes the process of adding and withdrawing materials from the library's collection including print, audiovisual, and electronic resources to fulfill the service roles of the library. Materials selected are intended to meet the needs of library users, either expressed or those determined from community demographics and areas of interest.

The Library provides informational, educational and recreational materials through circulating collections, reference services and interlibrary loan.

### Material Selection

Responsibility for the selection of library materials rests with the Department Manager who operates with the approval of the Library Director and Board of Directors. Patron requests play a vital role in collection development and can be submitted through the [Library website](#).

### Selection Criteria

Library materials are selected on the basis of their informational, educational, or recreational value for the use of the Hays Public Library's patrons. Four criteria are used to select materials. A material does not have to meet all four criteria in order to qualify for selection:

#### 1. Quality of Material

- Good critical reviews in professional journals, literary or artistic awards, quality of presentation, artistic, scientific, or educational value, etc.

#### 2. Popular Demand

- New York Times Best Sellers, patron requests, etc.

#### 3. Relationship to Existing Collection

- Subject area balance, philosophical balance, relevance to community, current subject of interest, etc.

#### 4. Budget and Availability

- Publication date, release date, country availability, etc.

### Special Collections

Materials by and about Kansans or Kansas are acquired for the Kansas Room. These include books, Kansas newspapers on microfilm, periodicals, vertical file materials, maps, photographs, and other items. The Kansas Room maintains a genealogy collection.

### Digital Collections

HPL offers ebooks, downloadable audiobooks, streaming video, and streaming music on several different online platforms. When selecting digital materials from platforms, the Library utilizes the selection criteria listed above and considers the funding model provided by the digital platforms. Due to the high cost of digital content and the high demand, priority will be given to purchasing bestselling titles and/or patron suggestions.

Some additional online resources or databases will be offered to fill demand for subject-specific content. These online resources will be evaluated on a yearly basis, looking at factors such as availability, cost, usage, community interest, and any unique content.

### Patron Requests

Patrons are welcome to request items for purchase at any time through the [Library website](#). All such requests will be considered with the Selection Criteria in mind and not all requests can be fulfilled by a purchase. If a requested item cannot be purchased for the Library, all efforts will be made to provide the patron with alternative access to the item. This may include but is not limited to an interlibrary loan request or digital access.

### Gift Materials

Books and other materials will be accepted as gifts on the condition that the Library has the authority to make whatever disposition is deemed advisable.

The Library will not accept materials which are not outright gifts. A [list of appropriate donations](#) can be found on the Hays Public Library website.

## Circulation Rules

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<u>Item Types</u>	<u># of Items</u>	<u>Loan Period</u>	<u>Renewals</u>
Audio Book	5	3 weeks	2
Book	Unlimited	3 weeks	2
E-Device	1	1 week	2
Equipment	2	1 week	2
Game	2	1 week	2
Music	10	3 weeks	2
Periodical	10	3 weeks	2
Video	8	1 week	2
Hoopla*	12/month	varies	N/A
Overdrive	5	2 weeks	N/A
Kanopy	12/month	2/3 days	N/A

\*limited to Ellis County Residents

Temporary, digital, organization, and student card rules may be modified as Library administration deems appropriate.

## Fee Based Services

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Damaged Item	Purchase/repair price of item
Lost Item	Purchase price of item
Replacement case – CD/DVD/Blu-Ray/Games	\$5.00
Printouts (per page)– black & white	\$0.10
Printouts (per page) – color	\$0.50

First \$1 total daily printouts are free.

## **Evaluation and Withdrawal of Materials**

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The collection is continuously evaluated to maintain the quality of items that are offered to the community. The withdrawal, or weeding, of materials is an integral part of the maintenance of the collection to remove materials that are damaged, worn, outdated, or not of public interest. HPL primarily uses the CREW (**C**ontinuous **R**eview, **E**valuation, and **W**eeding) Method when evaluating items for withdrawal. The following criteria is used for this evaluation process:

- Physical condition of the item
- Relevancy to the needs or interest of the community
- Misleading or factually inaccurate
- Superseded by a newer edition or improved content, outdated content
- Item is easily available through Interlibrary Loan (ILL)
- Shelf space availability

The library's withdrawal policy is based on the same factors as the [Materials Selection Policy](#).

### **Disposal of Withdrawn Materials**

Items will be withdrawn based on the criteria listed above. Items in good condition will be given to the Friends of the Library for sale consideration or to the Little Free Libraries for community use. Damaged items will be disposed of immediately. Every effort will be made to recycle those disposed items.

### **Replacement of Materials**

Replacements for items that have been withdrawn because of loss, damage, or wear will be considered based on circulation statistics and the Material Selection Criteria.

## **Disposal of Library Property**

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When Library equipment and furniture becomes obsolete, broken or in irreparable condition, the Library will dispose of these items.

The Director is responsible to identify items for disposal and to determine proper method for disposal. The Director will keep the Board informed of the disposal of any significant valued or sized items.

Items will be disposed of when their useful life is over, that is, when they are broken and cannot be reasonably repaired; when they are in poor condition, damaged, worn out and it makes more sense to update and replace; when items are no longer needed or are being used.

According to condition of the item, it will be donated, given away, sold, or taken to the landfill. Consideration will first be given to other Libraries and tax-supported or non-profit organizations before being sold or given away to the public. Hays Public Library staff are allowed to make purchases.

## **Objections to Books or Materials**

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In the event a patron objects to the existence of a library material in the collection, the following procedure is followed:

1. The Director will listen to the patron's concerns. The patron should be provided with the *Material Selection and Intellectual Freedom* policy.
2. If after discussion with the library Director the patron is still concerned about library material, the patron is requested to complete a "Citizen's Request for Reconsideration of a Library Material" form.
3. The Director will establish a committee of staff members to review and make a recommendation as to the disposition of the material. The Director reviews the material in question, as well as its critical reviews.
4. The Director makes a decision regarding the disposition of the item.
5. An appeal of the Director's decision may be presented in writing to the Board of Directors who may, at its discretion, review the Director's decision.

A Citizen's Request for Reconsideration of a Library Material may only be submitted by residents of Ellis County.

A person may only have four Citizen's Request for Reconsideration of Library Material requests active at a time.

An item reviewed through the reconsideration process is not eligible for review again until five years after the date the review is completed.

Due to the nature of a consortium and digital collections, content on Sunflower eLibrary (Libby) cannot be reconsidered if it was purchased and shared by another library. Content on other online resources may also be ineligible for reconsideration depending on how the library subscribes to content on each online resource.

## Display Policy

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### I. Purpose

The purpose of this policy is to provide guidelines for library-initiated and co-sponsored displays to promote full and equal access to information, encourage reading, enable lifelong learning, and reflect the diverse interests of the community.

### II. Principles and Criteria

The Library Director holds the final responsibility for library displays. Staff will use the following criteria when making decisions about display topics and materials:

- **Connection to the Library's Mission:** The display should support the library's role as a community information center and promote its collections and services.
- **Community Relevance:** Displays should appeal to the diverse interests, needs, and values of the community.
- **Intellectual Freedom:** Displays will strive to include a wide spectrum of opinions and viewpoints. Topics, books, or media will not be excluded solely because they may be considered controversial, as the library supports the principles of the Library Bill of Rights.
- **Endorsement:** Acceptance of a display does not constitute an endorsement by the library or the city of the content or views expressed in the materials.
- **Exclusion:** Displays will not be used for purely commercial, partisan political, or religious advocacy purposes.

### **III. Reconsideration Process for a Display**

The library welcomes expressions of opinion from patrons concerning library displays.

1. **Informal Discussion:** A patron who questions a display should first discuss their concern with the Library Director, to clarify the display's purpose and policy.
2. **Formal Request:** If the patron wishes to pursue the matter formally, they must complete a "Request for Reconsideration of a Library Display" form, provided by the Library Director. The completed form must be submitted to the Library Director.
3. **Review:** The Library Director will review the request in consultation with relevant library staff and reference the criteria in the Library Display Policy and the Library's Collection Development Policy.
4. **Decision:** The Library Director will issue a written decision to the patron within a reasonable timeframe (e.g., within 30 days). The Director's decision is final. The display will remain in place during the reconsideration process.

## **Patron Code of Conduct**

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Library staff is committed to serving patrons and providing a safe and inviting atmosphere. Conduct on library property which may lead to denial of library privileges includes, but is not limited to, the following:

1. Engaging in any activity in violation of Federal, State, local, or other applicable law, or library policy.
2. Theft, or attempted theft, or destruction or attempted destruction of library materials or property or the personal property of library patrons and staff.
3. Actions that threaten safety. (ex. Running, standing on furniture, throwing items, no shoes)
4. Smoking or use of tobacco products or electronic cigarettes in library or on library property.
5. Activities harmful to the facility such as food and drink in restricted areas, utilizing furniture and items inappropriately, littering, and not picking up after oneself.
6. Offensive gestures; cursing; obscene, abusive, or threatening language including hateful speech, racial slurs, or profanities.
7. Public display of explicit sexual material or child pornography.
8. Sexual misconduct.
9. Using or bringing controlled substances or alcohol onto library property or otherwise exhibiting signs and symptoms of being under the influence of alcohol or controlled substances.
10. Unlawful or unsafe possession, use, or display of a weapon.
11. Physical altercations including assault or violent acts, fighting or challenging to fight, pushing, shoving, or throwing things.

12. Neglecting to provide proper supervision of children. Children 8 years of age and younger should be supervised by a caregiver 12 or older.
13. Sleeping.
14. Moving, altering, or rearranging library furniture or equipment, altering the configuration or settings of library electronic equipment without the authorization of library staff.
15. Sitting on tables, bookstacks, or putting feet on furniture or sitting on the laps of others.
16. Soliciting or selling items in public areas.
17. Bringing uninvited animals of any kind, including insects and other living organisms except service animals, such as seeing-eye dogs or other guide-trained animals.
18. Disruptive behavior such as being excessively loud or harassment.
19. Entering into or remaining in the library while emitting odors—including bodily odors and perfumes—which interfere with the use of library services by other patrons or by staff.
20. No campaigning or protests inside or within 20' of library entries.
21. Distracting and unreasonably loud use of technology including sound emitting from devices or loud or profane communication on devices.
22. Using public restrooms or library facility for personal grooming, bathing, shaving, shampooing, or doing laundry.
23. Bringing in personal belongings that cannot reasonably fit beneath a chair or table or that impedes others' use of the library

24. Storing personal belongings on the library premises unattended.

25. Patrons may not interfere with the staff's performance of duties in the library or on library property. This includes engaging in conversation or behavior that monopolizes or forces the attention of staff for an inappropriate period of time, inappropriate personal comments, sexual advances, or physical and/or verbal harassment.

All library staff have the authority to eject anyone who exhibits these behaviors.

If asked to leave the premises, access to all library services is denied. If the person refuses when asked to leave, the proper authorities may be called in accordance with K.S.A. 21-3828 (3).

The Director and Managers have the authority to limit or revoke library privileges for an extended period. Limitations or revocations may be appealed by submitting a request to the Board Chairman one week prior to monthly meeting.

## **Unattended Children in the Library**

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The Hays Public Library encourages visits by children and is dedicated to providing a welcoming and safe environment for patrons of all ages. Responsibility for the behavior and well-being of children using the library rests with the parent/caregiver. Though they will always respond with care and concern, library staff members cannot assume responsibility for the supervision of children.

To help ensure the safety and security of children, parents/caregivers are required to supervise children age 8 and younger while at the library.

Older children able to maintain proper behavior may use the library unattended. However, some children between nine and eleven years of age may not be able to cope with being unattended. Therefore, it is *recommended* that children eleven and younger be accompanied by a parent/caregiver.

A caregiver must be a minimum of twelve years old and actively demonstrating responsibility for the child they are caring for.

If a child eight and younger is left without supervision at the library:

1. Staff will attempt to help the child find the parent or guardian and then inform them of the Hays Public Library Unattended Children Policy. If a child is left unattended for an extended period of time and a parent or guardian cannot be contacted, staff may contact the Hays Police Department. Staff will document the incident and inform the Public Services Manager.
2. After a third incidence of unattended children from the same family, staff will call the Hays Police Department and turn the unattended child over to them. The Public Services Manager will document the incident.

## **Child Left Alone at Closing Time**

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Minors that are alone at the library at closing time may be assisted by staff members in securing a safe way home. Weather, time of year, proximity to other people, age, and vulnerability of the minor may require that staff help the patron locate a ride. This assistance does not constitute the staff members taking responsibility for the minor. If needed, a minimum of 2 staff members will wait with the patron.

If no one can be reached on the phone and no one comes to pick the minor up within 20 minutes, the Hays Police Department (785-625-1011) will be called. Depending on the situation, staff may walk the minor to the police station to continue trying to contact someone. Staff will not stay with the child once at the police station. Under no circumstances will staff drive or escort a minor home who is not under their care.

The Library Director or Public Services Manager will be informed of the incident immediately, and an incident report will be completed detailing the steps taken.

## **Library Promotional Photographs and Video**

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Hays Public Library reserves the right to use photographs and videos of patrons and program attendees for promotional purposes. Patrons who are featured in a photo posted online can request that the image is removed.

Hays Public Library may accommodate requests for photography or video recording. This privilege is at the reasonable discretion of the Library staff. The Library staff may limit photography or video recording by individuals whose activities interfere with library operations or patrons' rights to privacy, adversely affect public safety, or cause public disturbances.

Individuals who photograph or video record inside the library must honor requests from patrons and staff who do not want to be included in photos or video recording.

For purposes of this policy, photographing or video recording refers to all current and future static, still, or video imaging.

The library accepts no liability for the use of photos or video recording that result from this activity.

## **Food and Drink**

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Drinks with lids are allowed except on bookshelves and on surfaces next to computers.

Snacks are allowed at public seating areas with tables. Snacks are small, packaged items like chips, cookies, and other vending machine type items. Also allowed are small food items not requiring utensils. Snacks are NOT fast food, restaurant meals, pizza, fried chicken, French fries, ice cream, or other fast food.

Individual meals, such as a person eating their lunch in the commons area, are allowed in meeting rooms and in the commons area on the second floor and main floor. The intent of this is to facilitate small gatherings in the space, not to host large meals. This excludes foods which emit odor that could impact the spaces beyond these areas.

People who bring in food and drink are required to pick up after themselves.

## **Animals in the Library**

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Service animals are welcome on library property.

- Service animals are individually trained to do work or perform tasks for persons with disabilities.
- The work or tasks performed by a service animal must be directly related to the individual's disability.
- Service animals must be on a leash or always harnessed, unless the use of a leash or harness interferes with the animal's effective performance of its task.
- Service animal is limited to the animals defined under the ADA and does not include any other species of animals, wild or domestic, trained or untrained.
- The service animal's handler is responsible for any damage to Library or personal property and any injuries to individuals caused by the service animal. Anyone using a service animal on Library property will hold the Library harmless and indemnify the Library from any such damages.
- Animals relied upon for crime deterrence or companionship are not service animals.
- Comfort or emotional support animals are not service animals and cannot be on Library property.
- No pets are permitted on Library property.

Library staff has the right to ask the animal's handler:

- Is the animal required because of a disability?
- What work or task has the animal been trained to perform?

The Library retains discretion to exclude or remove a service animal from Library property if:

- The service animal is out of control and/or the service animal's handler does not effectively control the service animal's behavior.
- The service animal is not housebroken or creates an unsanitary condition.

- The service animal poses a direct threat to the health or safety of others that cannot be eliminated by reasonable modifications.
- Permitting the service animal would fundamentally alter the nature of the service, program or activity.

Animals invited for special library-sponsored programs are allowed on Library property.

## **Internet Access Policy**

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### General Statement on Internet Access

The Hays Public Library provides public access to the Internet in support of its mission to provide and promote informational, intellectual, and cultural resources, and to affirm its commitment to the principles of intellectual freedom as expressed in the [Library Bill of Rights](#). Internet resources are provided equally to all patrons. Internet users are expected to comply with the United States copyright law, United States and Kansas obscenity statutes, and all other applicable laws and library guidelines.

The Internet contains an extraordinarily diverse collection of information resources, and the Library cannot be held responsible for its content. It is the goal of the Hays Public Library to provide a comfortable and welcoming environment for all ages. Each individual is responsible for their own appropriate use of the Internet in a public place.

### Library Guidelines for Use of the Internet

The Library supports only Library-owned computer equipment. Installing or attempting to install any program on Library computers is prohibited.

The Library shall not be responsible for any unauthorized or illegal activity conducted over the Internet with Library equipment, nor shall it be responsible for any loss of data, damage or liability that may occur from files or programs downloaded from the Internet.

Library staff may establish limits on the length and number of sessions available to individual users. Some public computers may be reserved for specific uses.

### Use of Technology Protection Measures

The Library employs technology protection measures on library computers (filtering software) in an effort to block access to sexually-explicit material, obscene material, child pornography, and content harmful to minors, or materials containing sexual exploitation of children.

However, this technology is not completely reliable. The Library cannot be held responsible for prohibited information that may be displayed or for non-prohibited information that may be blocked.

Patrons who encounter websites which they believe should be blocked but which are not, or who are prevented from accessing websites which they believe should not be blocked may submit a Request for Reconsideration of a Website.

### Privacy and Confidentiality

The Hays Public Library follows state and federal law regarding privacy of library users' records and information. Library staff will not disclose patrons' use of the Library with respect to information sought or received, including Internet use, except pursuant to a valid court order or subpoena authorized under federal, state, or local law, or as a result of unacceptable use as described below.

### Unacceptable Use

Using Library computers in an unacceptable manner is prohibited. Unacceptable use includes, but is not limited to:

- Accessing or attempting to access secure data in an unauthorized manner, including so-called “hacking”
- Damaging or attempting to damage computer equipment or software.
- Interfering with systems operations, integrity, or security
- Sending harassing messages to other computer users
- Violating copyright laws and software licensing agreements
- Engaging in activities deemed unlawful according to local, state and federal law.

Patrons shall not access or exhibit inappropriate matter on Library computers.

Inappropriate matter shall include sexually explicit material, obscene material, child pornography and content harmful to minors, or materials containing sexual exploitation of children, as defined by Kansas Statutes and the Children's Internet Protection Act.

Specifically:

- Patrons shall not access or exhibit obscene material on computer workstations. Disseminating or exhibiting obscene material is a crime in the state of Kansas. (See K.S.A. 21-4301 as amended.)

- Patrons shall not access material or computer-generated images deemed harmful to minors. (See K.S.A. 21-4301a and K.S.A. 21-4301c, as amended.)
- Patrons shall not use computer workstations in a manner that allows them to possess a computer-generated image that contains or incorporates sexual exploitation of a child. (See K.S.A. 21-3516, as amended.)

A patron, who is observed using a Library computer in an unacceptable manner, may be subject to:

- Immediate termination of the Internet session
- Suspension of computer use or other Library use privileges.
- Notification of appropriate law enforcement officials
- Prosecution

### Use of the Internet by Minors

Within the above limitations, the Library follows policies and procedures that support safety for minors when accessing the Internet at the Library. However, parents and guardians, not the Library or its staff, are responsible for Internet use by their own minor children. In accordance with the Library's Unattended Child Policy, parents/caregivers are required to supervise children aged 8 and younger. Minors who visit the Library without a parent or guardian are responsible for their own decisions and behaviors. Some Internet workstations may be reserved for use by children or young adults.

### Wireless Network Access

While in the Library, patrons may connect to the public wireless internet with a personal device. All Library policies concerning legal and acceptable use of the Internet apply. Library staff cannot offer technical support for establishing or maintaining wireless connections.

The wireless network is open and should not be considered secure.

Simultaneously connected computers are visible to each other, and therefore vulnerable to other users' viruses, malware, and hacks. Users are responsible for maintaining up-to-date anti-virus software and firewalls. Transmission of credit card numbers, passwords, and other personal information should be avoided.

The Library is not responsible for hardware or software damage, loss of unattended equipment, or personal information that is compromised.

## Programming

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A program is defined as an event sponsored or co-sponsored by the Library and having a presentation component. The Library Board of Directors delegates development and presentation of programs to the Director and any designee(s). A program can be a single event or a series of events, be a scheduled or unscheduled event, take place inside or outside of a library, or take place online. Programming furthers the mission, vision, and values of the Hays Public Library.

The Library's philosophy of open access to information and ideas extends to programming. Library programs are free and open to the public. Registration may be required for planning purposes or when space is limited.

Programming is a fundamental component of library service that:

- Introduces attendees to library resources and materials.
- Provides learning and entertainment opportunities to meet the informational, educational and recreational needs of those attending the program.
- Raises awareness and visibility of the library to the community.
- Supports and responds to emerging community interests as well as established interests and demands.
- Expands the Library's role as a cultural and community center; and/or
- Extends outreach for underserved populations.

The Library uses partnerships with non-profit and civic organizations, government, and commercial entities in order to reach new audiences and to create opportunities to meet the goals of programming.

Programs will be developed with consideration for the principles of accessibility, equity and inclusiveness, and will contribute to the Library's safe, supporting and welcoming environment. Reasonable accommodations will be made to ensure that programs are accessible to all who wish to attend and participate.

Library programming should align with the [Library Bill of Rights](#) and [Library-Initiated Programs as a Resource: An Interpretation of the Library Bill of Rights](#).

Some programs may be developed for a particular audience, i.e., attendees should be within the appropriate age group such as children or teens or may require an accompanying adult. All program participants must comply with the HPL Patron Code of Conduct. The Library reserves the right to set age limits or recommendations for programs. In determining appropriate age recommendations, staff will consider the suitability of the program's materials, format and program presenters, the relevancy and suitability of topic, messages and programming methods for the intended audience. Programs designed for specific audiences will be publicized as such. The responsibility for child attendance at Library programs rests with the parents or guardians.

Library programs must have a special educational, informational or cultural value to the community. Programs of a purely commercial nature or those designed for the solicitation of business will not be offered by the library. Examples of programs that would be considered of a commercial nature include, but are not limited to, presentations offered for free but with the intention of soliciting future business.

Library selection of a program does not constitute an endorsement of the content of the program or the views expressed by presenters. Decisions to provide programs will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the program in serving the interests of Library patrons.

Programs that support or oppose any political candidate or ballot measure will not be approved or offered by the library. However, educational programs, such as candidate forums that include invitations to all recognized candidates may be offered.

Programs will not be offered or approved that support or oppose a specific religion. Programs are planned to be inclusive of all cultures and of all religions and no religion. Library programs may address religious themes to educate or

inform, but not to promote, observe or proselytize a particular religious conviction. Holiday programs may be offered for the entertainment of library patrons.

Religious, non-profit and partisan groups may utilize meeting rooms for programs and meetings as provided by library Program and Meeting Room Services policy.

The following activities will be permissible at Library-initiated programs or on property governed by Library policy:

- Fundraising to benefit the Library, or sponsored by the Friends of the Hays Public Library or the Hays Public Library Foundation
- The sale of books, music, movies or other items by authors, performers or presenters as part of a Library sponsored program.

Library staff uses many criteria when making decisions about program topics, speakers and accompanying resources, including:

- Community needs and interests
- Relation to library collections, resources, services and events
- Connections to other community programs, exhibits or events
- Historical or educational significance
- Treatment of content for intended audience
- Presenter expertise and/or public performance experience
- Popular appeal

The Library may draw upon other community resources when developing programs and may actively partner with other community agencies, organizations, educational and cultural institutions, or individuals to develop and present co-sponsored public programs.

Professional performers and presenters that reflect specialized or unique expertise may be hired for Library programs. Performers and presenters will not

be excluded from consideration because of their origin, background or views, or because of possible controversy.

Unsolicited offers from individuals and organizations to present programs will be evaluated by the same standards used when planning Library programming. Such programming opportunities should further the mission, vision and values of the Hays Public Library as outlined in this policy.

Organizations or individuals collaborating with the Library on programs must coordinate marketing efforts with the Library's Communications Coordinator. Assessments of the effectiveness of Library programs are based on attendance and audience satisfaction. Other evaluation criteria include attraction of new patrons to the Library, the promotion of HPL goals, and addressing the needs of a specific target audience as reported on program evaluation forms.

The Library Board of Directors delegates development and presentation of programs to the Director of Libraries and any designee(s).

The Library welcomes expressions of opinion from patrons concerning programming. If a patron questions a Library program, they should first address the concern with a Library staff member in charge of the event. Patrons who wish to continue their requests for review of a program or the denial of a request to present a program may submit a "Citizen's Request for Reconsideration of Library Resources". Requests for review of programs will be considered in the same manner as requests for reconsideration of library materials. The Director will review materials related to the planning and presentation of the program along with information submitted by the patron in order to determine whether or not the program fits the criteria for Library programs outlined in this policy. Patrons who disagree with the findings of Director's review may appeal the issue to the Director of Libraries, and then to the Library Board of Directors.

If a request for programming is denied by the Review Committee, Director and/or the Library Board of Directors, a new application for the same or similar programming may not be submitted by the Patron for a period of ninety (90) days following the denial. Requests for similar programming submitted by

multiple patrons may be reviewed together by the Review Committee, Director and/or the Library Board of Directors.

## **Building Use Policy**

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### Building Hours

Normal operating hours of the Hays Public Library are:

Monday-Thursday 9AM-8PM

Friday 9AM-6PM

Saturday 9AM-5PM

Sunday 1PM-5PM

No one is permitted on library grounds between 1 a.m. and 5 a.m.

The Library Director has the authority to close the library for weather, training, facilities issues, or other reasons deemed necessary. The Library Director should notify the Board of all closings.

### ADA Compliance

Hays Public Library complies with the [Americans with Disabilities Act of 1990](#).

### Non-Discrimination Statement

The right of an individual to use the Hays Public Library shall not be denied or abridged because of age, sex, religion, national origin, social or political views, disabilities, or health conditions. This includes staff members.

### Meeting Room Services

[Multiple meeting rooms](#) are available to non-profits, individuals, community groups, government agencies, or businesses at no charge to hold educational and cultural programs and meetings.

The Hays Public Library supports the American Library Association's [Library Bill of Rights](#) which states in part: "Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use." Use of the space does not constitute Library endorsement of the viewpoints expressed by participants in the programs.

## General Policies

- All meetings in large rooms must be open to the public.
- All meetings must be held within the hours the library is open to the public.
- Library staff must always have access to meeting rooms.
- No admission fee, registration fee, donation, product sales, or monetary solicitation of any sort may be sought from attendees. This includes sales for future solicitations.
- All patrons using any rooms must comply with the [HPL Patron Code of Conduct](#).
- If library staff are responsible for setting up or breaking down tables, a \$25 fee applies. Staff availability to set up the room is not guaranteed.
- If staff are required to provide prolonged technical support, a \$25 per hour fee applies with a minimum fee of \$25. Staff availability to assist with technology is not guaranteed.
- Any use of the meeting rooms should not be conveyed or advertised as an event endorsed by HPL.

## Large Meeting Rooms

- Large meeting rooms may only be reserved by a person 18 years or older.
- Parties, receptions, and other gatherings that are primarily social in nature, such as birthday parties, retirement parties, etc, are not allowed.
- The large meeting rooms require either a library card or a copy of a photo identification with current address to be on file (with room application).
- A meeting room use application must be completed and reservation confirmed by a staff member for large meeting rooms.
- A person or organization may only have three reservations for large meeting rooms at one time and may only reserve a large meeting room three times over a three-month period.
- Reservations have a maximum of 4 hours.
- Reservations should be made at least 48 hours in advance for large meeting rooms.
- Rooms may not be reserved more than three months in advance.

- If no one arrives or contacts staff within fifteen minutes after the reservation begins, the reservation will be considered a no-show and the reservation cancelled.
- Large meeting rooms may be used by all patrons if currently not in use or reserved.

### Small Meeting Rooms

- Small meeting rooms may be reserved by all ages.
- The rooms may be reserved immediately if available.
- Individuals are limited to one two-hour reservation of a small meeting room per day.
- A patron may have three reservations at any given time.
- Rooms may not be reserved more than three months in advance.
- If no one arrives or contacts staff within fifteen minutes after the reservation begins, the reservation will be considered a no-show and the reservation cancelled.
- Small meeting rooms may be used by all patrons if currently not in use or reserved.

### Liability

The Hays Public Library is not liable for injuries to individuals. Hays Public Library is not liable for damages to or loss of personal or organizational property of groups using meeting rooms.

### Library Use

Programs sponsored by the Library take precedence over programs by outside groups. If the Gallery space is required for Library Purposes, the Library reserves the right to cancel or change rooms for any conflicting reservations. Notice will be given to the contact person at least two weeks before the program was scheduled to occur. The Library will make every effort to avoid such a cancellation.

Events and programs sponsored by the Library, the Friends of the Library or the Library Foundation are exempt from the provisions of this policy.

Interpretations and exceptions to the meeting room services policy may be made by the Director or designee.

## Notary Service

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Hays Public Library offers free, limited notary services. Please schedule an appointment through the online request form or call HPL at 785-625-9014 to confirm that a notary is available. The availability of a notary is not guaranteed without an appointment.

- All persons signing the document must appear in person.
- Please bring a valid, government-issued photo ID and unsigned documents to be notarized. Documents must be signed in the presence of the notary in order to be valid (ORC Section 147).
- Patrons must bring their own witnesses, if needed. The library does not provide witnesses and witnesses may not be solicited from staff or patrons using the Library. Witnesses must be personally known to the signer.
- Documents to be notarized must be in English.
- The Library's free notary service is intended for simple documents that do not require specialized expertise.
- The person who will sign the document must be sure that the document is completely filled out, leaving no blanks other than where the patron will sign the document, before appearing before the notary. Any document with blank spaces will not be notarized.

Documents that will not be notarized include, but are not limited to:

- Auto titles without buyer address and name. Seller must be present.
- Electronic notarizations.
- Deeds, and other real estate or land documents (*i.e.*, mortgages, housing refinance documents, Quit Claim Deeds, and satisfactions of mortgages), wills, living wills, trusts, codicils, powers of attorney or depositions.
- Items where the notarization oath is not written in English (and no written English translation is provided).

Library notary publics are not attorneys licensed to practice law, and they may not give legal advice. We reserve the right to refuse notarizing documents for any reason and to decline service in cases that raise any issue of authenticity, ambiguity, or doubt.

## Exam Proctoring

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### Availability:

Exams are administered by appointment only and applications for proctoring must be submitted at a minimum of one week in advance. The library does not guarantee a proctor so students must wait for a confirmation email by library staff.

Exams shall be taken during regular library hours, Monday-Friday. The exam must be scheduled to be completed no later than one hour before closing unless the proctor grants an exception.

The Hays Public Library does not charge for proctoring services.

### Guidelines:

- The library agrees to provide a reasonably quiet space for the test-taker to complete the exam, but the test-taker and the examining institution should be mindful that the library is a public building and cannot guarantee complete silence or privacy.
- The library cannot provide continuous supervision but will check on the test-taker frequently.
- The library has the right to substitute a proctor if the assigned proctor is unavailable.
- The test taker may be returning the exam to a staff member other than the one who issued the exam, and the test taker will be informed of this prior to starting the exam.
- A student who is a “no call no show” may not be permitted to use the library for proctoring services. This also applies to chronic lateness.
- Library staff proctoring the exam will not sign an institution’s proctor verification form attesting to more than the staff is able to do under the guidelines set forth by the library’s policy.
- The library will return completed test as directed by the examining institution in a timely manner that rarely exceeds 1-2 business days.

- The library shall not be responsible for any exam once it leaves the library's possession.
- The library shall not be responsible for exams that are interrupted or delayed by library emergencies, power failures, inclement weather, and/or computer hardware or software issues.

#### Responsibilities of the Student:

- To submit the library's proctoring application and agree to the Hays Public Library's exam proctoring policy.
- Verify that the examining institution's proctoring guidelines meet all the requirements set forth in the library's policy.
- To obtain any exam guidelines, instructions, and any pre-exam requirements from the examining institution.
- To arrive on time for the agreed upon appointment. If the student cannot make the time and wants to reschedule, they must contact the proctor.
- To come prepared with necessary supplies to take the exam.
- Provide a valid photo ID for verification, as well as any other credentials required by the examining institution.
- To take the exam on the honor system. The proctor will ask for all non-approved items set forth by the instructor such as cellphone, notes, computer ect prior to the exam starting.
- Exams may be taken on the test takers personal laptop if it is approved by the instructor. The library does have PCs, but library staff is not responsible for fixing or assisting with the institution's software or testing applications.

#### Responsibilities of the Examining Institution's Instructor:

- Be aware of and agree to the guidelines set forth by the library's exam proctoring policy.
- Understand that the library is a public building that offers proctoring as a service but is not a proctoring center.
- Instructors are responsible for informing the test-taker on any exam guidelines, instruction, and any pre-exam requirements.

## **Volunteer Policy**

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The Hays Public Library volunteer program is meant to engage the community in volunteer efforts for the betterment of the library.

Volunteers serve under the supervision of library staff and the work must meet the scheduling needs of the library.

Volunteers may be dismissed at any time and must follow all library policies.

All volunteers must complete a volunteer application. Volunteers under 18 must have parental consent. Volunteers over 18 are subject to a mandatory background check.

The Friends of Hays Public Library maintains a volunteer program independent from the HPL Volunteer program. This policy does not apply to the Friends of Hays Public Library.

## **Community Service Policy**

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The Hays Public Library supervises court-ordered community service workers as a community outreach service. Community service workers are supervised directly by Department Managers. To schedule community service, visit the library or call the Public Services Manager at 785-625-9014.

### Who may do community service?

- Ellis County residents
  - 18 and older in Adult Services; 17 and under in Youth Services
  - Those whose offenses are non-violent and not theft-related
  - Community Corrections stipulates that sex offenders cannot do community service at the Library
- CS workers who are unable to follow directions and perform tasks adequately will not be able to complete their service at the library

### When can they do community service?

- Scheduling varies depending on the Manager's availability and the participation form must be submitted a minimum of one week in advance of service
- Must take place between the hours of 9am and 5pm, weekdays only AND only when Manager is available
- CS workers must call in advance to reschedule appointments

## **Art Displays**

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The Library regularly exhibits art or other displays in the Gallery and in other designated public spaces with the objective of increasing the education, art appreciation and enjoyment of library patrons. If a patron wishes to purchase a work, the Library will help them contact the artist.

All care will be taken to see that no harm comes to the artist's work. The artist, however, must understand that the Library is not responsible for the display.

An Artist Exhibit Release Form will be completed and signed by both artist and library staff prior to the work being displayed.