

Service and Administration Policies
Kirkwood Public Library

ARTICLE III.
Service Policies

Section 1. Individuals

A. Library service, both to those who enter the Library and to those who cannot, shall be based on the principle that an individual may be motivated to seek books and other Library materials, assisted in locating materials and information, and helped in the mechanics of the use of the Library materials insofar as time and resources are available. Materials that are not owned by the Library and are not to be purchased shall be made available, when possible, for patrons through interlibrary loan, or Info Pass from other libraries.

B. Guidance to the individual may be by personal consultation, lists of materials, displays, instruction in use of the Library, use of online services, as well as through group participation in Library related activities, and through means of mass media.

Revised by the Board of Trustees on August 19, 2015

Section 2. Groups -- Appropriate means shall be used to encourage the use of books and other materials, either in the Library or community, through the availability of Library material-related programs. Assistance to groups may include furnishing materials related to group programs and providing speakers on the resources and services of the Library including community bulletin boards.

Section 3. Community Relations -- It shall be the objective of this Library to involve the interest of citizens of the community in the development and use of their Library. Specific statements are given below.

A. Organized Groups -- The Library shall seek and sustain cooperation with organized groups in the community, toward realizing the objectives of the Library.

B. Communications -- Members of the community wishing to be heard by the Board on any matter may communicate through letter to the Board President or any member of this Board. The Board welcomes residents to attend Board meetings. Those bringing matters before the Board are asked to limit their remarks to no more than five minutes and to give their name and address. Because agendas of meetings are set in advance, no discussion of a presenter's topic will take place at that meeting. The Board will give careful consideration to patrons' concerns and will respond.

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C. Annual Report -- An annual summary of the activities and services of the Library shall be prepared and made available for the public.

D. Public Library-School Library Relationship

1. It is recognized that there is an inter-relationship of libraries of all types, and that services may overlap between public and non-public libraries. The following definitions of the differing responsibilities of the public library and the school library shall be a guide in the development of complementary services.

2. The Public Library is designed to serve the reading, information and recreation needs, interests and purposes of all the people of all ages in its area. It is the community's major center for reliable information with a clientele as broad and varied as the community itself. Library users are served on an individual basis, as well as in groups. The use of a public library is characterized by its voluntary nature and its informality. The public library complements and supplements the school library (media center) but carries the broader responsibility to the total community. As part of its program, the public library supplies children and youth with services and materials primarily to satisfy their self-motivated interests. At the same time, it is recognized that the library is also used by students after school hours for research in fulfilling their assignments.

3. The School Library (Media Center) is designed for children and young people engaged in the formal learning process. It supports the curriculum and meets educational needs through materials and services. It also provides for leisure activities as well as independent study not directed by formal learning experiences. It reflects the philosophy and objectives of the school program. The media center is an instructional materials center or learning resource center and is a laboratory for research where students learn to develop library and study skills. The school librarian is a member of the teaching staff. As an essential part of the total school program, the provision for adequate, functioning school libraries is the responsibility of school authorities.

E. Gift Acceptance

1. The Library will accept gifts for the benefit of the Library unless such gifts can be construed as affecting the business judgment and relations of the staff or members of the Kirkwood Public Library Board of Trustees.

2. All donated materials brought to the Library are deemed to be gifts to the Library. Library materials accepted by the Library are subject to the Collection Development Policy. Materials given to the Library shall be the property of the Library to be used or disposed of as staff deems

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appropriate. Materials not added to the Library collection may be sold in Library book sales.

3. Evaluation of Gifts -- Requests for price evaluation of gift materials shall be answered with the suggestion that the donor consult disinterested persons engaged in the business of buying and selling such materials who can give a fair market value. By law, the Library is unable to furnish an appraisal for tax deduction purposes.

4. Memorials, Endowments, Commemorative Gifts -- Gifts for the enrichment of the Library, other than Library materials, shall be accepted on an individual basis and subject to review by the Kirkwood Public Library Board of Trustees.

F. Sponsorship Policy and Procedures

The Kirkwood Public Library welcomes sponsorship from local business, corporations, families and individuals. The aim of sponsorship is to obtain funding or in-kind support to provide services and equipment that may not otherwise be available. The Board of Trustees of Kirkwood Public Library believes that libraries play an essential role in the quality of life of our citizens and in this important function, the Library should be supported through public funding. Therefore, sponsorship revenue should only be used to fund optional additional services or new, "start up" services.

Guiding Principles

The following principles will guide the Kirkwood Public Library in the solicitation and acceptance of gifts, grants or support to enhance or develop Library programs and services:

- All gifts, grants and/or support must further the Library's mission, goals, objectives and priorities. They must not drive the Library's agenda or priorities.
- All gifts, grants, and/or support must safeguard equity of access to Library services. Sponsorship agreements must not give unfair advantage to, or cause discrimination against, sectors of the community.
- All gifts, grants and/or support must protect the principle of intellectual freedom. Sponsors may not direct the selection of collections or require endorsement of products or services.
- All gifts, grants and/or support must ensure the confidentiality of user records. The Library will not sell or provide access to Library records in exchange for gifts or support.

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- All gifts, grants and/or support must leave open the opportunity for other actual or potential donors to have similar opportunities to provide support to the Library.
- All gifts, grants and/or support should not allow direct marketing of products to children, except where relevant educational material is promoted in conjunction with programs.
- Gifts of books or other Library materials will be accepted in accordance with terms outlined in the Kirkwood Public Library Collection Development Policy.

Recognition and Acknowledgement

To assure that philanthropy merits the respect and trust of the general public, and that donors and prospective donors can have full confidence in the not-for-profit organizations and causes they are asked to support, the Library declares that all donors have these rights:

- To be informed of the Library's mission, of the way the Library intends to use donated resources, and of its capacity to use donations effectively for their intended purposes.
- To be informed of the identity of those serving on the Library's governing board, and to expect the board to exercise prudent judgment in its stewardship responsibilities.
- To have access to the Library's most recent financial statements.
- To be assured their gifts will be used for the purposes for which they were given.
- To receive acknowledgment and recognition.
- To be assured that information about their donations is handled with respect and with confidentiality to the extent provided by law.
- To expect that all relationships with individuals representing the Library of interest to the donor will be professional in nature.
- To be informed whether those seeking donations are volunteers working on behalf of the Library or hired solicitors.
- To feel free to ask questions when making a donation and to receive prompt, truthful and forthright answers.

The Library will ensure that each sponsor receives acknowledgement and to the degree that the donor is willing, public recognition. The following guidelines will be used in providing acknowledgement to and recognition of sponsors:

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- A letter of acknowledgement for gifts of money and in-kind support will be sent to all sponsors and a copy will be placed on file.
- Any special recognition agreements will be stipulated in the letter. If the gift is for furnishing, recognition of the gift will remain for the lifespan of the gift. The donor will be given the option to donate replacement furnishings in the future.
- Public acknowledgment of sponsorship in the Library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Standards controlling the size format and location of such acknowledgement will be developed by the Library to ensure both consistency and quality of appearance. Such acknowledgement will not take precedence or have prominence over the Library's own logo or promotional material.
- Acknowledgement of sponsorship may also take the following forms at the Library's discretion:
 - Launch a special program or media campaign to announce the gift.
 - Sponsor's name on promotional materials.
 - Small standardized plaques may be placed on donated furniture or equipment.
 - Library bookplates.
- In all cases, the type and scope of donor recognition required by the donor will be weighed against the benefit to the Library.
- The Library reserves the right to rescind the recognition if the donor commits an unlawful act or engages in, or is discovered to have engaged in, conduct that would bring the Library into disrepute by its association with the donor.

Approval

All gifts, grants or in-kind support given with special requirements must be approved by the Director. All gifts valued at \$5,000 or more must be accepted by the Board of Trustees as well as corporate gifts. The solicitation of gifts, grants or in-kind support by Library staff and valued at over \$500 must receive prior approval of the Director.

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Authority for Implementation

The Library reserves the right to make decisions regarding the implementation of each grant, gift, or offer of in-kind support. Purchasing decisions, including type of equipment, materials, furnishings, and other components of a gift will reside with Library management. All details as to design of programs and allocation of resources will also reside with Library management.

Section 4. Accessibility

- A.** The Library welcomes all individuals who, by their presence, acknowledge their responsibility to maintain an atmosphere conducive to the best use of the Library and its services. Behavior that is disruptive or detracts from use of the Library or its programs or services will not be tolerated. Disruptive patrons may be asked to leave the Library or leave Library sponsored programs that are hosted off Library property.
- B.** The rights of an individual to use the Library, its services and its materials, shall not be denied or abridged because of age, race, religion, national origin, sexual orientation, mental or physical handicap, or social or political views.
- C.** Parents are responsible for supervising their children in the use of the Library, its services and its materials. The Library cannot assume the responsibility for children left unattended. The Library is not responsible for materials used or borrowed by children that their parents may find objectionable.
- D.** Theft or failure to return materials and to pay appropriate charges, destruction or damage of Library property shall be due cause for which the use of the Library and/or its services may be denied. Municipal ordinances shall be enforced.
- E. Outreach** -- The Library acknowledges that there are residents of the community, both young and old, who, for whatever reason, cannot and/or do not avail themselves of the Library's services and facilities. Furthermore, the Library recognizes its responsibility to explore strategies for extending Library service to these non-users and to implement these strategies when fiscally feasible.
- F. Cybersecurity Policy** -- The Library takes reasonable cybersecurity and other measures to safeguard information including protected personally identifiable information (PII) and other types of information. This also includes information the Federal agency or pass-through entity designates as sensitive or other information the recipient or sub-recipient considers sensitive and is consistent with applicable Federal, State, local, and tribal laws regarding privacy and responsibility over confidentiality.

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G. Hours of Service -- The Library shall be open the greatest number of hours needed by the community, subject to limitation of funds available to provide adequate staff. Any change in regular hours of service shall be subject to approval by the Board. Emergency closing shall be the responsibility of the Director.

H. Displays -- The use of Library facilities, both physical and digital, for posters, flyers, pamphlets, displays, and exhibits, other than those that pertain to the Library, shall be approved by the Library Director or designee. Permission shall be given according to available space, timeliness, and relevance of the material to the civic, educational, cultural, recreational, and vocational service to the community. The Library will not display personal advertisements or for-profit or commercial fundraising materials. Political materials displayed in the Library must deal with issues only and will not espouse any individual candidate or candidates. The views expressed by such displays and literature exhibited in the Library do not, necessarily, reflect the views of the Library.

I. Book Returns -- For the convenience of the Library's clientele, exterior book returns are available 24 hours a day, seven days a week.

J. Behavior and Conduct -- Regardless of age, race, ethnicity, religion, disability, sex, gender identity, sexual orientation, or socioeconomic status, each of our patrons has the right to use the Library and its programs and services (both on and off Library property) undisturbed and each Library employee has the right to work without undue interference. All patrons and Library employees should be free of any threat of harm, invasion of property, or gross indignity. Kirkwood Public Library has the right to maintain a safe and welcoming facility. In order to provide a community space for all persons, the following general rules of conduct apply to behavior on Kirkwood Public Library premises, while attending Library sponsored events (both on and off Library property) and while receiving Library services. The general rules of conduct set forth below are not intended to be all-inclusive. They merely indicate some of the activities that are not allowed.

1. The violation of any federal or state statutes or local ordinances while at the Library or participating in any Library event (both on and off Library property) will also be regarded as a violation of KPL rules. Persons in apparent violation of federal, state, or local law are to be reported to the police by Library staff. The Library may take legal action through the filing of a criminal complaint and/or take action to withhold Library privileges as set forth below.

Further, no person shall engage in the following conduct:

- a. Annoying, harassing, or threatening another person
- b. Possessing any firearm, knife, or other weapon
- c. Defacing, destroying, or damaging property
- d. Using, possessing, or selling illegal drugs
- e. Stealing or taking property

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Persons who violate the rules listed above are subject to the withholding of Library privileges as follows:

First offense: Library privileges will be revoked for one month.

Second offense: Library privileges will be revoked for six months.

Third offense: Library privileges will be revoked for one year.

Notwithstanding the foregoing, in situations in which the Director of the Library, in their sole judgment, believes the conduct is unacceptably offensive, serious, threatening, or malicious, then the Director may take any action they deem appropriate in response to said conduct up to and including expelling the offender permanently.

2. In addition to the acts set forth above, no person shall engage in any conduct which interferes with patrons or employees of Kirkwood Public Library, including, but not restricted to, the following:

- a. Behaving in a disorderly, loud, disrespectful, disruptive, or boisterous manner. The use of profane or threatening language or other harassment of Library patrons or Library staff will not be permitted.
- b. Entering Library property while under the influence of drugs or alcohol. The consumption of alcoholic beverages on Library property or at any Library event (both on and off Library Property) is prohibited except as authorized by the Library Director for specific events.
- c. Remaining in the Library after closing time or otherwise entering non-public areas of the Library
- d. Soliciting funds or panhandling
- e. Interfering with use or operation of the Library or its programs or services through poor personal hygiene
- f. Campaigning, petitioning, interviewing, or surveying Library patrons or staff in a manner which is disruptive to Library activities
- g. Blocking entrances, doorways, or stairs
- h. Leaving children who are less than ten years old, or persons of any age with mental, physical or emotional needs who require adult supervision, unattended
- i. Bringing animals on Library premises, other than service animals
- j. Consuming food and drink in computer areas.
- k. Smoking or using tobacco in all forms anywhere on Library property.

Persons who violate the rules listed above are subject to the withholding of Library privileges as follows:

First offense: If conduct persists after a verbal warning from Library staff, patron will be evicted from the Library and prohibited from returning for the remainder of the day.

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Second offense: Patron will be evicted from the Library and Library privileges may be revoked for a period of one week.

Repeat offenses: Library privileges may be revoked for a period of six months.

Notwithstanding the foregoing, in situations in which the Director of the Library, in their sole judgment, believes the conduct is unacceptably offensive, serious, threatening, or malicious, then the Director may take any action they deem appropriate in response to said conduct up to and including expelling the offender permanently.

3. Notification Procedures.

Library privileges suspended for one week or less may be rescinded by the Director or his/her designee for these violations of Library Policy. Patrons will be notified verbally, and in the case of minors, the parent or guardian will also be notified verbally.

The Director of the Library or his/her designee will notify patrons whose Library privileges have been revoked for more than one week by means of written correspondence via certified mail to the involved patron's last known address. If a patron has Library privileges revoked or rescinded, staff should document the incident. Patrons who have this action pending against them will be given an opportunity to submit information, in writing or in person to the Director or his/her designee.

In situations in which staff, in their sole judgment, believe the conduct is unacceptably offensive, serious, threatening, or malicious, then staff may revoke Library privileges and expel an offender without warning. Failure to comply with an order to leave the premises will result in the police being summoned and a charge of trespass being issued.

The revocation of Library privileges for 6 months or more may be appealed in writing to the Library's President of the Board of Trustees within 10 days of receiving notice of the Library Director or designee's decision. The patron has the right to submit written relevant information for the President to consider. The President of the Board of Trustees will consider the appeal and make a determination within at least 30 days after receiving written notice of the appeal. The patron may not use any Library facilities during any appeal period.

Revised by the Board of Trustees on January 21, 2015

Revised by the Board of Trustees on September 21, 2016

Revised by the Board of Trustees on July 17, 2019.

K. Unattended Child Policy

The Kirkwood Public Library is dedicated to providing a welcoming and safe environment for customers of all ages. Sharing this environment with other people

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requires that everyone follow The Library Code of Conduct established by the Library Board of Trustees.

The Kirkwood Public Library wants children to use its facilities and services. Children in the Library should always be accompanied by a parent/guardian or assigned caregiver.

The responsibility for the safety and behavior of children in the Library rests with the parent/caregiver and not with the Library personnel. Library employees cannot be responsible for children who are unattended or demonstrating inappropriate behavior and will not act in loco parentis. The following guidelines will be followed concerning the care and behavior of young Library users.

Children under the age of 10 must have a parent/caregiver in the immediate vicinity of and in visual contact with the child. The assigned caregiver must be at least 14 years of age and must carry emergency contact information. An exception would be children attending a Library program without a parent/caregiver in the room. However, the parent/caregiver is expected to remain in the Library building and immediately join the child at the end of the program.

If a child in this age group is found unattended, Library staff will attempt to locate the parent/caregiver in the Library and inform him/her of the rules. If the parent/caregiver cannot be found, or if the child is found unattended again, the police will be called for assistance.

If a child in this age group violates the Library Code of Conduct, the child and the parent/caregiver will be informed of the rules. If inappropriate behavior continues, the family may be asked to leave the Library.

Children age 10 and older may use the Library on their own. However, parents are still responsible for the actions and well-being of their child(ren), even if they leave their child(ren) unattended. The Library and its employees are not responsible for any child left unattended in the Library. In accordance with the Library Code of Conduct, customers, including children, using inappropriate behavior may be asked to leave the Library. If a child 10 and older is not able to leave the Library on his/her own, then they should not be in the Library without a parent/caregiver. All unaccompanied children at the Library should have the telephone number of someone who can assist them in an emergency.

Closing Time

Children who do not have transportation home at closing time will be asked for telephone numbers of people who can pick them up at the Library. If a child 17 or younger is not picked up at closing, two Library staff members will remain after hours and attempt to contact a parent, guardian or assigned caregiver up to 15 minutes after closing. After that time, staff will call the police and ask them to

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assume responsibility for the unattended child. Under no circumstances will a Library staff member transport a child home.

Approved by the Board of Trustees on March 18, 2015

Revised by the Board of Trustees on August 21, 2019.

L. Surveys, Solicitation and Literature Distribution: It is the Library's policy to allow individuals to exercise their First Amendment rights, while protecting the health and safety of staff, patrons and the public and while protecting Library property. To this end, gathering petition signatures/solicitation/leafleting and similar activities is not allowed within the Library building (other than by Library staff, volunteers of the Kirkwood Public Library and members of the Library Board of Trustees in so far as promoting Library activities and matters), but is allowed on the Library's property outside of the building subject to the following rules:

1. Gathering petition signatures is not allowed within the Library building. It is allowed on Library property so long as doing so does not obstruct the Library's entrances or exits.
 - a) For-profit or commercial organizations are not permitted to assemble anywhere on Library property. Solicitation for funds is strictly prohibited anywhere on Library property. Prohibited solicitation for funds includes, but is not limited to panhandling, seeking donations, or raising funds through selling goods or services to patrons, staff or the general public. No leafleting or distribution of literature is permitted for the purpose of selling items, merchandise, tickets, or other for-profit activities. Library staff, volunteers of the Kirkwood Public Library and members of the Library Board of Trustees are exempt from the above constraints in so far as promoting Library activities and matters.
 - b) Individuals may only engage in the activities set out herein during times when the Library's building is open for business and must remain a minimum of 15 feet from any Library entrance or exit, except if the Library is serving as a polling place in which case individuals must comply with all polling place requirements set forth by law. Individuals are not permitted to engage in the activities set out herein on the Library's exterior steps, in fire or emergency lanes or on vehicle parking surfaces. No leaflets, flyers, literature or other materials may be left on vehicles in Library parking areas and all discarded materials must be disposed of in proper receptacles.
 - c) Individuals shall not block, hinder, interfere, or otherwise impede patrons and staff wishing to exit or enter the building or return books to any of the exterior book drops, nor seek to intimidate patrons or staff into signing a petition or accepting a leaflet. Aggressive solicitation is not permitted and individuals must be

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respectful to patrons and staff. Individuals are not permitted to create an unreasonable disturbance on Library property.

- d) Individuals are not permitted to erect tents or other structures or hang signs on Library property, including but not limited to walls, railings, doorways, plants, etc. Individuals must not create an undue burden on Library resources through their activities. Library staff, volunteers of the Kirkwood Public Library and members of the Library Board of Trustees are exempt from the above constraints in so far as promoting Library activities and matters.
- e) Individuals must comply with all of the Library's policies while on Library property, as well as all local, state and federal laws.

2. Distribution of literature on Election Day is restricted, by law, to no less than 100 feet from the entrance to the building that houses the voting. Violations should be reported to the Booth Official or to the Board of Elections.

3. Surveys -- In order to plan for new or improved services, the Library may survey its patrons or other residents of the community. These surveys may be conducted in the Library building, by telephone or by mail, online or by any other appropriate method. Surveys may be designed and/or completed by staff or third party vendors or volunteers approved by the Library. All survey instruments, methodology and implementation procedures must be approved by the Director prior to contacting any members of the public. Surveys of Library staff may be conducted for the purpose of pre-testing public surveys, or to obtain staff opinions on services or personnel issues. Individuals or organizations that wish to conduct any type of Library survey with staff or patrons must receive written permission from the Director.

4. Solicitation of the staff or the public, in ways which are of benefit to the Library and/or its employees, is permitted as follows:

- Contributions from staff for established charities approved by the Board of Trustees such as United Way.
- Collections for staff gifts for personal reasons such as retirement, illness, and other activities as approved by the Director.
- Volunteers of the Library fundraising for Library support such as book sales with prior approval and coordination with other activities by the Director.
- Solicitation of and/or distribution of literature to Library employees by other employees may be permitted only in non-work areas and

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only during non-work time. Non-work areas are defined as staff rooms. Non-work time includes time allotted for lunch or dinner and break periods.

- In no event shall literature be left on tables or distributed in any manner other than directly to fellow employees, except for literature that specifically supports the Library's goals for professional development in public service. Solicitation of and/or distribution of literature to Library employees by other employees for any purpose is prohibited at all times in all work areas of the Library.
- Any activities for non-profit, community organizations (i.e., sale of Girl Scout Cookies, band candy, etc.) may be permitted among staff in non-work areas during non-work hours. Any other activities of a profit-making nature are prohibited on Library premises.
- Other solicitation which specifically support the interests of this Library or libraries in general, as approved by the Director.

5. Any individual or group who does not abide by the conditions stated above or creates a nuisance such that the regular business of the Library is disrupted shall be required to immediately cease all activities and leave the Library property. The provision of Library premises for the public expression of opinion does not constitute the Library's endorsement of the opinions or ideas of those individuals or organizations using the space. Library staff have the ultimate authority to interpret disruptive behavior.

Revised by the Board of Trustees August 19, 2015

M. Videography and Photography Policy – Kirkwood Public Library permits photography and videography exclusively under the conditions laid out in this policy.

1. Patron non-commercial and non-media photography and videography is permitted in the Library provided that it does not interfere with Library operations or capture any identifiable likenesses of individuals without their permission. Such photographers are responsible for arranging all necessary releases and permissions from persons whose likenesses are captured. Unless written permission is acquired from the Library Director or designee, in no circumstances may anyone take a photo or video of a Library patron or staff member without the consent of that person or their parent or guardian if that person is a minor.
2. Commercial and media organizations intending to photograph or video within the Library must receive prior written permission from the Library

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Director or designee. The Library Director or designee will define the conditions under which the commercial/media photography or videography will take place, and address the rights to ownership of the photos and films.

3. The Library may utilize photos and videos from public programs and events at Library facilities and Library spaces on its website and in Library publications. Photos, images, and videos submitted to the Library by users for online galleries or contests may also be used by the Library for promotional purposes. To ensure the privacy of all individuals, including children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent or legal guardian.
4. Any consent granted pursuant to this Policy to permit photography or filming may be revoked at any time upon failure to comply with terms of the Policy or other rules and regulations of the Library.

N. Kirkwood Public Library 3D Printing Policy –The public will not be permitted to use the Library’s 3D printers to create material that is:

- I. Prohibited by local, state or federal law.
- II. Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others. (Such use may violate the terms of use of the manufacturer.)
- III. Obscene or otherwise inappropriate for the Library environment.
- IV. In violation of another’s intellectual property rights.

The Library reserves the right to refuse any 3D print request.

Section 5. Civic Responsibility -- As an institution of education for democratic living, the Library shall provide accessibility to public records of the municipality of Kirkwood and Board of Education both as a depository (agendas, resolutions, minutes, budgets, annual reports, etc.) and as a place for disbursement of publications of a civic nature. To this end, display space shall be planned for posting information, both pro and con, regarding issues to be placed before the community for decision. During special voter registration drives, registrars may be provided by the Board of Election.

Section 6. Non-Smoking Policy -- Smoking shall not be permitted within the Library building. Signs shall be posted to notify Library patrons.

Section 7. Internet Policy –

I. Introduction

To fulfill its mission to “inspire a lifelong commitment to learning and creativity for a more prosperous and connected community” the Kirkwood Public Library provides Internet access.

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The Internet provides a means to access a wealth of local, national and international information for beyond the Library's own collection. While much of the information access can be valuable and enlightening, the user may also find materials that are unreliable, personally offensive, or illegal. As required by Federal and State Law, the Library provides Internet Content Filtering Services, however, the Library cannot police a global network and each individual user must take responsibility for one's own activities on the Internet and for the activities of one's minor children. Monitoring a minor's access to the Library's wireless network is the sole responsibility of the parent or guardian.

The Library expects patrons to comply with the terms of this policy, the policies of the Library's Internet service provider, and all applicable federal, state and local laws, including but not limited to criminal, copyright, privacy, defamation, and obscenity laws. The Library also follows the American Library Association's statements on access to information as contained in The Library Bill of Rights and The Freedom to Read Statement.

Failure to abide by policies and laws may result in loss of access to certain resources and/or Kirkwood Public Library privileges. If Library staff have reason to suspect that the Library's public Internet access is being used to view illegal matter, the Library will take the appropriate action to notify law enforcement and render all reasonable assistance to local, state or federal officials for the investigation and prosecution of persons using Library technology in violation of any law.

II. Acceptable Use

Use of Internet, technology, library resources and services shall be guided by:

- A. Respect for the privacy of others.
- B. Legal protection provided by copyright and license to programs, data, and intellectual property.
- C. Security and function of systems, network devices, and Library services used by other patrons.
- D. Compliance with Library policies.

III. Unacceptable Use

- A. Accessing any matter that is not protected by the First Amendment. This includes obscenity, pornography, child pornography and, for minors, "materials harmful to minors" as defined in Federal law and Missouri Revised Statutes 573.
- B. Making unauthorized entry into systems accessible via Library computers or on its network.
- C. Any attempt to modify or gain access to files, passwords, or data belonging to another.
- D. Distribution of unsolicited advertising or bulk e-mail.
- E. Invasion of the privacy of others.

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- F. Any harassment, libeling or slandering of others.
- G. Misrepresenting oneself as another user.
- H. Any attempt to damage computer equipment or software.

IV. Internet Safety

The Library affirms and acknowledges the rights and responsibilities of parents or legal guardians to determine and to monitor their minor children's access to Library materials, including materials provided by the Library through its public Internet access.

In compliance with the Children's Internet Protection Act (CIPA) and Missouri law, the Library enforces a policy of Internet safety that includes measures to block or filter Internet access for both minors and adults to certain websites.

While filtering software diminishes the likelihood that searchers will inadvertently retrieve content that some may find offensive, the software does not eliminate that possibility. Filters also sometimes block access to sites that users would consider both inoffensive and useful.

V. Privacy

The Library believes privacy is a right to all citizens as guaranteed by the First Amendment. A secure and confidential environment are maintained in accordance with [The Revised Missouri State Statutes](#), the [American Library Association's Library Bill of Rights](#), the [Missouri State Library](#), and other state and federal laws. The Library guarantees that personal information will not be released unless it has reason to believe legal statutes or its Service and Administration Policies have been violated.

The Internet functions by the support third parties provide. These intermediaries operate outside of the Library's influence, sometimes do not act within accordance of the law, and are prohibitively difficult to locate. The Library therefore cannot be held responsible for personal information collected by external parties via patron use of its communication tools. Patrons are advised to use discretion when operating internet connected devices in a public setting.

VI. Disclaimer

Kirkwood Public Library does not assume responsibility for any damages, direct or indirect, arising from the use of the Library's technology resources.

The Library reserves the right to protect its networks and equipment from harm. Websites deemed to be a security risk will be blocked.

Users should be aware of the possible security risks inherent with public access to the internet, including viruses and the compromising of personal data. The Library network cannot guarantee the protection of patron devices and personal data. The user accepts such risks while using Library technology.

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Users agree to INDEMNIFY AND HOLD HARMLESS the Library and its board members, its employees, and agents and representatives from any loss of data, claim, demand, liability, cause of action, suit, judgment, damages, or expense (including attorney's fees), arising out of any use or misuse of the Library's technology resources, services, electronic devices, Internet, or wireless connection.

VI. Terms of Use

- Patrons are given an allotment of time for computer use daily. Additional time may be granted at the discretion of Library staff.
- Idle computers may be subject to log off either automatically or manually.
- Any attempt to gain unauthorized access to Library computers is a violation of this agreement.
- Library staff reserve the right to end a logged in session for any reason.
- Cardholders must use their own card to access the computers.
- Public computers erase saved files regularly. The Library is not responsible for lost work.
- The Kirkwood Public Library is not responsible for any damage to any individual's personal saving device, hard drive or computer or for any loss of data, damage or liability that may occur from an individual's use of the Library's computers.
- The Kirkwood Public Library is not responsible for breaches of personal information, or online accounts that may occur from an individual's use of the Library's wired computers or wireless internet access.
- By using the Library's computers, the patron agrees to reimburse the Library for any damages the Library incurs due to misuse of the Library's computers by the patron

A. Kirkwood Public Library Social Media Policy *adopted by Board of Trustees May 18, 2011*

Statement of Purpose

The Kirkwood Public Library (KPL) provides social networking opportunities that offer an extension of Library services and resources to connect users to information, education and recreation. These online tools enable KPL users to share information and opinions about Library issues and subjects with Library staff and other patrons. KPL supports the idea of creating an environment for the purpose of bringing Library users together.

Privacy Advisory

Posted content by Library staff and users on social networks created by KPL, including but not limited to KPL's Book Blog and Facebook page, can be seen by the local Library community and web users everywhere, making all comments public record. The KPL reserves the right to modify or remove content that falls into the categories set forth below. To protect the privacy of individuals, social network users should not post

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personal information such as full name, age, school, address, phone number or Library card number.

Rules for Commenting

KPL staff monitors comments and may remove comments including but not limited to:

- Plagiarized material
- Copyright violations
- Sexually explicit, obscene, hateful or racist comments
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Commercial promotion, advertisement, or spam
- Organized political activity
- Private or personal information published without consent of the individual.
- Photos or images which fall into any of the above categories

Posted comments signify such poster's agreement to follow these rules. Users found in violation may be prohibited from future postings.

No Liability Clause

Individuals take sole responsibility in using KPL's social networking sites. KPL is not responsible or liable for any social networking user on any message board, forum or any other area within the service. Posting content means that the user agrees to hold harmless and indemnify KPL and its officers and employees from and against all claims, judgments, costs (including attorney's fees), damages and liabilities resulting from or in relation to the user's comments, postings or opinions in any way. Any KPL link to an external website is not a sponsorship, authorization, affiliation or endorsement of that web site, including the products or services and owners of the website, by the KPL. The role and utility of social networking sites will be evaluated periodically by Library staff, and may be terminated at any time without notice to subscribers.

Section 8. Phone Policy -- Business phones at Kirkwood Public Library are intended for use in the transaction of Library business. Patrons expect to reach the Library in a timely fashion. Staff members expect the availability of phone access to provide timely patron service. To assure that these expectations are met, the Library has adopted the following policies regarding phone usage.

Staff Phone Usage

Staff members are requested to keep personal calls to a minimum. Personal calls are limited to non-public areas of the building and should be of short duration.

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Public Phone Usage

In general, use of the Library's business phones by the public is limited to brief calls in the case of emergencies. Patrons may also use a Library phone to contact agencies and helplines listed in the "Community Resources" binder.

Library Paging System

In the case of emergencies, calls to the Library requesting that staff locate a patron are handled as time permits. Emergency use of the paging system is appropriate in such a case. Library staff will not search for a patron who does not respond to such a page nor take messages for later delivery.

Section 9. Meeting Room Policy

The Kirkwood Public Library (Library) meeting room is available for use by adult groups and adult-sponsored youth organizations when not in use for library events. The room is not available for private functions, including but not limited to parties, family reunions, weddings, or receptions. All meetings must be free and open to the public. . Anyone using the Library's meeting rooms must abide by the terms of this policy and the Library's Behavior and Conduct policy.

Terms of Use

1. No announcements, press releases, flyers or other promotional materials may state or imply sponsorship by Kirkwood Public Library without the library's permission.
2. Groups must assign an age recommendation for any event held in the library, which must be included on any promotional materials relating to the event. Failure to advertise the age recommendation as required by 15 CSR 30-200.015 could result in a group being prohibited from using library space in the future.
3. Reservations are made on a first-come-first-serve basis
4. Meeting rooms cannot be used to sell or advertise products or services.
5. The set-up and take-down of tables and chairs are the responsibility of the Organization. At the end of a reservation, the room must be left in the same condition as it was found.
6. Use of meeting room spaces must not disrupt the orderly conduct of the Library, its programs or activities.
7. The Organization's personnel, equipment, and attendees may not be in the room outside of their reserved time slot, setup, or take down period. The Organization must vacate the building at the Library's closure. The library is not responsible for anything left in the room.

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8. The Organization must request the use of Library meeting room A/V equipment at the time a reservation is filed. Requested services after filing are not guaranteed.
9. The Organization may not place or store anything in the hallways outside of the meeting room. No signs, displays, decorations or exhibits may be attached to the doors, walls, or windows of the room.
10. The Organization may not serve food or drink of any kind.
11. The Organization is responsible for the condition of Library property and injury to its personnel or representatives. See Disclaimers for details.
12. Meeting room entry doors must remain open at all times, except when a public governmental body is holding a closed session. Doorways must be left accessible.
13. The Library reserves the right to reclaim time slots for its own purposes or cancel reservations due to emergency closures.
14. The Library cannot accommodate requests to alter the room's temperature or police environmental noise.

Payment Collection, Refunds, and Cancellation

Full payment is collected by Library staff on the day of the reservation. Reservation payments are non-refundable. Organizations are asked to provide notice of cancellation 24 hours in advance of scheduled reservations. Failure to provide notice of cancellation before this deadline may result in denial of future Organization reservations.

Room Information: The room is approximately 19' x 4' with a maximum capacity of 105 people.

Disclaimers

- Use of the Library's meeting room space does not constitute a lease, nor does it imply that the Library endorses the aims, policies, views or activities of the group, organization or business using the room.
- Organizations agree to indemnify and hold harmless the Library, its Board of Trustees, staff and agents, from and against any and all liabilities, losses, damages, costs, and expenses of any kind suffered by, incurred by, or threatened against the Library, the Board of Trustees, or any of its staff or other agents on account of or resulting from injury, or claim of injury, to person or property arising out of the organization's use of the Library.
- The Organization and the person designated on the application agree to accept responsibility and liability for any and all damages or injuries which may arise out of the Organization's use of the Library, including but not limited to damaged or missing equipment and fixtures, any and all structural, interior, or exterior damage to the Library, and harm suffered to its personnel or its representatives.

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Section 10. Teen Room Policy -- The Kirkwood Public Library ("Library") is committed to serving all ages, including teenagers. Therefore the Library provides teenagers a designated Teen Room where they can develop a love of reading, socialize, learn and grow in a safe and welcoming atmosphere.

The Teen Room at the Library and the materials and services therein are intended for use by teenagers ages 12-18. The responsibility for a child's use of the Teen Room rests with parents or legal guardians, not Library staff or trustees. Access to the Teen Room will not be restricted by the possibility that children may obtain/use materials that their parents consider inappropriate. It is the parents or guardians who may restrict their children from accessing materials or services in the Teen Room. Library staff and trustees cannot and do not act in loco parentis.

Those using the Teen Room will be subject to the Behavior and Conduct on Library Property policy (Service and Administration Policies, Article III, Section 4.J). The language and behavior of those teens in the Teen Room will also be monitored by teen staff. Conversations and actions of a vulgar, threatening or inappropriate nature are not permitted. Harassment of any nature will not be permitted. Teens will be respectful of each other, other patrons, and Library staff. Repeat offenses will result in appropriate actions taken in accordance with the Behavior and Conduct on Library Property policy.

Video Game Usage

Many Library games require the use of the internet and online interaction to be played. The Children's Internet Protection Act (CIPA) requires signed permission from parents or guardians for minors to use the internet in libraries. All of the Teen Room's computers and gaming consoles need constant access to the internet to function. The Library therefore needs a signed Internet Parental Permission Form before a patron younger than 17 may play a game in the Teen Room. Teen computers are limited to individuals aged 12-18. In-house video game checkouts will be limited to patrons 12-18 years old unless a parent, guardian, other relative, or older sibling wishes to play with them. Those excepted adults may be asked to relinquish game play if teens are waiting, and are required to relinquish game play upon request.

The Library owns in-house video game vendor accounts to provide some games for teens. Library game vendors' terms of use need all users to be age 13 or above. Consequently, these Library-owned vendor accounts cannot be used by patrons younger than 13. Teen patrons are advised to restrain from purchasing digital properties on Library owned accounts. Library vendors do not give the Library the option to hide digital stores, provide refunds, or change license ownership. The Library cannot transfer or refund digital properties purchased on video game vendor software. Any purchases under Library accounts are beholden to the Library's Collection Development Policy and may be removed from patron access at the Library's discretion.

Video game collection development is subjected to a selection process. Special considerations are made for the content expressed in video games. Details can be

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found in the Collection Development Policy: Video Game Collection. Teen staff do not act in loco parentis and will not police which Library owned games can be selected by teenage patrons. Teens may not install or play personally owned games on Library equipment.

Section 11. Art Exhibits Policy

Purpose

The Art Exhibits Policy defines the criteria by which the Kirkwood Public Library selects artwork to be exhibited in its facilities and the terms of said exhibition. The purpose of the Library's gallery space is to provide a diverse and welcoming art experience for Library patrons.

Policy Statement

Artwork for display in the Kirkwood Public Library will be exhibited by the Library through short term exhibition in accordance with the mission and goals of the Library.

The following exhibition criteria will be applied:

- 1 .The exhibits will represent a broad spectrum of artistic expression and will represent both emerging and established artists, as well as school and community groups. Artwork should be suitable for viewing by the broad community of people who visit the Library. The views expressed in the artwork exhibit are those of the artists and not necessarily those of the Library, its staff or support organizations.
2. Artists must complete and sign an Art Exhibit Application Form ("Application Form"). If the artist is under 18 years of age, the Application Form must be signed by the artist and a parent/guardian. The Library reserves the right to screen potential exhibits for type, suitability, quality, and space requirements and reject any exhibits that are deemed inappropriate for the Library. Artists will promptly remove any artwork rejected as inappropriate for the Library.
3. Artists must use the hanging equipment provided by the Library. No other means of attachment to the Library walls or other Library property is permitted. Hanging of the art is the responsibility of the artist. Art must be suitable for wall-mounted work. The Library is unable to accommodate free standing pieces or work requiring display cases. An identifying card should be attached to each piece of artwork and should include the title of the work, the artist's name and medium. No labels, signs, or other material is to be attached to any walls or other Library property. Artists causing damage to Library property from exhibiting works are responsible for repairing the damage or reimbursing the Library for the cost of repair, as the Board of Trustees determine necessary.
4. Display periods are from the first of the month until two days prior to the end of the second month, unless other arrangements have been made with the Library. Displays

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should be put up by Library closing time one day prior to the beginning of the first display month. Displays must be taken down and removed from the premises by Library closing time, two days prior to the end of the second display month. Any artwork not taken down and removed by the end of the show may be taken down and removed by the Library, and the Library, its staff, Library Director and Board of Trustees shall not be responsible for any damage to said artwork due to said take down and removal. Furthermore, artwork that is not retrieved by the artist within sixty (60) days following the end of the show may be disposed of by the Library in any manner and the artist shall have no recourse against the Library, its staff, Library Director or Board of Trustees for said disposal. The artist is responsible for making appointments for set up and take down of the exhibit at a time mutually agreed upon by Library staff. All artwork must remain on exhibit during the duration of the show. If the artist needs to remove a piece of artwork prior to the end of the show, said removal must be approved by the Art Committee and the artwork must be replaced upon removal with another piece of artwork deemed appropriate by the Art Committee.

5. The Library, its staff, Library Director and Board of Trustees do not assume any responsibility for the workmanship or content of the exhibits.
6. The Library, its staff, Library Director and Board of Trustees are not responsible for damage to artworks while in transit, while on display, during set-up or take down of the exhibit, or while otherwise located on Library property. Artists are responsible for providing their own insurance on all materials displayed at the Library. The artist understands and acknowledges that the Library, its staff, Library Director and Board of Trustees will take no extraordinary measures to insure the safety of the exhibit.
7. Artists will supply the Library with an inventory and condition report on all materials being loaned for exhibit. The artist is responsible for signing a return inventory which the Library will keep on file upon take down of the exhibit.
8. Artwork on display will be available for public viewing at all times the Library is open except when the exhibit room is being used for a meeting, class or program.
9. All sales inquiries are referred to the artist or their representative; the Library does not facilitate sales transactions. Selling prices may be affixed to art, but cannot be affixed to other objects on display or Library property, or exhibitors may leave a price list at the Reference Desk.

Responsibility

The Art Committee is responsible for determining the appropriateness of and selecting the exhibits. The committee also monitors the policy, establishes the procedures for implementation of the policy, and reviews and recommends changes to the policy.

Legal, contractual and financial procedures must follow Kirkwood Public Library policies and approval processes.

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For the Art Exhibits Application Form, see Appendix U.

Kirkwood Public Library: Art Exhibit Application Information

The Kirkwood Public Library hosts exhibits in our art gallery throughout the year to expose patrons to new art forms and ideas, to foster creativity and inspire curiosity, and to provide exhibition opportunities for the artistic community. Exhibits are chosen by a staff committee according to the needs and interests of the community, the variety of shows, the artistic quality of the works, and the suitability of the format for the Library's physical space. A visit to the Library prior to exhibiting is encouraged to view the space available and the hanging system.

Submission

Submissions are accepted once a year and the date is posted on the Library's website. Artists will receive notification that the application has been received and is complete within two weeks of submission. The application will be considered at the end of the submission period and artists will receive the committee's decision within two weeks after the final submission date.

How to Submit a Portfolio for Consideration

The Kirkwood Public Library accepts portfolios by physical and electronic application.

Physical Submission Instructions

Artists are invited to deliver or mail their submission to the Kirkwood Public Library. Physical submissions should include the following items:

- A completed Art Exhibit Application Form.
- An artist's statement and resume or biography.
- A portfolio of 10-20 images of the artist's artwork representative of the artwork to be displayed in the Library. Images may be submitted as printed photographs or digital. For each image, please include the artist's name, title, medium, and size.
- If you would like your portfolio returned to you after the selection process, please include a self-addressed stamped envelope.

Electronic Submission Instructions

Electronic submissions should include the following elements:

- A completed Art Exhibit Online Submission Form.
- An artist's statement and resume or biography.
- A portfolio of 10-20 images of artist's artwork representative of the artwork to be displayed in the Library. Images may be submitted as a Flickr Set or a unique webpage.

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When a Submission is Accepted

- Library staff will contact the artist and schedule the display, as well as schedule time for the artist to set-up the display.
- The artist will provide the Library with high-resolution digital images for use in promotion of the exhibition.
- The Library will submit press releases to local media. To facilitate the writing of press releases, the artist should plan on providing a paragraph describing exactly what the viewer will see when they visit the exhibit. The extent of coverage for each exhibit depends on how much space the area news media sources have available. Artists are encouraged to promote their exhibit through invitations and announcements, keeping in mind that artwork will only be available for viewing during regular Library hours and when the display area is not otherwise closed due to a meeting, class, etc. Artists are encouraged to check the schedule with the Library prior to scheduling any viewings of their artwork. Any press releases pertaining to the Library must be approved by the Library prior to publication.
- All sales inquiries are referred to the artist or their representative; the Library does not facilitate sales transactions.
- The artist will sign a Kirkwood Public Library Art Exhibits Application Form ("Application Form"). If the artist is under 18, the Application Form must also be signed by a parent or legal guardian.

An identifying card should be attached to each piece of artwork and should include the title of the work, the artist's name and medium. No labels, signs, or other material is to be attached to any walls or other Library property.

Section 12. On-Site Library Sponsored Events Policy

Policy: On-Site Library Sponsored Events

The Kirkwood Public Library offers a limited number of on-site sponsorship opportunities for programs and events that bring value to the community and are aligned with the Library's mission "to inspire a lifelong commitment to learning and creativity, for a more prosperous and connected community." The Kirkwood Public Library welcomes outside organizations or individuals interested in having their program/event on-site at the Library to submit a programming request to the Library. It is within the Library's sole discretion whether to sponsor a particular program/event on-site at the Library.

Programs/events may be offered space in the meeting room based on availability, community appeal, cost to the Library, and fulfillment of the Library's mission. The Kirkwood Public Library will only sponsor programs/events at the Library determined to be in the best interest of the Library. The Library will not sponsor the following categories of programs/events:

- Political campaigns, including programs or events that intend to influence the passage or defeat of ballot issues, city ordinances, or to promote candidates for political office

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- Religious programs that promote a single religious viewpoint over that of others
- Content that advocates violence or intolerance
- Content that advocates the violation of any local, state or federal law

Library sponsorship of an event does not constitute an endorsement of the program/ event's content or the views expressed by participants.

If a sponsorship request is rejected, interested parties may still apply to rent the Meeting Room provided the policy and terms and conditions as outlined in Article III, Section 9 are followed.

Procedure

I. Scheduling a Program/Event:

Interested parties must fill out the programming request form at least 3 months in advance of potential program/event dates. Library staff will determine appropriate dates based on staffing, space availability, and the scheduling of other Library programs and activities. Library space or availability for programs/events is not guaranteed.

II. Role of Kirkwood Public Library as Sponsor

Event Space

The Library will provide program space free of charge. This includes tables, chairs, and technology, if requested at the time of booking and available at the time of the program/event. The Library meeting room is equipped with a projector, laptop, sound system, and microphone.

Promotional Material

Library staff will design a programming flyer for the scheduled event following standard Library format. All flyers must be approved by the Library Director. Flyers are displayed in the Library and on the Library website. Events may also be promoted on the Library calendar, in programming newsletters, or in blog posts at the Library's discretion. Programmers are responsible for promotion of their work in the community.

III. Responsibility of the Presenter:

A. Library Policies

All aspects of the program/event must comply with the Library's Policies.

B. Program/Event Fees and Donations

If a programmer plans to charge a fee for a program/event on-site at the Library either before, during or after a program/event, the programmer must seek approval from the Library at the time the programming request is submitted. No fees or donations may be sought related to any program/event sponsored on-site at the Library without prior approval of the Library.

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C. Sale of Materials

The sale of books, CDs, DVDs, or other items at the Library must be approved in advance by the Library. If approved, arrangements for the sale and/or signing of items must be handled completely by the programmer and/or volunteers arranged by the programmer. The Library does not act as a sales agent.

D. Food and Beverages

Food and non-alcoholic beverages may be served, but requires pre-approval from the Library Director. Any food and non-alcoholic beverage served must follow Department of Health regulations.

E. Indemnification

By seeking sponsorship, programmers agree to pay for any damage to Library property occurring as a result of the program/event. Furthermore, programmers agree to indemnify the Library for any damages the Library sustains as a result of sponsoring the programmer's program/event.