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# **SECTION ONE: THE LIBRARY**

## **I. HISTORY**

The Joplin Public Library District was established in 1902 when the citizens of Joplin voted a 10¢ tax levy to operate a public library. A Carnegie Foundation grant of \$40,000 paid for the construction of a library building at 9th Street and Wall Avenue. In 1980 the present building at 300 S. Main Street was constructed at a cost of approximately \$2,000,000. The new library building was opened to the public in May 1981. In 1995 the building was remodeled and expanded to create the Rosemary Titus Reynolds Children's Library, which was dedicated in March 1996. The building, which covers approximately 35,000 square feet, is fully handicapped-accessible.

As the largest public library between Springfield and Tulsa, the Joplin Public Library District attracts users from the entire tri-state area. The collection includes approximately 100,000 items in print and non-print format. The Library is open 66 hours a week, including evenings and Saturday and Sunday. The Library automated all circulation and technical processing operations in 1992 with federal funding under the Library Services and Construction Act. Off-site dial-in access, also federally funded, became available in 1995, and the following year the Library started offering free Internet access to patrons. In 1999, the Library introduced its Web site and provided access to its catalog on the Internet.

The Joplin Public Library District is funded primarily by a combination of real estate taxes and commercial surtaxes. Library-generated revenues and a city general fund subsidy also support the Library's operations. In 1993 Joplin voters approved an increase in the library levy from 9¢ to 20¢ per \$100 valuation. In 2006 Joplin voters approved an increase in the library levy. For Fiscal Year 2012 the levy is \$.2545.

The Joplin Public Library District is a Special District, as are all Library Districts in Missouri. In Jasper County, the Library District includes all property within the Joplin city limits. If the city annexes property in Jasper County, the Library District expands to include all annexed property. In Newton County, the Library District includes only that portion of the City of Joplin that was within the city limits on October 13, 1965. Annexations of Newton County property by the City of Joplin after this date have not extended the Joplin Public Library District because a municipal library may not extend its boundaries into an existing county Library District. (RSMo 182.480) However, for the purposes of this document, all residents of the City of Joplin are considered to be residents of the Joplin Public Library District and entitled to full library service.



## II. MISSION STATEMENT

The mission of the Joplin Public Library District shall be to:

- Provide for the recreational needs of its patrons by supporting leisure time activities through the provision of Library materials and services.
- Provide for the collective and individual information needs of its patrons by selecting, acquiring, cataloging, organizing, and distributing information and materials.
- Provide for the cultural enhancement of individual patrons and the Joplin community by providing materials and attendant activities that foster understanding of the development of international, national, community, and individual heritage and lifestyle.
- Provide for the continuing educational needs of its patrons by supporting learning beyond that required for attaining academic degrees or meeting job qualifications by providing materials that enhance daily life, personal interests, and job performance.

The Joplin Public Library recognizes the impact of technology, specifically electronic communication and information, upon the Joplin community. The Library strives to identify, to retrieve, to organize, and to provide access to technology in its various formats.

In fulfilling its mission, the Joplin Public Library fully supports the principle of freedom of expression and the public's right to know. The Library will foster an atmosphere of free inquiry and provide information without bias or discrimination.

All persons are welcome regardless of age, race, ethnicity, religion, political views, sexual orientation, gender expression, economic status, or abilities. The library will remain a neutral presence in welcoming all. (*Approved 9/24/18*).

### **III. LIBRARY SERVICES**

The Library provides a variety of services to its patrons. These services include:

1. Books, magazines, and newspapers
2. Videotapes and DVDs
3. Music CDs
4. Books on CD, audiotape, and Playaways
5. Downloadable e-books and audiobooks
6. Computer software
7. Large print materials, closed-captioned and descriptive videos, and other materials and equipment for the sight or hearing impaired
8. Photocopiers and microform reader-printers
9. Reference assistance and telephone and e-mail reference
10. Storytimes and summer reading programs for children, teens, and adults
11. Public use computers, typewriters, and fax service
12. Internet access and electronic reference tools
13. Telephone directories, auto repair manuals, and career development materials
14. Local history and genealogy collection and microfilm census records
15. Programs, tours, and speakers
16. Interlibrary loan
17. Meeting rooms

## **IV. LIBRARY ORGANIZATION**

### **A. Board of Trustees**

The Library is governed by a nine-member Board of Trustees whose members are appointed by the Joplin City Council. The Board of Trustees (hereafter referred to as the Board) establishes goals and objectives and adopts rules, policies, and regulations for the governance of the Library. The Board has complete authority, within legal limits, over the Library budget.

### **B. Library Director**

The Library Director is appointed by the Board and is the chief executive and administrative officer of the Library. The Library Director is responsible to the Board for the proper administration of all Library affairs.

### **C. Library Departments**

The Library is divided into eight administrative departments under the direction of individual Department Heads. Department Heads are responsible to the Library Director for the daily operation of the departments. Employees within each department answer to the Department Head. Library Departments and their general areas of responsibility are:

1. Administration: Personnel, Finance, Maintenance, Accounts Payable, Accounts Receivable, Fixed Asset Inventory, Public Relations. The Library Director serves as the Administration Department Head.
2. Technical Services: Cataloging, Processing, Mending, Bibliographic Control, Weeding.
3. Reference: Adult Reference, Interlibrary Loan, Local History and Genealogy, Bibliographic Instruction, Periodicals, Microforms, Collection Management, Materials Inventory.
4. Circulation: Circulation of materials, Overdues, Patron Registration, Reserves, Collection Inventory, Stacks Maintenance, Page Supervision, Displays.
5. Children's Services: Children's Reference, Storytimes, Summer Reading Program, Children's Programming, Collection Management, Materials Inventory.
6. Collection Development: Collection Development, Acquisitions.
7. Information Services: Systems Management, Computer Lab, Hardware and Software Inventory and Maintenance Responsibility.
8. Teen Services: Teen Reference, Summer Reading Program, Teen Programming, Collection Management and Materials Inventory.

## **V. LIBRARY STANDARDS & PLAN OF SERVICE**

### **A. Missouri Public Library Standards**

The Joplin Public Library accepts the Missouri Public Library Standards as the minimum standard for all Library operations, services and staffing. The policies in this manual are designed to meet or exceed the standards, which were adopted by the Missouri Library Association in 1997 and presented to public libraries for implementation by the Missouri Secretary of State in December 1999.

### **B. Library Roles**

The Library defines its primary role in the community as having four main functions:

1. Popular Materials Center
2. Preschooler's Door to Learning
3. General, Consumer, and Business Information
4. Independent (lifelong) Learning Center

### **C. Library Plan of Service**

1. The Library will provide hours of service during regular business hours, evenings, and weekends. The Library is currently open 66 hours a week. The Library is committed to providing full service during all hours the building is open to the public.
2. The Joplin Public Library District serves the general public and considers its patrons to be all those residents of the Library District whose needs can be met by general library services. The populations specifically targeted by the Library include: preschool age children; adults out of school; senior citizens; recreational readers, listeners and viewers; and the business community. The Library does not provide curricular support for public or private schools, institutions of higher education, or homeschooling.
3. The Library's range of services will include:
  - a. Circulation of materials in formats currently usable by the general public.
  - b. Full reference service and open access by patrons to the resources of the reference collection.
  - c. Children's, teen, and adult programming, including regularly scheduled storytimes for the general public and special storytime sessions for organized groups, as well as an organized Summer Reading Program.
  - d. Patron access to on-line and other electronic resources, including word processing and spreadsheet applications. The Library has installed filters on all public use computers in the Library in compliance with both federal and state law. Patrons of any age may use the computers in the Adult Department, but the computers in the Children's Department are reserved for those patrons age 12 and younger, and do not provide Internet access. Computers in the Teen Department are reserved for teens, patrons in grades 6-12, and do not provide Internet access. They are available for word processing and other office applications, games, music and movies.
  - e. Photocopy, microfilm copy, scanning and fax service for the public.
  - f. Meeting rooms at no charge to not-for-profit agencies and other groups needing meeting facilities for non-commercial purposes.
  - g. Meeting rooms for a nominal fee for commercial groups as outlined in Section Ten, I of policy manual.

## **VI. LIBRARY BILL OF RIGHTS**

The Library Bill of Rights is a policy statement of the American Library Association, adopted 1946, amended 1967 and 1980. It was originally adopted by the Joplin Public Library District Board of Trustees in 1981.

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. 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 view of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. 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.

The Library also supports the American Library Association policies included in the appendices at the end of this policy manual.

## **VII. INDEPENDENT AGENCIES & GROUPS IN THE LIBRARY**

### **A. Post Memorial Art Reference Library**

The Library building contains the Post Memorial Art Reference Library, an independent agency. The Post Library is a privately endowed art reference library housed in a separate wing of the building. The Post Library is governed by its own board of directors. The operation of the Post Library is not governed by any policies established by the Joplin Public Library District except those specifically adopted by the Post Board. Library employees do not work in or for the Post Library.

### **B. Joplin Library Foundation**

The Joplin Library Foundation is a non-profit 501(c)(3) organization incorporated for the purpose of raising funds and accepting gifts and bequests for the betterment of the Library.

### **C. Margaret Hager Book Committee**

The Margaret Hager Trust, established when a former library director bequeathed her estate to the Library, is administered by the Board. According to the provisions of Ms. Hager's will, the interest generated by the trust is used to buy materials for the Library. Materials purchased by the trust are chosen in the same manner as other Library materials.

## **SECTION TWO: PERSONNEL POLICIES**

### **I. RECRUITMENT AND EMPLOYMENT**

#### **A. Equal Employment Opportunity**

The Joplin Public Library is committed to the principles of non-discrimination to ensure equal opportunity in all categories of employment and to provide opportunity for advancement so that all employees can perform at their highest potential. In compliance with state and federal regulations, the Library maintains an employment policy in which no procedure, policy or practice shall unfairly or adversely affect the interests of any applicant or employee on the basis of race, creed, color, religion, ancestry, national origin, sex, age, politics, or disability.

#### **B. The Library as Employer**

All persons working for the Library are employees of the Board of Trustees of the Joplin Public Library District. As such, they are subject to the rules, regulations, qualifications, remuneration, and discipline that the Board has established in this policy. The Library provides copies of all relevant personnel documents to the City of Joplin Personnel Department for the purposes of payroll and enrollment in benefits programs administered by the City. Although payroll and other matters of remuneration are administered by the City, Library employees, strictly speaking, are not City employees and are not included on the City's salary schedule, nor are they entitled to the same benefits accorded regular City employees.

#### **C. Appointment of Employees**

The Board appoints the Library Director. All other Library employees are selected by the Director or by the Department Heads in accordance with personnel selection guidelines established by the Board.

#### **D. Types of Employment**

1. A Full-time Employee is defined as an employee who is hired to fill a full-time position and who works forty hours per week for a salary.
2. A Half-time Employee is defined as an employee who is hired to work at least twenty hours per week but less than twenty-eight hours per week on an annual average. Half-time employees are paid an hourly wage and are entitled to limited benefits.
3. Any Part-time Employee hired to work less than twenty hours per week is entitled to none of the employee benefits described in this personnel policy unless specifically noted.
4. A Temporary Employee is defined as an employee hired to fill a full-time or part-time position for a limited period of time. A temporary employee is entitled to none of the employee benefits described in this personnel policy.
5. A Professional Librarian is defined as a full-time employee who has successfully completed the requirements for a Master of Library Science degree at an ALA-accredited library graduate school and who is hired to fill a position established by the Board as requiring or preferring an MLS. Positions requiring an MLS are the Library Director and the Reference, Technical Services, Children's, Teen, and Collection Development Librarians.

## **E. Employee Records**

1. The Library will protect the confidentiality of information pertaining to applicants, current employees, and past employees.
2. Personnel records of all Library employees are maintained in the Library's administrative offices. Each personnel record will contain at least the following: employment application; compensation and benefit information; tax withholding information; relevant personal data; college transcripts if applicable; miscellaneous information as required.
3. Access to employee personnel records is limited to those with a bona fide need for information. Information from employee records is released to agencies outside the Library only with written consent from the employee. The only exceptions are:
  - a) Requests to verify employment. This information will be limited to dates of employment and job title.
  - b) Compliance with subpoenas.
  - c) In the exercise of the Library's responsibilities as an employer, employment information including earnings and other compensation may be disclosed to governmental agencies or others to ensure compliance with laws and rules and to verify employment information to valid requests for that information from governmental agencies.
4. Requests for additional information regarding former employees will not be answered.
5. Department Heads may review the personnel records of their employees or of applicants for positions in their departments.
6. Employees may review their personnel records upon request to the Library Director. Review will take place in the administrative office during normal operating hours with the Library Director or the Director's designee present. Employees may be provided with copies of information from their personnel files upon written request to the Library Director. If an employee disagrees with information contained in his/her personnel records, the employee may submit a written statement explaining the disagreement. The statement will be attached to the document in question and become a permanent part of the record.
7. The following information is not open to review and is maintained in a separate file:
  - a) Information relative to an employee grievance.
  - b) References received from former employers and college placement offices.
  - c) Interview reports.
  - d) Medical information.
  - e) INS or I-9 information.
8. Salary verification will be furnished to credit agencies with the employee's written consent. Other credit agency information will be limited to period of employment and job title.

## **F. Probation Period**

An employee holds probationary status for the first six months of employment. At the completion of the employee's probationary period, the Department Head will complete a performance appraisal and make a determination to retain or to terminate the employee, or, if circumstances warrant, to extend the probation period. An employee is subject to limited benefits during the probation period. Details of such limitations are specified in the outline of benefits in this policy. Additionally, employees who are promoted or transferred will also be considered on probation for the first six months in the new position. This includes employees who are moved from half-time to full-time status. Benefits are not affected by this secondary probation period.

## **G. Applications**

Applications for all positions will be made at the Library. Applications will be kept on file in the Library administrative office for the period of one year.



## **H. Rehire**

Any employee who resigns and who then later makes application for employment will be subject to the same application procedures as other applicants and will not be entitled to any benefits or accruals from previous service. Employees who resign without proper notice or who are discharged for misconduct or unsatisfactory job performance are not eligible for rehire.

## **I. Nepotism**

No person may be employed by the Library who is related by blood, marriage, or domestic partnership to any member of the Board or the Library Director. In this context, related shall mean or include: parent, child, spouse, domestic partner, sibling, grandparent, grandchild, uncle, aunt, nephew, or niece, including step, half, foster, or in-laws.

Those hired and related as outlined above to other library employees may not be supervised by said employee. Spouses or domestic partners of current staff members may neither be employed in the same department nor within the same chain of command.

If a conflict should exist or arise after employment, the Library will attempt to find a suitable position within the Library to which one of the affected employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

## **J. Job Postings**

All openings for which the Library is seeking outside candidates for employment will be posted on the Library's web site and advertised as the Library deems necessary.

## **K. Background Checks**

In compliance with the Illegal Immigration Reform and Immigrant Responsibility Act, Joplin Public Library will participate in the E-Verify Program, and comply with regulations from the Social Security Administration and the Department of Homeland Security. Employees hired after January 1, 2009 will have his/her information submitted to the E-Verify system after the Form I-9 (Employment Eligibility Form) has been completed.

Joplin Public Library shall conduct a criminal background check and sex offender registry check on all new employees as part of an offer of employment that is made contingent upon the results of a criminal background check. Depending on the nature of the work, volunteers will also have to undergo a criminal background check. The final decision on whether a criminal background check will be performed on volunteers will be made by the Library Director based on the level of direct supervision provided for the position and the nature of the task.

In performing a criminal background and sex offender registry check:

- Job applicants will be informed that criminal background and sex offender registry checks will be conducted through notification on the job announcement and application form.
- Conditional employees will complete a consent form authorizing the criminal background and sex offender registry check.
- Criminal background and sex offender registry checks will be initiated and reviewed by the person responsible for Human Resources.
- Due to the confidential nature of criminal background checks, only Human Resources staff members are authorized to conduct criminal background and sex offender registry checks or review the results.
- Background check records will be maintained in secure files in the Administrative offices.

When the results of a criminal background or sex offender registry check indicates that a conditional employee has an offense on his or her record, the Director will review the results to determine if the offense disqualifies the employee for continued employment. (Approved 8/15/16)

## **L. GINA “Safe Harbor” Policy**

Caution about Genetic Information/Family Medical History. You may be required or requested to provide doctor excuses for absence, fitness for duty, short-term disability, leave verification, Workers Compensation reports, or other information relevant to work, safety insurance, or leaves of absence. There is certain information Joplin Public Library does not need and does not wish to have. The Genetic Information Nondiscrimination Act of 2008 (GINA) prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specially allowed by this law. To comply with this law, we are asking that you not provide any genetic information when responding to a request of medical information, fitness for duty, sick leave, FMLA verification, etc. “Genetic information” as defined by GINA, includes an individual’s family medical history, the results of an individual’s or family member’s genetic tests, the fact that an individual or an individual’s family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual’s family member or an embryo lawfully held by an individual or family member receiving assistive reproductive service. Please contact Jacque Gage regarding any questions about this policy or about any information you may be requested to provide Joplin Public Library. (Approved 8/20/2018)

## **II. CHANGES IN EMPLOYMENT STATUS**

### **A. Promotion**

A promotion is the advancement to a position that is on a higher salary range than the employee's current position. It is the philosophy of the Library to encourage the promotion and/or transfer of current employees to open positions. In general, an employee should have completed his or her probationary period before becoming eligible for promotion. Eligibility for promotion will be based solely on skill, ability, work performance and fulfillment of requirements of the job. An employee who is promoted will be placed on the entry level step of the salary scale for the new position provided the rate of pay is equal to or greater than the employee's current salary. If current salary is greater, the employee may stay at his/her present rate until step increases surpass that amount. (Approved 4/18/2015)

### **B. Transfer**

A transfer is a change of position within the same salary range. If the transfer involves a change from one department to another, both Department Heads must consent unless the Library Director orders the transfer for purposes of economy and efficiency. A voluntary transfer requires a written request for the transfer by the employee. In general, employees are not eligible for voluntary transfer requests during the first year of employment, although the Library Director may make an exception for the good of the Library. An involuntary transfer requires the approval of the Library Director.

### **C. Part-Time to Half- or Full-Time**

An employee who is moved from a part-time position to full-time status in the same position is not considered to have been promoted. All full-time benefits that accrue to the employee will be calculated based on the date of full-time employment. An employee who is moved from a part-time position of less than 20 hours per week to a half-time position of at least 20 hours per week or to a full-time position is considered to be promoted. All benefits that accrue to such an employee will be calculated based on the date of promotion.

### **D. Demotion**

A demotion is the movement of an employee to a position on a lower salary range. Although demotion is discouraged, it may become necessary if the employee is unable to perform present duties. An employee demoted because of unsatisfactory service will be placed at the minimum salary level in the new position regardless of length of time in service.

### **E. Dismissal**

An employee may be dismissed for cause by the Library for unsatisfactory job performance or for misconduct that is a breach of Library rules or policies. A Department Head, with approval of the Library Director, may dismiss any employee for any lawful reason, including those listed under Rules, Section Two, VIII. No dismissal, other than those occurring within an employee's probationary period, will be approved until all due process requirements are met. Upon dismissal, an employee will receive written notice including the reasons for the dismissal.

Unless otherwise approved by the Library Director, a dismissed employee will receive his/her final pay check on the normal payday for the pay period in which he/she is dismissed, subject to the return of all Library property, including keys, equipment, materials checked out for Library use, parking permits, and any Library materials that have already become due. (See Appendix H.)

**F. Lay Off**

A lay off may occur if a position is abolished due to lack of funds, lack of work, reorganization, or other related reasons. The Library will make every effort to transfer affected employees to other positions within the Library. Selection will be based first on performance and then on seniority of service in position. A notice of lay off will be given to affected employees with as much advance notice as possible. Unused vacation and personal leave will be remunerated in the employee's final paycheck.

**G. Abandonment**

An employee who fails to properly notify the Department Head of his/her absence from work for two scheduled shifts within six months will be deemed to have voluntarily resigned from his/her position without proper notice. An employee who leaves without giving proper notice is considered to have abandoned his/her position. An employee who abandons his/her position will forfeit eligibility for future employment by the Library.

**H. Resignation**

A written notice of resignation to the employee's immediate supervisor is required of all employees. Professional Librarians and Department Heads must give a minimum of four weeks' notice. All other Library employees must give a minimum of two weeks' notice. In emergency situations, the Library Director may waive this requirement. Employees are encouraged to give as much advance notice as possible. Unused vacation and personal leave will be remunerated in the employee's final paycheck.

**I. Retirement**

Library employees planning to retire should notify the Library and contact the City of Joplin Personnel Department at least three months prior to the retirement date to review retirement benefits in order to make the most educated selection possible. Unused vacation and personal leave will be remunerated in the employee's final paycheck. The Library gives a retirement gift to employees who retire with more than ten years of service.

**J. Exit Interview**

Any employee who leaves the service of the Library may be interviewed by the Library Director or the Director's designee prior to the employee's departure.

### **III. PAY AND PAY PERIODS**

#### **A. Payroll Records**

The Library maintains records of the Library payroll and submits certified payroll records to the City of Joplin, which processes all payroll checks. The Library's copies of individual time sheets and leave requests will be the final authority if a discrepancy develops between City and Library payroll records.

#### **B. Time Sheets and Recording of Hours Worked**

Each employee records attendance on a pay-period time sheet which is reviewed and signed by the Department Head and then submitted to the Library Administrative Assistant. Employees should record time worked on a daily basis instead of waiting for the end of the pay period. Time worked must be recorded in hour or half-hour increments.

#### **C. Pay Periods**

Each two-week pay period begins on a Saturday and ends on a Friday. Time sheets are due in the office on the last Thursday of the pay period. If discrepancies arise between the time recorded for the last day of the pay period and the time actually worked, the employee must adjust the time sheet for the following pay period and append an explanatory note.

#### **D. Pay Days**

Pay days fall on Friday for the two-week pay period ending on the previous Friday. If the normal pay day falls on a holiday, pay day will be on the last work day prior to the holiday. Automatic deposit to the employee's bank is an option available to all employees. The Library encourages all employees to take advantage of this option not only for the sake of convenience to both the employee and the Library, but also for the sake of security. Paychecks and stubs may be picked up in the departments until closing on pay day. Paychecks not picked up on Friday will be locked in the workroom safe. The Administrative Assistant will not release a paycheck to anyone other than the employee without previous authorization from the employee.

## **IV. COMPENSATION, OVERTIME AND COMPENSATORY TIME**

### **A. Compensation**

The pay of all Library employees except those in non-classified positions is established by a wage and salary scale adopted annually by the Board. The scale has eighteen ranges – one page range, one Computer Lab range, four clerical ranges, four assistant ranges, two paraprofessional ranges, five professional ranges, and one cleaning/maintenance range. There are six steps in each range. Step 1 is entry level; the employee reaches maximum at the conclusion of six years of continuous service. Employees advance from step to step on their anniversary dates. Across-the-board cost of living increases, or across-the-board raises, are usually applied to the scale at the beginning of the fiscal year. The Library does not award merit raises or bonuses to classified employees.

### **B. Overtime**

Occasionally situations may require irregular and scheduled overtime work hours in excess of forty hours per week. All hours worked in excess of forty hours per week must be authorized by the Department Head. The employee will receive compensatory time off calculated at one and a half times the overtime hours worked.

### **C. Exempt from Overtime**

The following positions are exempt from overtime as established by the Fair Labor Standards Act: Library Director, Technical Services Librarian, Children's Librarian, Teen Librarian, Reference Librarian, Collection Development Librarian, and Circulation Supervisor. The Library Administrative Assistant is also exempt from overtime. Employees in exempt positions do not receive monetary compensation or compensatory time for working more than forty hours per week.

## **V. TRAVEL AND TRAINING**

### **A. Library Approved Expenses**

1. All travel and training and associated expenses must have the prior approval of the Library Director.
2. Expenses incurred by Library representatives at workshops, seminars, training sessions, conferences, or other authorized Library business will be reimbursed to the employee if not charged on the Library's credit card or paid in advance by or billed to the Library. All employees seeking reimbursement must file a complete travel reimbursement request with the Library Administrative Assistant.
3. Prior to travel for the Library the Library Director will determine if use of a personal vehicle or rental vehicle will be the most economical. If it is determined that a rental vehicle is the most economical and an employee prefers to use his/her personal vehicle, reimbursement will be made equal to the cost of the rental plus estimated gas expense. If personal vehicle use is determined to be the most economical, mileage will be reimbursed at the rate currently approved by the IRS. Employees who must use a personal vehicle to conduct Library business such as running errands or picking up supplies may be reimbursed for mileage on completion of a travel reimbursement request. (Approved 9/15/14)
4. No meal reimbursement will be paid if the employee is absent from the Library for four hours or less, unless the meal is part of the function attended. Receipts are required for all meal reimbursements. The Library will not reimburse expenditures for alcoholic beverages. The Library will not reimburse for snacks or drinks purchased between meal times or during travel. Reasonable tips (generally 15%) will be reimbursed.
5. For overnight trips, the Library recommends that employees share hotel rooms, if possible. Reservations should be made in advance, taking advantage of special rates. Receipt of lodging is required. The Library will not reimburse extraneous room charges, such as pay-per-view television or personal phone calls.
6. Plane reservations should be made in advance to take advantage of special rates and should be charged to the Library credit card if possible. Receipt is required for reimbursement for any transportation, including cab fare.
7. Registration fees should be charged in advance to the Library credit card if possible. Receipt is required for reimbursement.

### **B. Professional Organization Memberships**

1. The Library pays for an institutional or personal membership in the American Library Association, the Public Library Association, the Missouri Library Association, the Missouri Library Network Corporation, Polaris Users Group (PUG) and other professional organizations. The Library Director is the Library's official representative to all professional organizations.
2. Library employees are encouraged to join professional organizations. Membership fees are the responsibility of the employee; the Library will pay the first \$10 of an employee's membership in the Missouri Library Association if the individual joins or renews membership before January 31. Department Heads are strongly encouraged to join the Missouri Library Association as personal members.

## **C. Training for Job Skills**

1. The Library's most valuable resources are its staff, its collections, and its databases. In order to provide the services which the public needs and to which the public is entitled, it is critical that members of the Library staff be competent and well trained. Training in job skills is a continuing process and can never be considered "finished." To that end, the Library provides on-going training in processes, procedures, and other relevant, service-related skills, both on- and off-site. Employees are expected to work toward the highest level of competence in the skills required by their positions. Employees who cannot achieve the requisite level of competence after repeated training and practice on the job may be dismissed from Library service.
2. Working with the public requires a variety of skills and abilities: patience and a friendly manner; the ability to communicate clearly; a thorough knowledge of policy and procedure, and an understanding of the Library's mission, and a broad base of general knowledge about a variety of subjects of interest to the general public. A good Library employee is one who is always curious, always willing to learn something new. While the training provided by the Library is geared toward bringing each employee to an acceptable level of job competence, employees must take responsibility for self-improvement and self-instruction in all facets of their jobs.
3. The Library may use a variety of methods for evaluating an employee's mastery of job skills and abilities, including but not limited to written or oral examinations, direct observation on the job, and examination of work product.
4. Because the Library's databases are so critical to the provision of good service, accuracy of data entry is paramount. All employees share the responsibility of maintaining the accuracy and validity of the databases by entering data without errors and according to strict protocols. All employees are also responsible for documenting and reporting errors in any database to which they have access.
5. The Library pays for, or reimburses employees for, Library-approved or Library-required workshops, seminars, or other training sessions.
6. Employees who elect to participate in Library-paid training or educational sessions are expected to remain in the Library's employ for twelve months after the training. Employees who voluntarily leave Library employment before the end of this twelve-month period will be asked to reimburse the Library for all expenses incurred in the elective training on a pro-rated basis. This does not apply to required training.
7. Non-exempt employees approved to attend educational training sessions, either on- or off-site, are paid for this time, which is considered to be work time. Class time and reasonable travel time will count as work time, not to exceed eight hours per day.
8. The Library does not reimburse tuition or other educational costs for advanced degrees unless the Library requires the achievement by an individual employee of such a degree. Release time for the pursuit of an advanced degree may be granted at the Library Director's discretion.



## **VI. SAFETY AND HEALTH**

### **A. General Safety Principles**

The Library strives to maintain a safe environment for its employees and its patrons. All employees are required to work safely and plan events and projects to reduce the possibility of personal injury or property damage. Employees who use their personal vehicles or who are passengers in personal vehicles while on Library business are required to obey all traffic laws, including wearing seat belts.

### **B. Workers' Compensation**

1. The Library carries workers' compensation insurance for all employees. Any compensated injury or illness must be a direct result of the employee's occupation. Employee eligibility commences on the first day on the job.
2. If an employee is injured while on duty, the employee must notify the Department Head or Supervisor of the injury. This notification must be done if at all possible during the same work day as the injury occurs. The Library requires notification of any work-related injury within forty-eight hours of the injury. If proper procedures as outlined in this section are not followed, an employee may not collect workers' compensation benefits.
3. After notification of the Department Head or Supervisor, the employee must complete in full an injury report form, available from the Library Administrative Assistant. This form must be completed with proper signatures prior to receiving medical attention unless the injury is of an emergency nature and medical treatment must be received immediately. The Department Head or Supervisor will forward the injury report to the Library administrative office. If medical treatment is necessary, Library Administration, if available and when properly notified, will arrange for medical treatment.
4. Injured employees must obtain a referral for treatment from Library Administration if medical treatment is to be received unless the injury is of an emergency nature. Supervisors will be required to investigate and complete additional information relating to the injury.
5. Employees who seek medical treatment on their own without receiving prior permission from Library Administration will be responsible for payment for such treatment. This will be waived only if Library Administration is unavailable and if immediate medical treatment is necessary.
6. If an on-the-job injury results in an employee's absence from work and the employee has followed the proper procedures, the employee's pay will be continued as follows:
  - a. During the first four weeks of absence the employee will be paid 100% of his/her normal pay, provided that any compensation for wages benefit under workers' compensation for this period be assigned to the Library.
  - b. If an employee is absent from work for more than four weeks, his pay will be continued at a rate of 90% of his normal pay after the first four weeks for a maximum period of thirty-six weeks provided that any compensation for wages benefit under workers' compensation for this period be assigned to the Library.

## **C. Employment of Individuals with Life-threatening Illness**

1. The Library recognizes that an employee with a life-threatening illness, such as cancer, heart disease, or HIV/AIDS, may wish to lead a normal life which includes working as long as the employee's health permits. Employees are encouraged to continue working as long as they are able to perform their duties and their disease presents no threat to themselves, other employees, or Library patrons. As long as these employees are able to meet acceptable performance standards and medical evidence indicates that their conditions are not an on-the-job threat to themselves or others, their treatment will be consistent with that of all other employees.
2. The Library will try to ensure that all employees with life-threatening illness are provided with competent medical care and counseling when needed. The Library will attempt to supply pertinent medical information to supervisors and other employees when a co-worker has a life-threatening illness. Supervisors must remember that all medical records of employees are confidential.
3. The Library reserves the right to require an employee to undergo a medical examination by a doctor chosen by the Library whenever there is a question of an employee's fitness to work or whenever there is reason to fear that an employee's condition might pose safety or health hazards for other employees or Library patrons.
4. Employees working with an employee diagnosed as having a life-threatening illness will be expected to carry out their normal work duties. No special consideration will be given beyond the Library's normal transfer policy for employees who feel threatened by a co-worker's life-threatening illness.

## VII. FRINGE BENEFITS

### A. Holidays

1. The Library closes for nine fixed holidays:
  - a. New Year's Day
  - b. Presidents' Day
  - c. Memorial Day
  - d. Independence Day
  - e. Labor Day
  - f. Thanksgiving Day
  - g. Thanksgiving Friday
  - h. Christmas Eve Day
  - i. Christmas Day

*(Amended and approved by Board 9/21/2015)*
2. In addition, employees are given one floating holiday per calendar year, the date to be determined by the employee subject to the approval of the Department Head. Library employees are not eligible to use the floating holiday until they have been employed for six consecutive months. The employee is responsible for scheduling and using the floating holiday.
3. Holidays falling on Saturday are observed on Friday. Holidays falling on Sunday are observed on Monday. The Library Board will approve the Christmas holiday schedule on a year-to-year basis. Because the Library is open seven days a week, the observation of a holiday falling on a Saturday or Sunday may occasionally result in the Library's being closed for two consecutive days – the actual holiday and the weekday on which it is observed. In cases such as this, holiday pay is given for the holiday only.
4. The Library is closed on Easter Sunday but this day is not counted as a paid holiday.
5. Full-time employees receive eight hours pay for each holiday. Half-time employees receive four hours pay for each holiday. Because of the irregular schedules of half-time employees, it is difficult to determine if the holiday falls on a regularly scheduled work day for a half-time employee. Consequently, all half-time employees will receive holiday pay and their work schedules will normally be reduced by four hours during the pay period in which the holiday falls.
6. Part-time employees who work fewer than twenty hours a week on an annual average and temporary employees do not receive holiday pay.
7. If an employee's last day of employment occurs during a week in which a paid holiday has already occurred, the employee will receive holiday pay on a pro-rated basis. Pro-rated pay will be calculated according to the number of regular (non-holiday) hours worked in that week. For example, if an employee's last day occurs on a Wednesday after a Monday holiday, and the employee has worked ten of his/her normally scheduled hours of twenty hours per week, the employee will receive half of normal holiday pay, which in this case would be two hours. There is no holiday pay if the holiday falls after the employee's last work day.
8. If a holiday occurs while the employee is on vacation, the holiday will not be counted as a vacation day.
9. All full-time and half-time employees are eligible for holiday pay, except for the floating holiday, starting with the first day on the job.
10. Holidays, including the floating holiday, do not accumulate from one year to the next.

## **B. Sick and Emergency Leave**

1. Full-time employees accrue sick and emergency leave at the rate of four hours for each month of service or major fraction thereof. Half-time employees accrue sick and emergency leave at the rate of two hours for each month of service or major fraction thereof.
2. Temporary employees and part-time employees who work fewer than twenty hours per week on an annual average do not accrue sick and emergency leave. A temporary employee who is retained as a regular Library employee without a break in service will accrue sick and emergency leave from the date of temporary employment.
3. Temporary employees and part-time employees who work fewer than twenty hours per week who are absent due to illness may make up hours at the discretion of the supervisor. Generally speaking, pages may not make up hours missed because of illness because those hours will have been assigned to another page. In the event of surgery or extended illness, temporary or part-time employees may be granted up to four weeks of unpaid leave. In the event an employee is unable to return to full duties at the end of this period, s/he will be deemed to have voluntarily resigned from his/her position. (Approved 4/21/14)
4. Unused sick leave accumulates to a maximum of 576 hours for full-time employees and 288 hours for half-time employees to provide protection for the employee in cases of extended illness.
5. Employees hired on or before the 15th of the month accrue sick leave for that month. Employees hired on or after the 16th of the month do not accrue sick leave for that month.
6. Only sick leave accrued to the first day of a month may be applied to leave taken during that month. For example, an employee hired on or before the 15th of the month will accrue sick leave for that month but may not take sick leave until the first day of the next month. An employee hired after the 15th of the month will not accrue sick leave until the next month and will not be eligible to use the accrued leave until the first of the next month after the month in which the leave is accrued.
7. If an employee has no sick leave remaining, personal leave may be used to cover the time away from work. If an employee has no personal leave remaining, vacation leave may be used to cover the time away from work. If sick leave, personal, and vacation leave are exhausted, the employee must apply for leave without pay. Leave without pay must be approved by the Library Director according to the policy provisions in the Family Leave policy (Section Two.VII.E) of this handbook.
8. The minimum amount of sick leave that can be charged is one hour. Amounts in excess of the minimum must be taken in 30 minute increments. (Approved 4/16/18)
9. An employee who is absent for a period of more than three (3) consecutive shifts or consistently for shorter periods and requests sick leave to cover such absences may be required to furnish a doctor's certificate as a condition of granting said leave, attesting to the fact that the employee's absence has been due to personal sickness or injury.
10. Sick leave may not be used to extend the date of retirement.
11. Any employee discovered misusing sick leave privileges is subject to dismissal.
12. On separation from Library employment, an employee is not entitled to receive reimbursement for accrued sick and emergency leave.
13. Full-time employees may take emergency leave for serious illness in the employee's immediate family or household. (See Family Leave Policy.) Under extraordinary circumstances, the illness of siblings, parents-in-law, and grandparents may be considered for emergency leave if approved by the Library Director.
14. In order to reward employees for good attendance, the Library will remunerate any employee who does not use sick or emergency leave in each six-month block of the calendar year. Acceptance of this benefit is optional for the employee. The Library will pay eight hours for full-time employees and four hours for half-time employees who do not take sick leave in the six months from January 1 – June 30 or from July 1 – December 31. Requests for compensatory time off in lieu of pay will be considered if such requests will not interfere with the normal operation of the Library. Either choice will reduce the employee's sick leave balance by either eight hours or four hours. A

maximum of four hours for full-time employees may be used for routine medical, dental, or optical examination during each six-month period without affecting an employee's eligibility for this reward. Part-time employees do not receive an allowance of time because they are able to schedule appointments during the work week. Funeral leave for family members described in Section Two.VII.C.1 will not be considered when evaluating an employee's eligibility for the perfect attendance incentive.

15. Earned sick leave may be taken as needed. However, employees are reminded that excessive use of sick and emergency leave and/or instances of tardiness are subject to disciplinary action. (See Rules, Section Two.VIII.E.)
16. There is no provision for unpaid sick and emergency leave outside the policies in this handbook. An employee who has used all available sick and emergency leave and who is not eligible for Family Leave may be granted limited unpaid leave at the discretion of the Library Director. Such exceptions will be made only in the most extraordinary of circumstances.
17. Sick leave as reported on time sheets and on payroll checks is calculated according to City of Joplin personnel policies and is not an accurate reflection of the actual sick leave available to a Library employee. The Library's record of each employee's available leave is accurate. The Library Administrative Assistant can provide any Library employee with accurate information about available sick leave.

## **C. Compassionate Leave**

1. Library employees may be allowed a maximum of five work days for compassionate leave in the event of the death of a member of the employee's family or household. This provision will be handled on a case by case basis and decisions will be based upon the distance of travel and the relationship of the employee to the deceased family member and shall be subject to Department Head approval. In no event is the maximum leave time automatic.
2. Employees may, at the discretion of their supervisor, rearrange work schedules to permit time off to attend the funeral of non-relatives. Every effort will be made to accommodate an employee's wish to attend such funerals so long as it does not pose a hardship for the Library.
3. In the event of death of a Library employee, Library employees may be granted a maximum of four hours of compassionate leave for attendance at the funeral, providing a work schedule can be arranged that will not materially impair the operation of the Library.
4. The minimum chargeable compassionate leave will be one hour. Amounts in excess of the minimum must be taken in 30 minute increments. (Approved 4/16/18) All compassionate leave will be deducted from an employee's accrued sick and emergency leave.

## **D. Citizenship Leave**

Library employees will be granted leave with pay when it becomes necessary for them to be absent from work for the purpose of such citizenship obligations as jury duty, voting, witness under subpoena, or other similar obligation. Employees serving as jurors will receive full salary and benefits for the duration of jury duty provided that all money, minus travel expense, received by the employee for the jury duty is remitted to the Library. If an employee is serving on a jury that is released prior to the end of the work day, the employee will report to his/her job at the Library. Any employee belonging to the National Guard or Reserves will be granted unpaid leave for military service. Citizenship leave is not deducted from an employee's accrued leave.

## **E. Family Leave**

1. This policy is in compliance with the Family and Medical Leave Act of 1993. Family leave may be granted in accordance with Library policies on the use of vacation leave and sick leave for the following situations: 1) the birth of a child and the care of such child; 2) the adoption of a child or the placement of a child in the employee's home for foster care; 3) serious illness of an employee's spouse, child, father or mother; 4) serious illness or health condition that makes the employee unable to perform his or her job functions.
2. When family leave is needed, the employee must notify the immediate supervisor in writing of the probability of leave at least thirty days in advance of the leave or earlier if practical. Emergency situations may not allow for thirty days' notice and will be handled on an individual basis.
3. The use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave. Employees are required to use their accrued sick, personal, and vacation leave balances prior to any unpaid leave.
4. When all sick leave, personal leave, and vacation leave have been exhausted, the employee may request leave without pay. The total leave requested, including paid and unpaid leave, may not exceed twelve weeks in a twelve-month period. The twelve-month period is a rolling period measured backward from the date an employee uses any FMLA leave.
5. An employee's twelve week FMLA entitlement will run concurrently with any leave taken under Workers' Compensation or other injury benefits program when the injury is one that meets the definition of a serious health condition.
6. An employee request for family leave may be taken on an intermittent basis, including reduced work days or reduced work weeks, but shall not exceed a total of twelve weeks in a twelve-month period. Requests concerning adjustment of the work schedule will be handled on an individual basis. All requests must be in writing.
7. If the employee is requesting sick leave to cover the time away from work, the employee must submit to the supervisor a Certification of Health Care Provider indicating the time needed for the employee's care of the child or family member. The Library may request periodic certification updates.
8. Upon returning from leave, an employee whose FMLA leave was due to the employee's own serious health condition must submit certification from his/her health care provider that the employee is able to resume work. The employee will not be reinstated until the fitness for duty certification or doctor's release statement is submitted.
9. In compliance with the Family and Medical Leave Act, employees must have been employed by the Library for twelve months full-time and must have worked at least 1,250 hours in the preceding twelve-month period.
10. In compliance with the Family and Medical Leave Act, the Library as employer will continue health insurance coverage for an employee on unpaid leave for the approved period of time. If the employee chooses not to return to work at the conclusion of the leave or chooses to leave within 30 days of returning, the employee must reimburse the Library for the cost of health insurance coverage during the leave.
11. Vacation, sick, and personal leave will not accrue during any unpaid leave.

## **F. Vacation Leave**

1. Vacation time is time scheduled before the department's schedule is posted. All Department Heads will give at least one week's notice prior to posting of the next schedule (with dates the schedule covers) in order to allow staff to schedule vacation.
2. After one year of service, a full-time employee is entitled to 80 hours of vacation. After six years of uninterrupted service, a full-time employee is entitled to 120 hours of vacation. After ten years of uninterrupted service, a full-time employee is entitled to 160 hours of vacation.

3. After one year of service, a half-time employee is entitled to 40 hours of vacation. After six years of uninterrupted service, a half-time employee is entitled to 60 hours of vacation. After ten years of uninterrupted service, a half-time employee is entitled to 80 hours of vacation.
4. Part-time employees are not eligible for paid time off but may acquire and take unpaid time off using the same guidelines as half-time employees (see above.)
5. After one year of service, a professional librarian is entitled to 120 hours of vacation. After six years of uninterrupted service, a professional librarian is entitled to 160 hours of vacation. After ten years of uninterrupted service, a professional librarian is entitled to 200 hours of vacation.
6. The Library Director's vacation schedule will be determined by the Board and reviewed annually.
7. Vacations are determined for employees by length of continuous service. Professional librarians who acquire an MLS after being employed by the Library will earn vacation based on the date of full-time employment.
8. A half-time employee who becomes a full-time employee will receive full-time vacation benefits after one year as a full-time employee. Vacation leave will be posted on the date of the new full-time anniversary based on time elapsed since the part-time anniversary. As a general example, an employee whose part-time anniversary was six months prior to the new full-time anniversary will have 50% of the part-time vacation allotment posted on the new anniversary date. Concrete example: John Doe is hired as a half-time employee on January 20. His benefits are all calculated based on a February anniversary month because he was hired after the 15th of January. After one year of service, he has 40 hours of vacation leave posted to his account on February 1. On November 1 of that year, John Doe is moved to full-time status and his new anniversary month is November. On November 1, he will have worked for nine months of the year since his anniversary month, so  $\frac{3}{4}$  of his part-time vacation allotment, or 30 hours, will be posted to his account on November 1. On November 1 of the next year, his full-time vacation allotment of 80 hours will be posted to his account.
9. Upon separation from service, an employee will be paid a lump sum payment for any posted but unused vacation time with the final paycheck. Vacation may not be used to extend a date of retirement or termination. An employee who leaves library service prior to completing one year's service will not receive vacation pay.
10. Sick and emergency leave will not be substituted for vacation leave.
11. Requests for time off are considered as requests for vacation leave. Each request for vacation leave must be submitted on a leave request form and must be approved in advance by the Department Head. Vacation schedules will be arranged to meet the convenience of the employee insofar as the needs of the Library will permit.
12. A full-time employee who requests vacation leave from Saturday through the following Friday is requesting 40 hours of leave. A part-time employee who requests vacation leave from Saturday through the following Friday is requesting 20 hours of leave.
13. Vacation may not be taken by new employees during the first twelve months of their employment. Vacation leave is posted on the first day of the anniversary month of the date of employment, and at the end of each twelve months' service, the employee is entitled to take all of the vacation leave posted to the employee's account.
14. Employees hired on or before the 15th of the month will earn vacation leave for that month. Employees hired on or after the 16th of the month will not earn vacation leave for that month.
15. Vacation is intended to benefit the employee and serve as a time of mental and physical refreshment. Employees are encouraged to take all of their vacation within each anniversary year. If scheduling difficulties prevent an employee from taking all vacation within the anniversary year, up to half of the vacation leave may be carried over to the next anniversary year. For example, if an employee is entitled to 80 hours of vacation but takes only 24 hours during the anniversary year, 40 hours may be carried over to the next year. The remaining 16 hours of leave will be forfeited. Employees are solely responsible for scheduling sufficient vacation leave to avoid forfeiting accrued leave.

16. Vacation leave as reported on time sheets and on payroll checks is calculated according to City of Joplin personnel policies and is not an accurate reflection of the actual vacation time available to a Library employee. The Library's record of each employee's available leave is accurate. The Library Administrative Assistant can provide any Library employee with accurate information about available vacation leave.

## **G. Personal Leave**

1. Personal leave time is time scheduled after a schedule is posted.
2. Full-time employees accrue personal leave at the rate of four hours for each month of service or major fraction thereof. Half-time employees accrue personal leave at the rate of two hours for each month of service or major fraction thereof.
3. Temporary employees and part-time employees who work fewer than twenty hours per week on an annual average do not accrue personal leave. A temporary employee who is retained as a regular Library employee without a break in service will accrue personal leave from the date of temporary employment.
4. Employees hired on or before the 15th of the month accrue personal leave for that month. Employees hired on or after the 16th of the month do not accrue personal leave for that month.
5. The minimum amount of personal leave that can be charged is one hour. Amounts in excess of the minimum must be taken in 30 minute increments. (Approved 4/16/18)
6. Personal time is limited to two consecutively scheduled shifts to facilitate coverage in the department. Time in excess of two days must be requested in advance of schedule posting. Personal leave may not be used to extend vacations or holidays already scheduled. Staff wishing to take time off connected to holidays must request time in advance. Personal leave may be scheduled in advance and used in the same manner as vacation leave. Use care in doing so to avoid exhausting personal leave for unforeseen circumstances.
7. Personal leave will be granted if sufficient notice is given and if alternate coverage can be arranged. Supervisors will make every effort to grant personal time off, but there is no guarantee that personal time will be granted under any circumstances.
8. Unused personal leave accumulates to a maximum of 48 hours for full-time employees and 24 hours for half-time. Any personal leave accumulated over and above these numbers will transfer to the employee's sick leave, up to the sick leave maximum. All staff are encouraged to use sufficient leave so that they don't lose their time off benefit.
9. Upon separation from service, an employee will be paid a lump sum payment for any posted but unused personal leave with the final paycheck. Personal leave may not be used to extend a date of retirement or termination. An employee who leaves library service prior to completing one year's service will not receive personal leave pay.
10. Sick and emergency leave will not be substituted for personal leave.
11. Each request for personal leave must be submitted on a leave request form and must be approved in advance by the Department Head. All leave schedules will be arranged to meet the convenience of the employee insofar as the needs of the Library will permit.

## **H. Maternity Leave**

In compliance with the Federal Maternity Law of 1979, maternity leave will be granted to a full-time employee on the same basis as a sick leave.

## **I. Group Hospital and Medical Benefits**

1. The Library provides, through the City of Joplin, health benefits to all full-time employees. Coverage begins on the first of the month following one complete month of Library employment. Individual employee premiums are paid in full by the Library. Dependent premiums will be paid



monthly in advance and in full by the employee. Other health benefits may be available as described in the Flexible Benefit Plan and may be purchased by the employee.

2. Part-time employees may purchase health insurance through the plan offered by the City of Joplin. The employee must pay the entire premium for such coverage.
3. All health benefits, whether paid by the Library or by the employee, are administered by the City of Joplin Personnel Department and not by the Library.

#### **J. Retirement Program (LAGERS)**

1. Full-time Library employees are enrolled in the Missouri Local Government Employees Retirement System (LAGERS) Eligibility begins the first of the month following six consecutive months of employment. This mandatory program is non-contributory on the part of the employee.
2. An employee who has accrued at least five years of accredited services is vested in the system and is entitled to a retirement benefit.
3. The LAGERS program is administered by the City of Joplin Personnel Department and not by the Library.
4. When an employee begins considering retirement or if an employee is thinking of leaving the Library's service with a vested interest, the employee is encouraged to consult with the City of Joplin Personnel Department for a full and detailed description of the benefits available through LAGERS. The City of Joplin Personnel Department will assist the employee both in enrolling in LAGERS and in preparing the employee's application for a refund or a monthly benefit.

#### **K. Social Security System**

The Library contributes the federally required amount of payment to the Social Security Administration for all Library employees.

#### **L. International City Management Association Retirement Corporation**

A supplemental retirement plan and tax shelter for public sector employees, this plan is administered by the ICMA-RC, a nonprofit, tax-exempt service organization specializing in retirement plans for local government employees. Payroll deduction is provided for this program. The Library does not contribute matching funds for any employee enrolled in this program. This 457K plan is similar to 401K plans offered in the private sector. Library employees must contact the City of Joplin Personnel Department for details of this program.

#### **M. Disability and Income Protection Plan (LAGERS)**

1. (Non-duty) A member is eligible for a non-duty disability benefit if the employee has a least five years of credited service and becomes totally and permanently disabled from non-occupational causes to perform the job he/she was doing while employed by the Library.
2. (Duty) If a member terminates employment because of becoming totally and permanently disabled from job-related causes, the employee would be eligible for a duty disability regardless of credited services.

#### **N. Life Insurance**

The Library provides life insurance for all full-time employees. Employees are covered for a **minimum** of \$25,000. However, if an employee's salary is greater than \$16,000 per year, coverage will be for 1.5 times their annual salary. Coverage begins on the first of the month following one complete month of Library employment. Individual employee premiums are paid in full by the Library. Other life insurance benefits may be available as described in the Flexible Benefit Plan and may be purchased by the employee.

#### **O. Employee Assistance Program**

Library employees have access, through the City of Joplin, to the Employee Assistance Program, a professional management approach to dealing with performance problems due to the adverse effects of progressive personal problems such as alcohol/drug abuse, or financial, emotional, or family problems. The EAP offers help to troubled employees by providing referral to an appropriate professional resource for any employee who has a problem affecting job performance.

## **P. Longevity Pay and Benefits**

### **1. Longevity Pay for Full-Time Employees**

Longevity pay is based exclusively on years of continuous full-time service.

- a. After 5 years through 10 years -- \$300 per year
- b. After 10 years through 15 years -- \$600 per year
- c. After 15 years through 20 years -- \$900 per year
- d. After 20 years through 25 years -- \$1,200 per year
- e. After 25 years -- \$1,500 per year

### **2. Longevity Benefit for Full-time and Half-time employees.**

- a. Full-time employees who have completed five years of uninterrupted service will receive an extra eight hours of paid leave to be taken in the next twelve months. Half-time employees who have completed five years of uninterrupted service will receive an extra four hours of paid leave to be taken in the next twelve months.
- b. Longevity for this benefit is calculated from the date of employment by the Library.
- c. This paid leave benefit is like a floating holiday and may not be carried over to the next year. This paid leave benefit will be given at the completion of each five year block of continuous service.

## **Q. Miscellaneous Benefit Information**

The Library, through the City of Joplin, may have a Flexible Benefit Plan that provides individual employee insurance choices. For a complete description of the Flexible Benefit Plan, the employee must contact the City of Joplin Personnel Department.

## **VIII. RULES**

### **A. Insubordination and Failure to Perform**

1. Employees are expected to obey instructions from their supervisor or other Department Head or the Director. Failure to do so either by refusal or omission is insubordination and will result in discipline up to and including termination of employment.
2. Negligence, inefficiency, incompetence, or failure to perform assigned duties will result in retraining and/or disciplinary action. Negligence includes concealing or failing to correct any significant error or mistake or unsafe condition or hazard. If the employee cannot correct the problem, he or she must report it immediately to the appropriate personnel.

### **B. Code of Conduct**

1. Employees are expected to treat co-workers with respect and courtesy. Threats, intimidation, coercion, and abusive or disrespectful language or behavior are strictly prohibited. Any employee subjected to such behavior should report it immediately to his or her supervisor or, if the supervisor is the subject of the complaint, to the Library Director, or in the case of the Library Director's being the subject of the complaint, to the Board of Trustees.
2. Ongoing gossip and complaining are detrimental to staff morale and have a negative impact on the Library as a whole. An employee who takes issue with any policy, procedure, scheduling, or other Library matter should speak directly with those responsible. While staff members are certainly free to discuss areas of concern with co-workers, it is most effective to address the issue to those who can improve or amend the situation directly. If a satisfactory resolution is not forthcoming, the employee should address the concern to the next higher supervisory level. If, after review, the concern is not addressed to the employee's satisfaction, the employee must decide for him or herself whether he or she is willing to accept the Library's decision or if consideration should be given to finding better-suited employment.

### **C. Sexual Harassment**

1. According to the Equal Employment Opportunity Commission guidelines on sexual harassment, any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; Rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
2. Sexual harassment is a violation of the Library's policy on non-discrimination. No employee will be subject to any form of retaliation or discipline for pursuing a sexual harassment complaint.
3. The employee should initially report all instances of sexual harassment to his/her immediate supervisor. If the supervisor is the subject of the complaint, the employee should report the instance to the next supervisory level, which may be the Library Director, or in the case of the Library Director's being the subject of the complaint, to the Board of Trustees.
4. If the employee's complaint is not resolved to his/her satisfaction within five working days, the complaint should be reported in writing to the Library Director, or in the case of the Library Director's being the subject of the complaint, to the Board of Trustees.
5. All complaints will be thoroughly investigated and will be treated in confidence. If the allegations are found to be true following investigation, appropriate corrective action will be taken, up to and including the dismissal of the offender.

#### **D. Drugs and Alcohol**

1. Employees who use, possess or distribute illicit drugs or alcohol on Library property are subject to dismissal.
2. Employees reporting for work under the influence of illicit drugs or alcohol are subject to dismissal.
3. An employee using a prescription drug or over-the-counter medication that causes adverse side effects, such as drowsiness or impaired reflexes, must inform the supervisor that he or she is taking such medication on the advice of a physician. If a prescription drug or over-the-counter medication could cause service or safety problems, the supervisor may grant the employee sick leave or temporarily assign the employee to different duties.
4. The Library must also operate under the City of Joplin's "Alcohol and Drug-Free Workplace Policy." See Appendix M for their complete policy.

#### **E. Absenteeism and Tardiness**

1. If absenteeism or tardiness is not approved in advance, an employee who must be absent or tardy must notify the supervisor before the employee's shift begins. Employees should provide as much advance notice as possible. The requirement of proper notification will be waived only in cases of emergency.
2. Absenteeism or tardiness for reasons other than scheduled personal or vacation leave or Library business place a burden on other Library employees and create scheduling difficulties. Excessive absenteeism is defined as six different occasions in a twelve-month period. For example, if an employee is off work for two consecutive days with the flu, this is considered one occasion; if the employee is off two non-consecutive days with the flu, this is considered two occasions. Excessive tardiness is defined as six different occasions in a twelve-month period. A combination of absenteeism and tardiness in a persistent pattern may also be excessive.
3. In the case of an employee who has a severe medical problem that requires more than six absences during a twelve-month period for the purposes of lab tests, blood work, etc., this definition of excessive absenteeism may be waived, contingent on the proper prior notification of the employee's supervisor.

#### **F. Appearance and Hygiene**

1. The Library expects employees to present a neat, clean and well-groomed appearance at all times.
2. Dress must be appropriate for the type of work and not offensive to the public. If an employee is uncertain about the suitability of any item of apparel, it is advisable to consult the Department Head before wearing the item.
3. Desk and office staff are expected to present a professional appearance. In general, the following types of attire are inappropriate for all desk and office staff:
  - a. Jeans or jeans-type slacks
  - b. Sweat suits or other athletic wear
  - c. Leggings worn as slacks. Leggings may be worn under **dresses** that are at least thigh-length.
  - d. Shorts of any kind, including dress shorts
  - e. Excessively bare sundresses
  - f. Hemlines more than 3" above the knee
  - g. Bare feet or flip flops
  - h. Buttons, stickers or any other accessory or item of apparel that espouses a cause, supports a political candidate or platform, or expresses an opinion. The only exceptions are buttons worn for Library promotions and approved by the Library Director.

- i. Hats or head coverings except those required by religion, because of a medical condition, or to participate in special days as designated by the Staff Association.
  - j. T-shirts, except as allowed on special days or Casual Days. Then library t-shirts or t-shirts with a library or literary theme will be allowed.
4. On Friday, Saturday, and Sunday of each week, the rules of dress are relaxed for Casual Day. Casual dress may include jeans (without rips or holes), library or literary-themed t-shirts, and sneakers. Other restrictions, such as those against sweat suits and shorts, still apply. Employees are expected to exercise good judgment in selecting attire for Casual Day.
5. Pages, maintenance, and IT clerks will follow the dress code as outlined above with the following modification. These positions may wear jeans or chinos and sneakers or other closed-toe shoes. They may not wear shorts. All clothing must be free of holes and rips. With the exception of maintenance staff, t-shirts are not acceptable wear except as allowed on Casual Days and then must be library or literary themed.
6. Personal hygiene is an important aspect of patron service and must be properly maintained to avoid creating an environment that is offensive to patrons and fellow employees.
7. The Department Head has the right to remove an employee from the workplace to correct major deficiencies in dress, appearance, or personal hygiene. The Department Head will advise the Library Director prior to removing any employee from the workplace for violation of this policy, if possible.
8. All employees will wear name tags while on duty.

## **G. Inclement Weather and Other Emergencies**

1. If problems arise which prevent the opening of the Library at the beginning of the workday or which require the early closing of the Library, the Director will notify all Department Heads, who will notify all members of the department scheduled to work that day. This time will not be deducted from leave time of employees, and employees will be paid for hours scheduled.
2. If Joplin R-8 Schools are closing due to **weather**, the library will automatically be closed for the **first day** of the schools are closed. Subsequent days' closures will be made on a day by day basis. If there is inclement weather over a weekend, the Library Director will use his/her best judgement to decide whether the library will close or not. Decisions to close the library early will be made by the Library Director. The Library Director has the discretion to open or close contrary to the school district's decision, but will notify library staff by 9 AM if this is ever the case.
3. Library closings because of inclement weather will be announced on local television stations. Every attempt will be made to also post closings on the library website, Facebook page, and the digital signage on 20<sup>th</sup> Street at the Library.
4. Employees unable to work because of transportation problems or because of problems caused by inclement weather when the Library remains open will have such absence charged against the employee's available vacation leave. If all vacation leave has been exhausted, such absence will be without pay. This is the only instance in Library policy that allows for unpaid leave. The Library will document all such instances of unscheduled absenteeism or tardiness. (*Amended by Board of Trustees March 19, 2018*)

## **H. Breaks and Meal Periods**

1. Each employee will receive a fifteen-minute break as scheduled by the supervisor for each four-hour work period. Employees who work shifts of less than four hours will not receive a break. Breaks must be taken out of the work station and away from the public area. Employees are expected to monitor their break periods to ensure that they do not go over the allotted time and to schedule their breaks so that they do not put an undue burden on their co-workers.
2. An unpaid meal period is scheduled by the Department Head for each employee who works an eight-hour day. The length of the meal period is determined by individual departments based on

department needs. Meal periods are not paid time and as such are considered the employee's free time to use as each individual sees fit.

3. Employees working six-hour shifts will be scheduled one thirty-minute paid break during the shift.
4. An employee may not omit a break or shorten a meal period in order to leave work early or arrive late.

## **I. Outside Employment**

Library employees may be self-employed or may take other part-time jobs under the following conditions:

1. Outside employment does not interfere with the individual's attendance or performance on the job.
2. Outside employment does not, in the judgment of the Department Head or Library Director, reflect negatively upon the Library.
3. Outside employment does not cause and is not perceived to cause a conflict with the interests of the Library.
4. Outside employment is disclosed to the employee's supervisor and the Library's schedule takes precedence over any other employment.

## **J. Financial Responsibility**

All Library employees are expected to do everything possible to maintain a good credit rating and to satisfy all debts, including delinquent taxes, child support responsibilities, and other legal obligations. Failure to do so not only reflects poorly on the employee and his/her family but also reflects poorly on the Library and other Library employees.

## **K. Employee Contact with the Media**

Employees of the Library are absolutely free at any time to exercise statutory rights regarding contact with political representatives or the media. While it is the right of an employee to express personal opinions to the media or others, that right does not allow employees to speak as representatives of the Library.

Employees who express opinions to the media may not do so as representatives of the Library and may not use position titles associated with their employment in a way that suggests they are acting as representatives of the Library. Contacts by employees with the media as representatives of the Library are restricted to those duly appointed as Library spokespersons. Any employee who violates this policy is subject to dismissal.

## **L. Employee Contact with the Public**

1. The Library is a public service agency. The patron always comes first. Employees have a responsibility to maintain the best relations possible with the public both on and off duty.
2. A Library employee must not discuss confidential information pertaining to interdepartmental communication, personnel matters, or patron information with any member of the public. Any employee who violates this policy is subject to dismissal.

## **M. Honoraria**

1. Library employees who present library-related programs may not charge for the service.
2. If the group sponsoring the program gives the Library representative an honorarium, the Library employee may accept such payment on the condition that the honorarium be turned over to the Library. Non-cash gifts should also be given to the Library unless the Library Director rules otherwise.
3. If the group sponsoring the program offers to reimburse the Library representative for travel expenses, the Library employee may accept such reimbursement.

**N. Use of Library Computers by Employees**

1. The Library provides an e-mail address for each employee. There is no expectation of privacy for any e-mail addressed to, received by, or sent by an employee at the Library e-mail address.
2. The Library reserves the right to monitor all e-mail accounts issued by the Library and all other use of Library computers, including the Internet sites accessed on any Library computer.
3. Employees are not allowed to install or delete programs on any Library computer without the express permission of Library information systems personnel. Any programs installed on Library computers will be for Library use.
4. Designated computers are available to employees for personal use on their breaks or off-duty time. Staff workstations are to be used solely for Library work.
5. In accordance with Federal and State law, all Library computers are filtered.

**O. Administrative Rules**

The Library Director may make administrative rules for matters that are not covered or addressed in this policy handbook insofar as the rules are consistent with, and are not in violation of, any rules or procedures set forth in this handbook.

## IX. DISCIPLINE

### A. Disciplinary Action

An employee's violation of work rules, misconduct, or continued unsatisfactory performance will result in disciplinary steps based on the book *Discipline Without Punishment*. All supervisors have access to the book as well as a Library produced document outlining the procedures of DWP. The level of discipline imposed for unacceptable conduct or job performance will depend on the severity of the incident and/or patterns of conduct. No employee shall be dismissed without fair warning and an opportunity to improve except in cases where the misconduct is so intolerable or objectionable that the employee must be punished by dismissal, even for a first offense. The Library will make every reasonable effort to ensure that employees are treated in a fair and uniform manner, but the Library reserves the right to treat each individual situation in light of the unique circumstances present whenever there is a work rule violation or other unacceptable conduct. The Library's approach to correcting unacceptable conduct or unsatisfactory job performance will normally consist of the following actions:

1. Performance Improvement Discussion. This initial step is designed to avoid progression into disciplinary action. This is a discussion between the supervisor and the employee whose actions or performance need improvement with the intention of achieving an agreement about expected conduct and outcomes. The supervisor will maintain notes about PIDs within the department and there will be nothing filed in the employee's permanent record.
2. Reminder 1. This is a discussion between the supervisor and employee that the conduct or expected outcomes are not being met as agreed upon in a previous PID (or for incidents or activities that warrant a more serious response without an initial PID) and contain explicit expectations and the employee's agreement to meet those expectations. A record of this Reminder 1 meeting will be written after the meeting and maintained by the supervisor but will not be put into the employee's personnel file unless further disciplinary action is taken. Reminder 1 documents will be discarded after one year if no further problems occur.
3. Reminder 2. The supervisor must receive approval from his/her immediate supervisor before proceeding with a Reminder 2. The sole exception to this is the Library Director who does not require approval. The Reminder 2 reiterates the problems already addressed in the Reminder 1 or addresses new issues that have arisen while the employee is already working under an active Reminder 1 and includes specific actions to be taken to arrive at the agreed goals as necessary. After the meeting, the supervisor will write a memo to the employee following the process outlined in DWP. After the memo is written, the supervisor will review the memo with the employee. Again, a record of the Reminder 2 meeting will be maintained by the supervisor but will not be put into the employee's personnel file unless further disciplinary action is taken. Reminder 2 documents will be discarded after eighteen months if no further problems occur.
4. Decision Making Leave. If the preceding steps do not resolve the problem, the supervisor will request permission from his/her supervisor to implement a Decision Making Leave. The Library Director does not need to obtain permission. If approved, the employee will be given Decision Making Leave at the earliest possible time. The employee will be instructed that a specific shift is Decision Making Leave and that he/she must determine during that time whether or not to conform to the agreed upon conduct and outcomes. Upon return from leave, the employee will either agree to meet expectations or submit his/her resignation. If the employee commits to meeting expectations, the supervisor will explain that Decision Making Leave is the final step in discipline, and that any future incidents which would warrant discipline will result in termination. Again, a memo to the employee outlining the meeting and agreement will be written by the supervisor and discussed with the employee. The documentation of the Decision Making Leave will be placed in the employee's permanent file in the Library Office. Decision Making Leave documents will be discarded after two years if no further problems occur.



5. Suspension with Pay. If an employee's conduct or actions are such that the continued presence on the job is not in the Library's, the public's, or the employee's best interest, then that employee may be suspended with pay pending the outcome of the investigation relating to the violation. Under these conditions, a supervisor/Department Head shall have the authority to make these types of suspensions. However, immediately upon suspending the employee with pay, the supervisor/Department Head shall notify the employee that a fact-finding administrative hearing will be conducted and that as soon as possible the employee will be presented with adequate notice of such a hearing. Suspensions with pay pending the outcome of the investigation are not disciplinary suspensions depending on the outcome of the investigation.
6. Dismissal. This action is taken only for employees for a single serious instance of unacceptable conduct, or for the good of the Library.

*Adopted by Library Board of Trustees July 2014).*

## **B. At-Will Employment**

1. Missouri is an at-will employment state.
2. Library employees are not hired under contract. If an employee is not under contract, he or she is an at-will employee. An employer can dismiss an at-will employee hired for an indefinite term at any time for any non-discriminatory reason.

## **C. Due Process**

1. In the event a disciplinary action is taken to correct an employee's conduct or performance and the action results in the loss of pay, demotion, or dismissal, the employee has a right to due process procedures.
2. The employee will be given written notice of the reason or facts constituting the basis for the disciplinary action.
3. The employee will be given an opportunity to respond or explain his/her side of the story.
4. The Department Head will make disciplinary recommendations, if any, to the Library Director.
5. The Library Director will review all information and either accept, reject, or modify the recommendation. The employee will be given notice of the Library Director's decision. The employee may be suspended with pay pending the outcome of a routine investigation or a fact-finding administrative investigation.
6. The Library Director will advise the employee of his/her right to and procedures for requesting an appeal of the adverse action, if any.
7. Employees within their probationary period as new employees are not entitled to the due process procedures outlined above.

## **D. Grievances**

1. Whenever an employee has a complaint resulting from disciplinary action or general work grievances that are not otherwise covered in this manual, the employee should discuss the matter with the immediate supervisor and attempt to resolve the matter in an equitable fashion. The Library will attempt to prevent the occurrence of grievances and to deal promptly with those which occur. Employees are to use the following procedure in pursuing a grievance:
2. Discuss the grievance with the immediate supervisor within forty-eight hours of the incident. The supervisor must respond orally to the employee within five working days in an effort to resolve the matter. If the supervisor is the subject of the complaint, the employee should skip this step and proceed to the next; however, the grievance must be filed in writing within forty-eight hours to the next level of authority.
3. If the matter is not successfully resolved with the immediate supervisor, the employee shall state the grievance in writing within three working days from the supervisor's response to the next level of authority, which in most instances will be the Library Director. This authority will investigate

and render his/her decision in writing to the employee within seven working days from the date he/she received the grievance. If the complainant is a Department Head reporting directly to the Library Director, the grievance must be submitted in writing directly to the Library Director within forty-eight hours of the occurrence.

4. The Library Director will make the final decision concerning the grievance within ten working days from the date of receiving the grievance in writing to all concerned. The Library Director's decision shall be final and there shall be no further appeal process other than those provided in section E following.
5. Failure by the employee to comply with these procedures will cause the grievance to be forfeit.
6. The response time by the appropriate authorities may be extended if during the stated response time period those authorities are unavailable due to absence on Library business, vacation, or other leave time.

## **E. Appeal to the Board of Trustees**

1. Any regular employee who is dismissed, demoted, suspended or laid off may appeal to the Board of Trustees within thirty days after the effective date of such action by filing with the Board in writing a statement under oath of the reasons for said appeal. Upon such appeal, the appealing employee and the Library Director shall after reasonable notice have the right to be heard publicly and to present evidence. Both the employee and the Library Director shall have the right to counsel. At the hearing technical rules of evidence shall not apply. The Library Board shall employ a skilled reporter whose duty it shall be to take full stenographic notes of the oral evidence in the hearing.
2. The Library Board shall affirm the action of dismissal, demotion, suspension or lay off, or shall order the reinstatement of the employee or restore the employee to the former rank or compensation. The decision of the Library Board shall be the final determination of all appeals unless set aside by an appropriate court order or decree.

## **X. PROCEDURES FOR THE CONDUCT OF HEARINGS OF APPEAL BEFORE THE BOARD OF TRUSTEES**

In accordance with the provisions of the Personnel Rules and Regulations of the Joplin Public Library, the Board hereby adopts the following procedures for the conduct of hearings of appeals before the Board:

### **A. Appeals Procedure**

1. Following receipt by the Library Director of the appropriate notice of appeal, the Library Director shall send a copy of the same to the Chairman of the Board of Trustees, who shall fix a time and place for hearing of the appeal and the Appellant and the Director shall be given reasonable notice of the time and place for such hearing.
2. In the event both parties waive their rights to be heard publicly and request, in writing, that the Board hear their appeal in private; then the Board, in its discretion, may conduct a private hearing of such appeal.
3. Each party shall be entitled to engage counsel and call witnesses for the purpose of presenting evidence pertinent to the appeal.
4. Each party shall be entitled to take and use depositions in order to present evidence in the same manner upon and under the same conditions and upon the same notice as is provided for with respect to the taking and use of depositions in civil actions in the Circuit Court.
5. The Board may, upon request of either party, issue subpoenas and subpoenas Duces Tecum, with the caption of the appeal, the name of the witness, and the date for appearance. Subpoenas shall extend to all parts of the State and shall be served and returned as in civil actions in the Civil Court. The witnesses shall be entitled to the same fees, and if compelled to travel more than forty (40) miles from his place of residence, shall be entitled to the same tender of fee to travel in attendance and at the same time as is now provided for witnesses in civil actions in the Circuit Court; such fees to be paid by the party subpoenaing him. The Board may enforce subpoenas by applying to a Judge of the Circuit Court of Jasper County or any county where the witness resides or may be found for an order upon any witness who shall fail to obey the subpoena to show cause why such subpoena should not be enforced, which said order and a copy of the application therefore shall be served upon the witness in the same manner as a summons in a civil action.
6. Technical rules of evidence shall not apply in hearings before the Board; however, no evidence shall be admissible which is irrelevant, redundant, unduly repetitious, or which is not reasonably creditable.
7. No formal pleading shall be required.

### **B. Hearings Procedure**

1. Hearings before the Board of Trustees will be held in the City of Joplin, Missouri, at the time and place fixed by the Board.
2. All witnesses will be sworn.
3. The Board, on the request of either party or on its own motion, may, in its discretion, order that the witnesses be separated so as to preclude any witness other than the parties and their attorneys from hearing the testimony of other witnesses.
4. The Library Director will be required to present his or her case first. The Appellant shall present his or her case thereafter. Each party shall be entitled to present a rebuttal to evidence presented by the other party. Each party shall have the right to cross-examine witnesses. Each party shall have the right to make an opening and closing statement.
5. The Board of Trustees shall take notice of the Personnel Rules and Regulations of the Joplin Public Library without the necessity of such rules being offered in evidence.
6. The Board shall cause a record of the proceeding to be made and preserved.

7. No re-hearing by the Board shall be granted from a decision of the Board.
8. An appeal set for hearing may be continued by the Board for cause deemed sufficient or by the consent of both parties to the appeal. At the request of the Board, written briefs may be filed following the close of the hearing within such time as the Board may fix.
9. Within ten (10) working days following the close of the hearing or following the time fixed for the filing of written briefs, the Board shall render its decision, which shall be in writing. A copy of the decision shall be either mailed or served upon the Library Director and the Appellant.

## **XI. ADMINISTRATIVE RULES**

### **A. Phone Calls and General Phone Use**

1. Personal phone calls are a distraction to co-workers as well as an impediment to the employee's own work. No one minds the occasional and brief personal phone conversation of a co-worker, but personal phone calls are generally irritating to all those sharing the workspace. Employees should think of phone calls as the equivalent of personal visits. Friends and relatives are welcome to drop by for an occasional visit, but regular or daily visits to the workplace are inappropriate.
2. Personal phone calls while at work should be limited and brief. Employees should place personal phone calls only on breaks or during meal periods. Public desk phones may never be used to place or receive personal calls. Under no circumstances should a patron ever be able to hear a personal phone conversation. In general, the "no personal calls" applies to all workspaces.
3. Calls made from phones in the lounge, workroom and office area tie up the Library's phone lines; employees without cell phones or phone cards may use the pay phone for lengthy personal calls.
4. Personal calls placed out of the toll-free area from a Library phone must be charged to the employee's calling card or made with a phone card.
5. Employees should discourage incoming personal calls while at work. A general rule of thumb is that non-emergency phone calls to an employee while on duty are inappropriate.
6. Library policies regarding personal phone calls apply to cell phones as well as Library phones. Employees must keep cell phones in a locker or purse, not carried on his or her person. Employees may not make or receive cell phone calls in any public area, including bathrooms. If an emergency situation requires that an employee carry a cell phone in order to receive a call, this must be cleared with the departmental supervisor. In such a case, the phone must be set to vibrate.
7. Beside every phone in the building there should be a polypropylene page protector containing the speed dial list, the extension list, and compilation of general phone information. Every staff member's home phone is on the speed dial list. Staff rosters are issued periodically by the Administrative Assistant. Every employee should keep a copy of the current roster at home.
8. Each department has a voice mailbox for messages for the department or anyone in the department. Department Heads, the Library Administrative Assistant, and the Assistant Circulation Supervisor have individual mailboxes. All employees must know how to leave voice mail messages and access Direct Voice Mail.

### **B. Staff Lounge**

1. The staff lounge is reserved for the use of Library employees and volunteers. While the occasional guest is permitted, employees are encouraged to limit such visits.
2. Dishes and utensils in the two top drawers are for staff use. Items in the cupboards or the bottom drawer are reserved for Library function use. Beverage containers must be provided by individual employees. A container must be labeled with the employee's name or initials or it will be discarded.
3. All those using the lounge are required to clean up after themselves. Employees must never leave the lounge without washing and putting away all dishes and utensils used.
4. Spills in the microwave or on the countertop must be cleaned up by the individual responsible.
5. All items placed in the refrigerator must be labeled. Unmarked food and beverages left in the refrigerator will be thrown away, along with containers.
6. The refrigerator is cleaned and defrosted monthly by the cleaning staff. The refrigerator is usually cleaned on the last Thursday of the month.
7. Any food left on the table or on the top of the refrigerator/counters is fair game for anyone.
8. Anyone using ice should empty the tray into the bin in the freezer and then refill the tray.
9. Open food and beverage containers must not be left in the refrigerator.

10. A recycle bin is provided for aluminum cans. Cans must be rinsed before deposit in the bin.
11. Every employee has the obligation to maintain the lounge so that it is a clean and comfortable place that everyone can enjoy.

### **C. Supplies and Office Machines**

1. All requests for Library, office, and maintenance supplies should be submitted to the Library Administrative Assistant. All requests must be submitted before the end of the month for purchase at the beginning of the next month, except in cases of unanticipated demand.
2. All employees are responsible for notifying the Library Administrative Assistant when taking the next to the last item of any supply item.
3. Supplies charged to the Library by anyone other than the Library Administrative Assistant must receive approval from the Library Director.
4. Every employee using the office or workroom photocopier is responsible for refilling paper trays, replenishing paper supplies, and maintaining order in the paper storage areas. Unused paper must be stored neatly in the package to avoid waste. The Library Administrative Assistant is responsible for filling the office copier's paper trays every morning, replacing toner, cleaning the glass plate, and placing service calls. The workroom photocopier is the responsibility of the Circulation desk staff except that the Library Administrative Assistant will place calls for service on the workroom copier.
5. Employees may make personal photocopies on the Library photocopiers. Employees are charged half the rate charged to the public and must pay at the Circulation desk at the time copies are made. Employees may also send and receive fax messages at half of the public rate.
6. Employees may send personal mail and receive packages at the Library. Employees should not use the Library address as a personal address for bills, subscriptions, or any other regularly received personal mail. Any employee using the Library postage meter for personal mail will be subject to dismissal.

### **D. Common Areas (Workroom, Lockers, Coat Rack, etc.)**

1. A locker will be provided for any employee who requests one. It may be necessary for two or more employees to share a locker. Employees who keep perishable food supplies in their lockers or desks must keep such items in air-tight containers to avoid attracting bugs and mice.
2. Coats and other outerwear must be kept in the coat rack area and not in the public desks or workroom. There are shelves in the workroom where personal belongings may be stored during an employee's shift, but these shelves are not to be used as personal lockers.
3. The corridor past the administrative offices is off limits to pass-through traffic. Employees going to and from the lounge must go around the processing area.

### **E. Parking**

1. The large Library parking lot is for patrons. Library staff and volunteers should park in the small Library lot on 3rd Street. If this lot is full, employees may park at the south end of the large lot. If both lots are full, employees may park on the street. The Library will not reimburse employees for meter use or parking tickets.
2. Entry to the small lot is permitted only for southbound traffic on Main Street. Under no circumstances may employees enter the lot by turning left from the northbound lanes of Main Street.
3. Employees may not enter the small lot from the alley or exit the lot on Main Street.
4. A parking permit will be issued to each employee. This permit must be displayed in the vehicle's upper rear window on the passenger side. Additional, or replacement, permits are available for \$2 through the Library's Administrative Assistant.

## **F. Safety and Security**

1. Safety and security are major concerns in regard to both the building and Library employees. Keys are numbered and recorded. Employees who are issued a key to the building are not allowed to loan the key to another person and are responsible for the key.
2. Staff members must not give out personal information about other Library staff or volunteers. This includes names, addresses, phone numbers, marital status, or other personal information. Specific scheduling information should not be disclosed to patrons or others. Staff should offer to take a message and give it to the employee when he or she arrives. In emergencies, staff may contact the staff member to relay information.
3. Anyone who is not currently employed by the Library may not enter staff work areas or other areas closed to the public unless accompanied by a Library employee. Employees working in the Library during hours when the Library is closed to the public may not be accompanied by family members or friends without prior approval from a Department Head or the Library Director.
4. Employees who work the closing shift must leave the building together and accompany each other to their vehicles. Except for Department Heads, Administrative Assistant, and Maintenance staff, no employee is allowed to remain in the building alone after closing.
5. Employees leaving the building after any door has been locked are urged to double check the door to see that it is locked securely.
6. Each fire alarm must be treated as though it were a genuine alarm. If no station can be identified as having been pulled for a false alarm, the building must be evacuated. Employees should review the policy sections regarding fire and emergency safety procedures on a regular basis.

## **G. Smoking**

1. Smoking or any other use of tobacco products is not allowed anywhere in the Library or on the Library property. This includes, but is not limited to, electronic cigarettes (or e-cigarettes), electronic vaping devices, personal vaporizers (PV), or electronic nicotine delivery systems (ENDS) which simulate tobacco smoking. (Board approved 1/20/2014)
2. Cigarette butts may not be discarded on the sidewalk or on the street.

## **H. Recycling**

1. The Library recycles as much waste material as possible. Each area has a recycle bin for office paper, cardboard, mailing envelopes, and any printed materials except hardbound books.
2. Plastic bubble wrap is saved for reuse. Styrofoam is discarded in the regular trash.
3. Hardback books that cannot be sold are also recycled.
4. Aluminum cans are collected in the staff lounge and donated to the Joplin Humane Society.
5. Inoperable electronic equipment is transferred once a year to the City of Joplin for sale. Outdated equipment that is still functional is sold by the Library.

## **I. Public Bathrooms**

1. The bathroom in the Children's Department is reserved for the use of children, parents with children, and handicapped patrons who are unable to use the regular bathrooms off the lobby.
2. Emergency clean-up of bathrooms or other unsanitary mishaps in the building is the responsibility of maintenance personnel. If a clean-up is necessary on a weekday, the Administrative Assistant should be notified. She will make arrangements with maintenance personnel. If service is required in the evening or on a weekend and the maintenance person's shift has ended, someone on duty at a public desk is responsible for closing stalls in the restroom, putting up signs, or cleaning up, if necessary.

3. Signs for closing the bathrooms and stalls are located in the maintenance room; some laminated copies are also kept in the drawer at the Circulation desk. Use a magnetic clip to attach signs to the metal frame of a bathroom or stall door. Tape will remove the paint.

## **J. Money**

1. The Library will not cash checks for employees. Employees may get change from the Library Administrative Assistant if change is available, but employees may not get change for personal use from the Library's cash drawers or cash registers.
2. Following procedure for making change from the change box kept in the workroom safe is critically important. Employees making change from the box during the Library's open hours are reminded to close the workroom door so that the public cannot see into the workroom. Employees making change from the change box in the safe must also have a witness to the transaction. Both employees should initial the record sheet.

## **K. General Administrative Rules**

1. Lost and found items will be kept at the Circulation desk for one month, after which they will be discarded or given to charity. Money found on Library property must be turned in to the Administrative Assistant. After one month, unclaimed cash will be entered as miscellaneous revenue. Small amounts can be entered as miscellaneous revenue in daily revenue at the Circulation, Reference, or Computer Lab desks, but no money may be retained in the departments and treated as a slush fund.
2. Employees are required to check their personal and departmental e-mail messages at least once a day. Checking e-mail at the beginning and end of a shift is recommended. Any employee who receives a message from a Library e-mail account requesting a Read Receipt must send the receipt.
3. Employees are required to check the Library Calendar in the Outlook Public Folders when reporting to work. This makes everyone's jobs easier if everyone knows that a special event is happening on that day or if any of the Department Heads are out of the building for the day.
4. Internal computer e-mail accounts are provided to individual Library employees to assist them in the performance of their jobs. Employees should not have an expectation of privacy in anything that they create, send, or receive on a Library computer or at a Library e-mail address. Only the Library Director, Library Department Heads, and Administrative Assistant are allowed to check their work e-mail from home. The Missouri Sunshine Law regarding electronic communication applies to all e-mail sent to or from a Library address.
5. While on duty, staff members are required to wear a badge identifying the individual by name and department. Librarians' and supervisors' name badges display full names, but other staff, including pages and volunteers, are required to display first names only and may elect to use a pseudonym.
6. Employees may trade shifts only with the approval of the Department Head and only within the parameters of departmental scheduling policy. Switching is entirely optional to both parties; no one is required to switch shifts with a co-worker.
7. Library materials checked out for an employee's personal use are subject to the same circulation rules and fines as those checked out to a patron. Patrons have first call on high demand materials. Due to high demand, employees are not allowed to place holds on new DVDs until they are available to check out (status of Checked In, Checked Out, or Being Held). Staff may not place holds on DVDs On Order or In Processing. (Board of Trustees *Approved 1.19.15*)
8. The new materials awaiting processing on the shelves in the Technical Services Department may not be removed by any employee.



## **XII. VOLUNTEERS**

1. Volunteer assistance is encouraged and appreciated by the Board and the staff of the Library.
2. All volunteers report to the Department Head of the department in which they work.
3. The Library may use volunteers to:
  - a. Accomplish one-time large projects that require above normal staffing levels.
  - b. Provide an ongoing source of assistance to Library staff.
  - c. Provide assistance beyond the time that a staff member has to give to a project.
4. Volunteers will not be used to replace paid employees but will be used to supplement the staff in necessary and useful work that makes use of their knowledge, abilities, and talents.
5. All volunteers who function within the Library do so with the knowledge and approval of the Board and the Library Director. Established policies and procedures must be followed by all volunteers.
6. The Library staff is responsible for the basic orientation of volunteers before they begin to work, for informing them of Library policies, and for giving them such training as may be necessary for the specific tasks to which they will be assigned. The staff is also responsible for keeping volunteers informed of any changes in policies and procedures.
7. Written job descriptions are provided for all volunteer positions in the Library.
8. If differences arise which cannot be resolved between supervisory staff and the volunteer group or individual, the Library Director will make the final decision.
9. Volunteer workers are considered to be covered under the Library's liability insurance policies.
10. All volunteers will:
  - a. Sign the Volunteer Service Agreement (see Appendix J).
  - b. Notify the supervisor if the volunteer will be late or absent from work.
  - c. Wear appropriate clothing.
  - d. Park at the south end of the Library parking lot.
  - e. Report any injury immediately.
  - f. Work according to established Library procedures.
  - g. Practice professional ethics. Volunteers are perceived by the public as part of the Library staff and must behave according to Library rules of behavior.

## **SECTION THREE: LIBRARY PATRONS**

### **A. Confidential Patron Information**

1. Any information obtained as the result of employment or service with the Library, including any information regarding patrons, patron records or business information, will be treated as confidential and released only as authorized by this policy. This policy covers information obtained through attendance at meetings, discussions with management, use of or access to patron records, or any other source of information accessed by virtue of employment or volunteer service with the Library.
2. The following section of the Missouri Revised Statutes clearly defines the responsibility of the Library in safeguarding patron information.
3. RSMo 182.817. Disclosure of Library Records Not Required – Exceptions. Notwithstanding the provision of any other law to the contrary, no Library or employee or agent of the Library shall be required to release or disclose a Library record or portion of a Library record to any person or persons except: 1) In response to a written request of the person identified in that record, according to procedures and forms giving written consent as determined by the Library; or, 2) In response to an order issued by a court of competent jurisdiction upon a finding that the disclosure of such record is necessary to protect the public's safety or to prosecute a crime.
4. Presentation of a patron's Library barcode by someone other than the patron is acceptable as proof of the patron's permission for the other individual to pay fines or renew items by telephone.
5. The Library will resist the issuance or enforcement of any process, order, or subpoena involving the release of patron records until such time as a proper showing of good cause has been made in a court of competent jurisdiction. Patron records may be released only by the Library Director or his/her official designee as provided for by law.

### **B. Parental Access to Children's Records**

A parent or legal guardian must sign the Library card application for children aged seventeen or younger. With this signature, the parent or legal guardian assumes responsibility for all use made of the card. The parent or legal guardian may be given access to information in the child's record on presentation of the card.

### **C. Patron Behavior**

If a patron's behavior is abusive, causes problems for other patrons, threatens the safety or well-being of patrons or staff, or threatens to cause damage to Library property, any Department Head or other employee may require the offending patron to leave Library property. If a patron refuses to leave, the employee should call law enforcement authorities.

If a patron's behavior is such that confrontation with a Library employee might, in the employee's best judgment, result in physical harm to any person or in damage to Library property, the employee should report the situation immediately to any Department Head, who should request assistance from law enforcement authorities. If no Department Head is available, the employee should request assistance from law enforcement authorities. Employees should not attempt to physically restrain or apprehend a patron.

Patrons who exhibit a pattern of offensive behavior may be denied access to the Library for a period of time to be determined by the Library Director or his/her designee. The Library reserves the right to deny a patron access to the Library at any time for exhibiting particularly egregious behavior.

An employee who observes a patron deliberately attempting to steal, deface, or damage Library property must immediately request police assistance and be prepared to cooperate with law enforcement authorities in pursuing legal action against the patron.

## **Library Rules for Patrons**

1. The Library is a violence-free facility. Library staff will report patron behavior which endangers or threatens another person to the appropriate authorities.
2. Smoking or other use of tobacco products is not allowed in the building or on library grounds. This includes, but is not limited to, electronic cigarettes (or e-cigarettes), electronic vaping devices, personal vaporizers (PV), or electronic nicotine delivery systems (ENDS) which simulate tobacco smoking. (Board approved 1/20/2014)
3. Patrons are not allowed to eat in the building.
4. Children under six years of age must be accompanied by an adult at all times.
5. Use of roller blades, skates, skateboards or scooters is not permitted on Library property.
6. Bathing or doing laundry in the public restrooms is not permitted.
7. Loitering and soliciting on Library property are not allowed.
8. Patrons may not bring pets into the building or tie them up outside. Guide dogs or other assistance animals are welcome.
9. Sleeping in the building or on the grounds is not permitted.
10. Patrons may not behave in a disruptive manner or allow their children to behave in a disruptive manner.
11. Patrons may not harass Library personnel or other Library users.
12. Patrons under the influence of drugs or alcohol are not permitted in the building.
13. Shirts and shoes are required.
14. Patrons may not enter the Library if they have neglected their bodily hygiene so that it gives offense and constitutes a nuisance to other patrons.
15. Patrons are not permitted to place feet on tables or chairs.
16. Knives, firearms, or other weapons are not permitted.
17. Patrons must maintain control of their belongings. Please do not leave your belongings unattended.
18. The Library staff assumes no responsibility for unattended children at closing time. The staff will not stay with unattended children or offer transportation home. If an unattended child is in the Library at closing time, the police will be notified and asked to pick up the child.
19. The following behavior may result in criminal prosecution:
  - a. Loud, abusive, aggressive, threatening or obscene language or behavior (Disorderly Conduct)
  - b. Destroying or damaging Library materials, furniture, or other property (Criminal Mischief)
  - c. Using or distributing drugs (Criminal Possession of a Controlled Substance)
  - d. Circumventing or attempting to circumvent the Library security system (Petty or Grand Larceny)
  - e. Tampering with, altering, editing, or damaging computer hardware and/or software (Computer Related Offenses)

### **Engaging in any of the above behaviors may result in one of more of the following consequences, depending on the severity of the violation:**

- Initial warning, given copy of Patron Rules for Behavior
- Library privileges suspended for one day.
- Library privileges suspended for one week (seven days).
- Library privileges suspended for one month.
- Library privileges suspended for a minimum of one year with reinstatement of privileges pending an appearance before the board.

**Banning for more than one day:** People who have been asked to leave multiple times for any combination of offenses, shall on the next offense of any kind be asked to leave for one week, then one month, then one year. For particularly egregious offenses (threat to bodily harm, theft, physical assault), patrons may be banned for a longer period of time. People entering library grounds or the library without permission of the Director or Library Board President before the end of the banning period will be prosecuted with trespassing.

**Appeal Process:** People banned for more than one week may submit a written appeal to the Director within ten days of the start of the ban. The Director will send a written decision within ten business days of the submitted appeal. The person may appeal the Director's decision by submitting a request to appear before the Library Board within ten days of the Director's decision. The request to appear must be made at least one week prior to the scheduled Board meeting. If there is less than one week before the next Board meeting, the appellant will be scheduled to appear at the following Board meeting. The Library Board will hear the appeal at the next Board meeting and will send a written decision within ten business days after the Board meeting. Failure to appear at the requested board meeting will result in an immediate denial of the appeal. The Library Board's decision is final.

**Implementation of these policies:** Since the Library Board intends everyone to know what behaviors are not allowed, the most up-to-date version of these policies will be posted in public for everyone. Every staff member will be instructed how to consistently, equitably, and fairly apply these policies to everyone.

*(Patron Behavior Approved by Board of Trustees 05/16/2016)*

#### **D. Patron Use of Personal Equipment and Electronic Devices**

1. Please silence your cell phone ring while in the building.
2. Patrons may use personal laptop computers in the Library. Patrons may use the Library's public WiFi, but may not connect to the Library's network.
3. Patrons using other personal equipment, such as audio or video equipment, may not interfere with Library business or disturb other patrons.
4. Cords for personal equipment may not present a hazard.

#### **E. Patron Complaints**

1. Employees must give prompt, courteous attention to all patrons who call or appear personally with a complaint or question. If the employee cannot answer the question or handle the complaint, the employee should, when appropriate, transfer or refer the patron to someone who can, or the employee should take the patron's name, phone number, and a written message regarding the complaint for a call back later.
2. If the patron appears to be emotional to the point that the employee feels he/she is being abused, the incident should be reported to the Department Head, who in turn will report immediately to the Library Director.

#### **F. Response to Complaints**

1. Employees may refer patrons to the specific policy that applies to the complaint and explain that individual employees are obligated to enforce Library policy. If the complaint is about a matter not covered by a specific policy, the employee should attempt to answer the complaint with courtesy and reason.
2. The final authority in answering patron complaints about individual departmental policies rests with the Department Head. Only those complaints dealing with general Library policies should be referred to the Library Director if the complaint cannot be answered satisfactorily by the Department Head.

#### **G. Patron Use of Personal Equipment and Electronic Devices**

1. Please silence your cell phone ring while in the building.

2. Patrons may use personal laptop computers in the Library. Patrons may use the Library's public WiFi, but may not connect to the Library's network.
3. Patrons using other personal equipment, such as audio or video equipment, may not interfere with Library business or disturb other patrons.
4. Cords for personal equipment may not present a hazard.

## **H. Patron Complaints**

1. Employees must give prompt, courteous attention to all patrons who call or appear personally with a complaint or question. If the employee cannot answer the question or handle the complaint, the employee should, when appropriate, transfer or refer the patron to someone who can, or the employee should take the patron's name, phone number, and a written message regarding the complaint for a call back later.
2. If the patron appears to be emotional to the point that the employee feels he/she is being abused, the incident should be reported to the Department Head, who in turn will report immediately to the Library Director.

## **I. Response to Complaints**

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## **SECTION FOUR: COLLECTION MANAGEMENT**

### **I. SELECTION**

#### **A. Objective**

1. The objective of the Joplin Public Library is to select, organize and make accessible Library materials to meet the expressed and anticipated needs and interests of the diverse public in the Library District. As a public service agency, the Library must strive to provide the residents of Joplin with a comprehensive collection of materials in a variety of formats that record human knowledge, ideas and culture; to organize these materials for ready access; to offer guidance and encouragement in their use; and to serve the community with reliable and easily available sources of information and reference.
2. Materials should be selected and services planned to satisfy residents both as individuals and as members of groups, with concern for all ages, backgrounds, interests, abilities, and levels of education. Materials and services should be held in sufficient quantity to make the Library a dependable resource for most of the people most of the time.
3. The Library has an obligation not only to serve its current users but also to search for materials and methods that will meet the needs of community members who have not traditionally been Library users. Cooperation with governmental, academic, and special resource centers in the area continues to be increasingly important in meeting needs of Library patrons.

#### **B. Priorities of Selection**

1. Materials to meet informational needs, both expressed and anticipated, of patrons of all ages.
2. Materials to meet the recreational needs of patrons of all ages.
3. Materials to meet the educational needs of pre-school children, out-of-school adults, and all other patrons who are not served by an educational institution.
4. Materials to meet the needs of the business community.
5. Materials to support civic and cultural activities of individuals, groups, and organizations.

#### **C. Selection**

1. The Library should plan to acquire, within its budgetary limitations, all types of Library materials needed to meet its obligations. Library materials include books, pamphlets, documents, periodicals, maps, microforms, audio-visual materials, software, on-line databases, and artifacts.
2. When lack of funds limits purchases, current in-print publications of lasting value, regardless of format, will be given priority over out-of-print publications. Reprints are considered as current publications.
3. Holdings of other area libraries will be considered when selecting subject areas for intensive collection or large purchase items. Consideration will be given to both the privileges and responsibilities of cooperative acquisition plans and interlibrary loan procedures.
4. The number of copies of any title shall be dependent upon demand by patrons and the size of the population served. Demand is a valid factor in materials selection. Materials that receive poor reviews or no reviews may be purchased if there is demonstrated local demand. For the purposes of this policy, demonstrated local demand is interpreted as three individual written requests for the item within a three-month period.
5. While the Library is sympathetic to the needs of students, including home-schooled students, it is not the responsibility of the Library to provide curriculum-supportive materials for them.
6. The Library will not purchase textbooks except in cases where no other material on a given subject exists or where the demand of the patrons is greater than can be met by the existing collections.

7. Materials that should not be acquired or added to the collection include literature in languages not justified by community needs, religious materials designed to be used for proselytizing, or purely propagandistic literature.
8. Addition of an item to the Library's collection in no way represents an endorsement of any theory, idea, or policy contained in the material.
9. The responsibility for selection of Library materials is delegated to the Collection Development Librarian and, under his or her direction, to those members of the staff who are qualified by their education, training, and experience. The judgments of experts, of professionally trained staff members, and of qualified reviewers provide a balance of opinion as the basis for selection. Though a variety of criteria is used for each subject, final decision is based on the value of the material to the Library and its public, regardless of the personal taste of the selectors.
10. In selecting materials, the librarians will use as many selection and bibliographic management tools as possible, including: book selection periodicals such as Booklist and Publishers Weekly; Books in Print; Public Library Catalog; Children's Catalog; Book Review Digest; Dewey Decimal Classification; LC Subject Headings; professional journals such as American Libraries and Library Journal; databases such as OCLC; and bibliographies such as Magazines for Public Libraries, Reference Books for Small and Medium-Sized Libraries, and any other useful bibliographic reference works.
11. Librarians will strive to find a review of any item before considering it for purchase. However, because only a portion of all published material is ever reviewed, librarians will also consider purchase of items based on advertisements, author tours, television and radio coverage, and direct mail.
12. If three individuals request an item within a three-month period, the Library will purchase the item regardless of whether the item has been positively reviewed or not, unless such material is not acceptable under other conditions of the Collection Development policy. For example, the Library will not purchase home-schooling curricular materials regardless of the number of requests. The Library will not purchase for circulation materials which cannot be bound to withstand the stresses of circulation to the public. Other exceptions may apply.
13. In light of the current abundance of vanity publishers and print-on-demand publishers, the Library does not purchase all local authors' works. The Library will accept donations of such works. Decisions to purchase any local author's work is done following the Library's Collection Development guidelines.

#### **D. Selection and Retention of Materials -- Local History Room**

1. In light of the current abundance of vanity publishers and print-on-demand publishers, the Library does not purchase all works about Joplin and Jasper/Newton Counties for inclusion in the Local History room. The Library will accept donations of such works. Decisions to purchase any such work will follow the Library's Collection Development guidelines.
2. As funds allow, the Library will acquire items of historical or genealogical interest about Missouri, especially southwest Missouri.
3. As funds allow, the Library will acquire items of historical or genealogical interest about southeast Kansas, northeast Oklahoma, and the northernmost counties of northwest Arkansas.
4. The Library will give first consideration to shelving items in the Local History Room that are local in interest or that have broad national scope, such as immigration information or census indexes for states.
5. Items that are rare or fragile or present a risk of theft will be kept locked in glass cases inside the Local History Room or locked in storage. Such items may be used only under the supervision of Library staff. Examples of these items include but are not restricted to: Joplin high school and college yearbooks, old city directories, the Dawes rolls for identifying Native American heritage, and rare books.
6. Genealogical materials that are references for states other than Missouri, Kansas, Oklahoma, and Arkansas will be stored alphabetically by state in the storage room adjoining the Local History

Room. These items all have full MARC records in the catalog and may be retrieved by Library staff for patrons wishing to use them.

7. The Library will not purchase family name books and will accept only those donations of family name books where the family has a strong local connection.

## **E. Censorship**

1. The Library recognizes the pluralistic nature of the community and the varied needs of Joplin citizens. A public library does not promote particular beliefs or views. It provides a resource where the individual can examine issues freely and make his or her own decisions.
2. The Library recognizes that many materials are controversial and that any given item may offend some Library users. Selection will not be made on the basis of any anticipated approval or disapproval, but solely on the merits of the work in relation to the building of the collection. The collection must contain the various positions expressed on important, complicated, or controversial subjects, including unpopular or unorthodox positions. The choice of Library materials for personal use is an individual matter; while anyone is free to reject materials of which he or she does not approve, no one has the right to exercise censorship to restrict the freedom of use and/or access by others.
3. The selection of adult materials will not be limited by the possibility that such materials may inadvertently come into the possession of minors. The freedom of access for minors may be restricted only by the child's own parents or legal guardians. Upon written request of the parent or legal guardian, the Library will restrict the borrowing by children 17 and under to materials in the juvenile collection. The Library will not restrict the in-house use of materials by any patron because of the patron's age.
4. The Library affirms the principles of each individual's freedom to read and view. No book or other Library material shall be removed from the collection because of a complaint except under the orders of a court of competent jurisdiction.
5. Each item considered for selection must be evaluated on its own merits. Works that depict an aspect of life honestly will not be excluded because of frankness of expression; vivid descriptions of sex or violence; the philosophy, politics, or religion of the author; or any other factor which might be objectionable to some Library users.
6. All materials will be judged as a whole rather than by isolated passages.



## **II. GIFTS**

### **A. General Information**

1. The Board of Trustees of the Joplin Public Library created an endowment fund in 1984 for the purpose of receiving and holding gifts, devises and bequests received by the Library. It is the intention of the Board that the assets in the endowment fund be maintained intact and that the income earned upon the assets held in the endowment fund be disbursed for improvements and betterments to the Joplin Public Library.
2. Gifts may be made to the endowment fund by designation.
  - a. A bequest is a provision in a will or a trust instrument that names the endowment fund of the Joplin Public Library as the recipient or as a partial recipient of an estate. The donor can specify a dollar amount or a percentage of the estate, a collection of books or other items of personal property, or the remainder of the estate.
  - b. A devise is a provision in a will or in a trust instrument that names the endowment fund of the Joplin Public Library as the recipient of a parcel of real estate.
  - c. The Library may also be designated as the beneficiary of life insurance policies.
3. The Library recommends that individuals who are considering naming the Library as a beneficiary of a will or trust consult with an attorney, trust officer, or tax advisor as well as with Library administrators.
4. The Library Board may, at its discretion, choose not to accept a gift to the Library.

### **B. Gifts and Cash Bequests for Materials**

1. A gift to the Library collection may consist of materials (hereafter called gifts-in-kind) or funds for the purchase of materials. Monetary gifts to the Library should be made to the Library Director. Funds may be given to acquire materials recommended by the Library or for purchase of specific items suggested by the donor. The Library recommends that gifts not be earmarked for specific items in order to permit the most flexible use of the donation for the enrichment of the collection. If the bequest is given in memory or honor of an individual, the age and taste of the person being memorialized or honored will be considered.
2. Both gifts-in-kind and materials purchased with cash bequests must meet the same selection criteria as regular purchases. If gifts-in-kind of marginal value are offered, the Library must consider processing and shelving costs before adding such items to the collection.
3. The Library will acknowledge in writing all cash bequests; the written acknowledgment may be in the form of the standard printed card or by a personal letter from the Director. In cases of cash gifts in memory or honor of an individual, the Library will also send a written acknowledgment of the gift naming the donor to the individual being honored or to the family of the individual being memorialized.
4. The Library will provide a receipt of gifts-in-kind to the donor at the donor's request, regardless of whether or not the gift-in-kind is added to the collection.
5. An appropriate book plate will be included in each item purchased with gift funds indicating the donor and the purpose of the donation. A book plate will be included in a gift-in-kind at the request of the donor.

### **C. Limitations of Acceptance of Gifts**

1. The Library cannot legally provide a monetary appraisal of any gift for income tax or other purposes.
2. The Library retains unconditional ownership of the gift and makes the final decision on the use or disposition of the gift.
3. The Library reserves the right to decide the conditions of display, housing, and access of gift materials.
4. The current issues of periodicals given as gift subscriptions will be placed on the browsing shelf uncataloged. Gift subscriptions of three years or longer will be cataloged and shelved with the circulating periodical collection, providing that the periodical meets the conditions of the collection development policy. In general, gift periodicals will not be cataloged and shelved with the circulating periodicals unless they are indexed in a major periodical index.
5. The Library will not accept, shelve, or store items considered to be a deposit collection or items on loan.

### **III. MEMORIAL ENDOWMENTS & HAGER TRUST FUND**

#### **A. Fund Overview**

Cash gifts made to the Joplin Public Library as memorials to someone who is deceased or in honor of a living individual (for a birthday or anniversary, for example) are deposited in Account # 705-0000-451.03-01, the revenue account for Memorial Endowments. This account is reserved, which means that it cannot be used for operating expenses or other expenses associated with running the Library. Individual memorial funds within this account that are established in the name of a specific person must always be regarded as permanent funds, and the principal will not be spent.

#### **B. Guidelines for Memorial Acquisitions**

1. The Library will give preference to the family's and donor's wishes so far as they can be accommodated within the collection development policy.
2. Items chosen will appeal to a general audience and will have lasting value for the collection.
3. Attractive items with eye-catching covers and/or illustrations are preferable as memorials.

#### **C. Process for Receiving Memorial Donations**

1. The donation is deposited into the correct revenue account, the Memorial Endowment fund, and the Library's revenue record will indicate names of both the donor and the person being memorialized.
2. The Library sends a printed card, signed by the Director, to the donor acknowledging the gift. This card is mailed within two days of receipt of the donation.
3. The Library sends a printed card to the family of the person being memorialized notifying the family of the gift and the name of the donor. The Library will send only one notification; the donor may specify who is to be notified, but more frequently the family of the deceased will choose who is to receive notification.
4. The donor or the family may indicate a subject area or format which would be suitable for purchase. The Library discourages the suggestion of exact titles or specific items as memorial purchases, preferring to choose from within a broader framework so that the item will fit within the parameters of the Library's collection development policy.
5. The holdings record for a memorial item will include a field noting names of both donor and person being memorialized.
6. A list of memorials is printed each month and displayed on the shelf reserved for recent memorial and honor items. The Children's Department has its own memorial shelf. Permanent memorial funds are displayed as a list of donors.
7. The process by which the Library purchases memorial materials is that for every donation of approximately \$25, the Library chooses an item purchased from the Library's acquisitions budget as a memorial.

#### **D. Perpetual Memorial Funds**

1. If memorial donations for a single individual total less than \$1,000, the Library will buy items and insert book plates in each item noting both the person memorialized and the name of the donor.
2. If memorial donations exceed \$1,000, the donations for that specific individual will be considered to be a perpetual memorial, and items will be purchased annually, the number of items to be determined by the amount of interest the fund earns in a year. For practical purposes, the Library uses 10% as the annual rate of return. If the amount of donations for [John Doe] totals \$1,000, the Library will designate \$100 in purchases annually as a memorial and include that amount in the annual acquisitions budget. The book plate for these annual purchases will not include the name of individual donors but will say: Purchased by the [John Doe] Memorial Endowment Fund. If

the family so requests, the Library will provide on the anniversary date a list of titles of the items purchased during the previous twelve months.

## **E. Hager Trust Fund**

1. The Library is the beneficiary of the Hager Trust Fund, created by former Joplin Public Library Director Margaret Hager. The Hager Trust was created to purchase items of lasting value for the Joplin Public Library collection. According to the provisions of the Trust document, the Library may spend the interest generated by the Trust for Library materials. The principal of the Trust may not be touched.
2. The Hager Trust contributes money each year, with the amount varying according to the Trust's income and the needs of the Library. All materials are chosen by the Hager Committee or its designees. Currently, the Collection Development Librarian is assigned that task.
3. Selection for materials purchased with Hager Trust funds are based on quality and lasting value. Only materials with excellent reviews or other indicators of quality (respected author, quality publisher of nonfiction subject, etc.) will be purchased, and only materials thought to be of value for at least five years will be considered. Materials may be print or audio-visual, fiction or nonfiction.
4. The Hager Trust also provides the Children's Department with an annual allocation for the purchase of all juvenile award and honor books as well as for other high quality juvenile print materials.
5. The Hager Trust Fund is managed by the Trust Department of U.S. Bank. As such it is not included in the Memorial Endowment funds deposited with other library monies through the City of Joplin. The Hager Trust Fund has its own federal tax ID number, and the expenditures and revenues relating to the Trust are not included in the Library's budget or monthly Board revenue and expenditure reports.
6. Hager Trust expenditures for materials are reported to the State and Federal agencies as part of the Library's expenditures for materials.

## **IV. WEEDING AND DISCARDING**

### **A. General Guidelines**

1. In order to maintain an active working collection of high quality, the Library staff will periodically examine the collection for items that should be withdrawn. Overall authority for weeding of the collection lies with the Director, who in cases of dispute serves as mediator and makes the final decisions. Whenever necessary, the Director will be consulted before an item is discarded from the collection.
2. Weeding will be done on a schedule of continual review of the collection on a consecutive basis. It is the goal of the Library to review the entire collection every two years.
3. Materials that are weeded from the collection will be disposed of in the most appropriate manner, which may include sale to the public, donation to another library or organization, exchange with another library, recycling, or discarding as waste.

### **B. Criteria for Weeding**

1. Materials in poor physical condition will be weeded; if desirable materials must be discarded because of physical condition, the Library will either replace the item or set it aside for preservation consideration.
2. Superfluous or unneeded duplicate volumes will be weeded from the collection.
3. Materials containing information no longer useful or accurate or that are no longer of historical value will be weeded from the collection.
4. Weeding should not bias the collection in favor of or against any viewpoint.
5. Weeding will not be done solely on the basis of circulation statistics or past use, although these factors merit strong consideration in evaluating an item. A public library must give more weight to circulation/use statistics than must a research or academic library.
6. Periodicals will be reviewed based on use, holdings, indexing, accessibility through electronic means or interlibrary loan, and format.
7. All items must be evaluated on the basis of their contribution to the wholeness of the collection.

## **V. CHALLENGES TO LIBRARY MATERIALS**

1. If a Library employee is approached by a patron who wishes to complain about Library materials, the complainant must be treated with dignity and courtesy. Under no circumstances is any Library employee to express agreement with the patron's complaint.
2. The employee should refer the complainant to the Library's collection development policy.
3. If the complainant wishes to file a written complaint, the employee should provide the complainant with a copy of the Comment on Library Materials form. (See Appendix B)
4. The employee must advise the complainant that no employee has the authority to remove any item from the shelf.
5. If the complainant insists on seeing someone in authority, the employee should request that the complainant make an appointment after receiving a written response to the Comment form. (See Appendix B) Neither the Director nor any Department Head will be expected to discuss a complaint about materials without an appointment.
6. Librarians are expected to defend the principle of the freedom to read and view as a professional responsibility. Only rarely is it necessary to defend an individual item. Laws governing obscenity, subversive material, and other questionable matter are subject to interpretation by courts. Library materials found to meet the standards set in the selection policy will not be removed from public access.
7. After receiving a complaint form submitted by a patron, the Library Director or his/her designee will respond to the complaint in a letter addressing all of the items covered in the response form.
8. The Board of Trustees is responsible for establishing the selection policy. The Board will not be asked to rule on individual items that may be the subject of a complaint.

## **SECTION FIVE: CIRCULATION POLICIES**

### **I. GENERAL CIRCULATION POLICIES**

#### **A. Circulation Department Goals**

1. The Joplin Public Library's lending policies facilitate the use of Library materials, except for those judged irreplaceable or needed in the collection for basic informational services. Materials not immediately available may be reserved for patrons.
2. The Library's circulation practices and policies provide for protection of patron confidentiality.
3. The Library's circulation process provides accurate and reliable information about the materials collection.
4. The Library keeps accurate records of citizens registered for Library cards.

#### **B. Use of Library Materials by the Public**

1. All Library collections are available to the general public for in-house use.
2. Some restrictions apply to in-house equipment and computer use.
3. Some restrictions apply to use of fragile or valuable collections, including some archival collections.

### **II. LIBRARY CARD ELIGIBILITY AND REQUIREMENTS**

#### **A. Residency Requirements for Non-fee Cards**

1. To qualify for a Joplin Public Library District card as a resident of the Joplin Library District, a person must reside at a permanent address within the Joplin city limits or own property within the city limits and show a current real estate property tax receipt.
2. Hotels, motels, shelters and other temporary housing are not considered to be permanent addresses except for residential managers of such facilities. (See Section Five. II. D. Corporate or Group Home Cards)
3. Post office boxes are acceptable as mailing addresses only and may not be used as proof of residency. A person using a post office box as a mailing address must also provide the Library with written proof of an actual physical address.
4. Joplin Public Library District cards can be issued to non-residents for \$50 a year. The fee covers individual cards for all members of the household residing at the same address. Individual cards all have a common expiration date one year from the payment of the annual fee, regardless of the date each individual card was actually issued. The applicant is responsible for informing the Library of the payment of the fee by a family member within the previous twelve months. (Approved 9/2013)
5. College students residing at temporary dormitory addresses within the city of Joplin are exempt from the non-resident fee if they provide proof of enrollment. The exemption is granted only during semesters or summer sessions. Any fines incurred must be paid before further check out or Computer Lab use. (Approved 4/21/14)
6. Employees of the Library and employees of the City of Joplin who live outside the city limits are exempt from the non-resident fee. Family members at the same address are also exempt.

## **B. General Card Requirements**

1. A patron registering for a Library card must supply the following documentation and information: Proof of identification (government issued ID or school ID). Written proof of current physical address. Acceptable as proof of address are: recent utility or official rent receipt, telephone credit card with imprinted address, hunting/fishing license, recent computer generated mail with name and address, or current insurance card. Proof of address must be dated within the previous thirty days. Not acceptable as proof are: driver's license, printed check, personal mail, Library cards, hand-written rent receipts, voter registration card, and business cards. (*Approved 4/18/2015*)
2. The applicant must sign the application acknowledging that all information is correct and that he or she accepts responsibility for all use made of the card. The applicant's signature on the application card and on the Library card itself is a promise to abide by all Library policies and to notify the Library of any change of status (name, address, etc.) or the loss or theft of the card.
3. A person who cannot provide proof of current address may fill out a postcard which the Library will mail to the address. A small fee to cover the cost of the postcard and postage will be collected. When the patron returns the postcard to the Library, the postmarked card is considered as proof of address.
4. Patrons will be asked to allow their photo to be placed in their Library record. If a patron chooses not to allow this, they will be required to show photo ID when checking out materials or using the Computer Lab. This will help to ensure only the patron has use of the Library card.

## **C. Cards for Minors**

1. If the applicant is 17 years old or younger, the application must be signed by the parent or legal guardian. Applicants eighteen and older must sign their own applications.
2. The parent or guardian may submit a written request that the minor's borrowing privileges be restricted to items in the Children's Department.
3. Cards issued to minors do not allow access to the Computer Lab. Parents or legal guardians must register a minor for Computer Lab access at the Lab service desk.
4. A non-resident student card may be issued to students enrolled in schools within Joplin for \$15 per year. Schools within Joplin are considered to be Joplin R-8 Schools, Thomas Jefferson Day School, College Heights Christian School, Martin Luther School, and Joplin Area Catholic Schools. Students without a Joplin address must provide proof of enrollment at a Joplin school.
  - a. Non-resident student cards are \$15/year per student.
  - b. Parent or guardian must provide photo ID, proof of address, and agree to be financially responsible for items checked out on the student card.
  - c. A total of 10 items may be checked out on a non-resident student card.
  - d. Computer access will be allowed with a non-resident student card.
  - e. Any existing fines must be paid before any further checkout or computer use is allowed.
  - f. Only items from the Children or Young Adult section may be checked out.

*(Approved by Board of Trustees 8/20/17)*

## **D. Corporate or Group Home Cards**

1. The Library issues cards to organizations such as businesses or group homes for business or organization use. Employees of the organization or business may not use these cards to check out items for personal use or use the Computer Lab. Family members of the owners or managers of the organization or association may not use these cards to check out items for personal use or use the Computer Lab.
2. Application for a corporate or group home card must be made in a letter on letterhead signed by the individual who will assume financial responsibility for any materials checked out on the card. The letter must state that the individual who signs the letter will assume financial responsibility for Library materials checked out on the card, including all overdue fines.

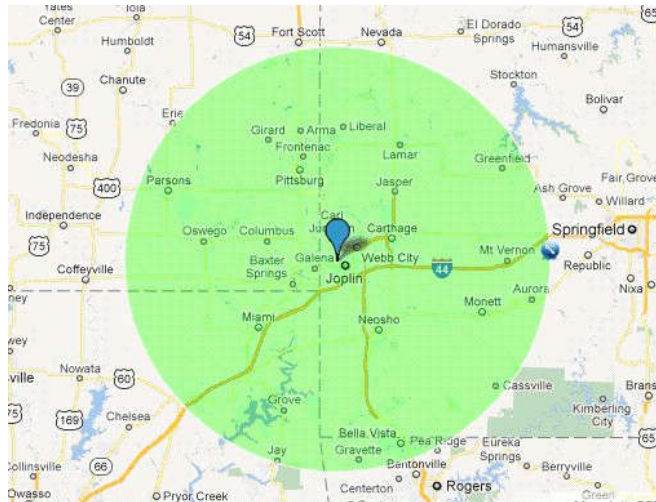


3. Organizations or businesses located outside the Joplin Public Library District are charged a \$50 annual fee. (Approved 9/2013)
4. The names of all individuals allowed to use the card must be listed in the letter, and this letter must be updated yearly or when changes are made to the list of people allowed to use the card.
5. The card must be kept by the organization and must be presented when materials are checked out.
6. All organization cards are issued for the current fiscal year (November 1 – October 31). Fees are not prorated.

## E. Visitor, Temporary Cards, and Non-Resident College Cards

### 1. Visitor Cards

- a. Upon payment of a fee equal to one-fourth of the current non-resident card fee, a visitor card may be issued to a non-resident visiting in Joplin for a limited time. A visitor card expires at the end of three months.
- b. A visitor card can be renewed upon payment of a renewal fee.
- c. A person visiting from out of town must provide proof of permanent address in addition to the temporary local address.
- d. Visitor's cards are only available for patrons whose permanent residence is greater than 50 miles from Joplin.



- e. A maximum of two items may be checked out on a visitor card at any one time. A visitor card may also be used to access the Computer Lab.
- f. Any fines incurred must be paid before further check out or Computer Lab use. (Approved 4/21/14)

*(Approved by Board of Trustees 12/12/11)*

*(Approved by Board of Trustees 8/21/17)*

### 2. Temporary Cards

1. Temporary cards for those residing in group homes or shelters will expire in one or six months (depending on location determined administratively) and do not require a cash deposit.
2. Persons residing in Joplin in group homes or shelters are not required to provide a permanent address but must provide a letter from the shelter or group home on letterhead stating they are residing at that location.
3. A maximum of two items may be checked out on a temporary card at any one time. A temporary card may be used to access the Computer Lab.

4. Any fines incurred must be paid before further check out or Computer Lab use.  
(Approved 4/21/14)

*(Approved by Board of Trustees 2/11/13)*

### 3. Non-Resident College Cards

1. College students at Joplin colleges who do not reside in the dorm and live outside library district lines may apply for a Joplin Public Library card.
2. Students must show proof of current enrollment (Dated student ID, current class schedule, statement from college or university, etc.)
3. Upon payment of a fee equal to one-fourth of the current non-resident card fee, a non-resident college card may be issued to a student attending a Joplin college or university. A non-resident college card expires at the end of three months.
4. A non-resident college card can be renewed upon payment of a renewal fee and proof of continued enrollment.
5. A student must provide proof of permanent address in addition to proof of enrollment.
6. A maximum of two items may be checked out on a non-resident college card at any one time. A non-resident college card may also be used to access the Computer Lab.
7. Any fines incurred must be paid before further check out or Computer Lab use.

*(Approved by Board of Trustees 8/20/17)*

## **F. Transfer of Cards**

1. Library cards are not transferable either permanently or temporarily. A Library card is not to be used by any person other than the person to whom it is issued. There are only two exceptions to this rule: the card of a patron registered as Patron Type "Homebound" may be used by someone designated by the patron; the parent of a minor may use the minor's card to check out children's materials.
2. The patron is responsible for all use made of his or her Library card.

## **G. Expiration and Invalidation of Library Cards**

1. All Library cards are valid for one year from date of issue except for cards issued to local college students, business/organization cards, and temporary cards. Non-resident cards are valid for one year from the date of payment, regardless of the date of issue. Renewal of a card follows the same procedure as for a new card. Visitor cards are valid for three months from the date of issue. Temporary cards for those residing in group homes, shelters, etc. will expire in one or six months (depending on location determined administratively). A Library card may be invalidated by the Joplin Public Library District at any time if the patron does not return overdue materials, does not pay outstanding fines, does not abide by other Library policies, or habitually abuses Library policies. A resident card becomes invalid if the card holder moves outside the Library District unless the individual still owns property inside the city limits.

## **H. Complimentary Library Cards**

A non-fee complimentary card may be issued to a patron at the Director or Department Head's discretion.

### **III. CIRCULATION OF MATERIALS**

#### **A. General Circulation Guidelines**

1. A patron must present his or her card at the Circulation desk at the time of checkout.
2. Items limited to in-house use, such as reference books, microforms, newspapers, bound periodicals, current issue periodicals, reserve books, local history room materials, and others so designated, do not circulate and may not be checked out for any reason.
3. All materials, with the exception of videotapes, compact discs, DVDs, equipment, and items on hold, may be renewed once for the same period as the initial checkout. The Library will not renew materials for anyone unable to provide the patron barcode or other proof of identification. Patrons may self-renew either in the Library at any catalog terminal or from an outside computer via the Internet.
4. Library users will not be allowed to check out materials or use computers in the Computer Lab if they:
  - a. Owe \$5 or more in unpaid fines or charges. If fines or charges are on a child's card, this block includes the parent/guardian who is responsible for the child as well as all other minors for whom the parent/guardian has signed responsibility.
  - b. Have unpaid fines or charges three months old or older.
  - c. Have more than one overdue Library item.
5. A parent may use a child's card in the child's absence to check out Children's Department materials only. A child's card may not be used in the child's absence to check out Adult Department materials.

#### **B. Interlibrary Loan**

1. Interlibrary loan periods are determined by the lending library. Items loaned by another library on the condition that they be used under supervision may not be checked out.
2. ILL records are kept and requests made at the Reference desk, but all ILL items are picked up, checked out, and returned at the Circulation desk.

#### **C. Requests for Holds**

1. Each patron may place up to fifteen holds for items that are checked out or otherwise unavailable. The staff may place holds for up to three items per day for a patron. Additional holds over this limit must be placed by the patron on the system, either on a catalog terminal or through the Library's web site. A patron making phone requests for holds must supply his or her Library barcode number or other proof of identification.
2. All materials on hold for patrons will be kept at the Circulation desk. Materials held by some means other than a system-placed hold must be marked with the patron name and the date of hold expiration.

#### **D. Return of Materials**

1. All materials except ILL materials may be returned at the Circulation desk, by mail, or in the book drop.
2. ILL materials must be returned to the Circulation desk or in the book drop.

## **IV. OVERDUE LIBRARY MATERIALS**

### **A. Overdue Guidelines**

1. The Library has no obligation to remind patrons to return materials. The Library sends reminder notices as a courtesy to patrons.
2. All materials are due on the due date. There is no grace period.
3. In case of inclement weather, the Library may, at the Circulation Supervisor's discretion, allow for the late return of non-renewable or previously renewed materials. It is the patron's responsibility to call and request such an allowance.
4. Overdue notices will be made by phone or e-mail. If there is no response (person answering or answering machine), and there is no e-mail address on record, the notice will be mailed. For details, see Appendix E.

### **B. Fines**

1. The fine structure is set administratively. For details of charges, see Appendix E.
2. Overdue items returned in the book drop after hours but before 7:00 a.m. will be assessed a fine based on the last operating day.

### **C. Charges for Lost Items**

1. Charges for lost items are set administratively.
2. For details of charges, see Appendix F.

### **D. Refunds**

1. The Library will issue a receipt for each lost item paid for. If the item is found within three months of being declared lost and if the item is in acceptable condition, the patron may request a refund upon presenting the item to the Circulation desk.
2. The processing fee is non-refundable.
3. No refunds for any charges will be issued to patrons whose overdue materials have been submitted for collection to either a collection agency or Municipal Court. If a patron submitted to a collection agency or to Municipal Court pays for unreturned materials and then at a later date returns the materials, the Library will not issue a refund.
4. Refunds will be issued from fine receipts when cash is available. It may take several days for a patron to receive a refund. Refunds will be made in cash only, and must be picked up at the Circulation desk. Unclaimed refunds will be forfeit three months after the item's return.

Patrons may opt to have a refund placed on their account as a credit. This credit can then be used for futures fines and/or fees.

### **E. Bankruptcy**

1. Checkout privileges will be suspended for patrons who have Library materials lost or overdue until the materials are returned or the issue is otherwise resolved.

## **SECTION SIX: REFERENCE SERVICES**

### **A. Objectives**

It is the goal of the Reference Department to answer to the best of its ability all reference questions asked by patrons, including telephone and e-mailed questions, or to refer the patron to another agency or institution that could provide the answer. The Reference Department acknowledges that there are questions that cannot be answered regardless of the resources available, but the Department will attempt to locate information about any reasonable request. It is the goal of the Reference Department to answer all questions completely, quickly, and courteously.

### **B. Reference Materials**

1. Reference materials include all materials not in the adult circulating collections or in the Children's Department. These materials include but are not limited to: the reference book collection, fix-it, business reference, ready reference, atlases, local history and genealogy, phone books, career and college materials, on-line and CD-ROM databases, microfilm and microfiche, periodicals, and vertical files.
2. Reference books and materials are not available for loan under any circumstances except under extraordinary circumstances or at the discretion of the Reference Librarian. A \$50 deposit may be required. The deposit will be refunded upon the return of the material. Fines will be assessed at \$10 per day when an item is late.
3. Certain materials will be kept at the Reference desk for convenience, for security, or because of the condition of the item. These items may be used by patrons upon request.
4. Patrons requesting material kept at the Reference desk for security reasons must leave a driver's license, credit card, or Library card at the Reference desk while using the material.
5. A complete inventory of the Reference collection will be taken every year as part of the regular automated inventory.
6. Vertical file materials that can be easily photocopied cannot be checked out.

### **C. Reference Service**

1. Reference staff members are not allowed to offer medical, legal, or financial advice. This includes the interpretation of materials for the patron. However, the staff should make every effort to provide materials that are suitable for each patron's educational background and level of comprehension.
2. Staff members may not provide information on "nearbys" to telephone callers requesting information from the city directory.
3. Staff members may assist students in locating information needed for school assignments but cannot assist the student in completing school assignments or homework.

### **D. Newspapers and Periodicals**

1. The Library provides access to current and retrospective collections of newspapers and periodicals. Retrospective collections are available in various forms, including electronic forms via the Internet or CD-ROM products, microforms, or print.
2. Current newspapers are kept on the shelf for up to one week and in storage for the current month and the previous three months.
3. The compact periodical storage area and other storage areas are off limits to patrons. Library staff will retrieve items in storage upon request. Patrons must submit requests for stored items

according to the format developed by the Reference Department. The staff has the right to refuse periodical requests submitted in improper form.

4. Current issues of periodicals and all newspapers must be used in-house only.

## **E. Interlibrary Loan (ILL) from Other Libraries**

1. Interlibrary loan requests must be submitted in person or via First Search.
2. ILL requests are accepted only from Joplin Public Library District card holders. Before accepting an ILL request, staff must ensure that the patron has a JPL Library card.
3. ILL patrons should provide both an address and e-mail address or phone number at which they can be reached. All requests must include the patron's Library card number.
4. Any charges assessed by the lending library are paid by the patron.
5. Patrons requesting a photocopy pay the charges assessed by the lending library.
6. Patrons may submit up to fifteen ILL requests per month.

The fine structure for overdue interlibrary loans and other charges are set administratively.

ILLs received but not checked out incur a charge to cover the cost of requesting and returning the material.

7. Requests for interlibrary loan of materials published within the last year or that fall outside the Library's lending policies are not accepted. If the Reference Department receives more than two requests for such material, the item should be submitted for purchase by the Library.
8. Patrons should be discouraged from requesting the interlibrary loan of materials that do not fall within the guidelines of the Library's selection and lending policies and which are in print, inexpensive, and available at local retail outlets. The cost of interlibrary loan of such materials usually exceeds the value of the materials, and the patron should be encouraged to purchase such an item.
9. The Reference Department handles all ILL requests loaned to or loaned by the Joplin Public Library and its patrons.

## **F. Interlibrary Loan to Other Libraries**

1. The Library does not loan new fiction or nonfiction (items published within the last year) or older items in which there is great current interest.
2. The Library does not loan reference books, complete issues of periodicals, local history or genealogy materials, computer software, maps, or easily damaged materials. Audio-visual materials may be loaned with certain restrictions. At the discretion of the Reference Librarian, the Library may loan reference materials to another library for its staff use in-house.
3. The loan period for books is one month from the day the item is shipped. The loan period for videos is fifteen days from the date the item is shipped. Overdue notices are sent on the same schedule as for materials in regular circulation to Library patrons.
4. Requests for loan are accepted on OCLC, ALA form, or by fax. Phone requests are not accepted.
5. The Library does not charge postage to a borrowing library unless the borrowing library is not part of a reciprocal borrowing group. The Library charges a set fee for borrowing libraries outside any reciprocal agreement. The fee is set administratively. The Reference Librarian is authorized to negotiate reciprocal borrowing agreements with other libraries within the parameters of this policy.
6. The Library sends photocopies according to an administratively set fee schedule. The Library provides free photocopies up to 30 pages for libraries in the Missouri Lending Agreement Group and Libraries Very Interested in Sharing (LVIS).

## **G. Fax Services**

Fax service is made available to Library patrons for both transmission and receipt of documents. A fixed fee per page is set annually. Reference staff will fax materials for patrons; patrons are not allowed to use the fax machine.

## **H. Copiers and Other Equipment**

1. The Library provides self-service photocopiers and microform copiers for patron use. All equipment is self-service and the staff does not provide instruction or assistance in their use beyond elementary demonstration of use and assuring that the equipment is functioning correctly.
2. Coin-operated typewriters are provided for patron use. The typewriters are not the property or responsibility of the Library. The Library does not provide typing paper or other supplies for those using the typewriters.
3. A dollar bill changer is provided for patron convenience. The Library is not obligated to provide change for copiers, telephones, typewriters, or any other equipment.

## **I. Examination Proctoring**

1. The Library will proctor examinations for individuals, subject to the availability of authorized staff and resources, and with the approval of the Reference Librarian.
2. Examinations must occur during the hours the Library is open to the public.
3. It is the responsibility of the student taking the examination to ensure that all requirements for the examination can be met and that the examination is received by the Library before the scheduled examination time.
4. Examination times are scheduled by the student with the Reference Librarian.
5. Subject to availability, a quiet room will be provided where the student may take the examination. The Library does not guarantee that the students will be under continuous observation during the examination.
6. A fixed fee per examination is set annually.

## **SECTION SEVEN: CHILDREN'S SERVICES**

### **A. Departmental Goals and Principles of Service**

1. The objectives of the Children's Department are: to introduce as many children as possible to the public library environment in order to create lifetime readers and library users; to provide children with access to current information and quality literature; and to provide complete and accurate answers to reference questions to all patrons of the Department.
2. The Children's Department is open during all Library hours with competent reference and reader advisory services available at all times.
3. Library staff who work primarily or exclusively in the Children's Department should have a genuine interest in children and children's services.
4. The Children's Librarian should be a qualified professional with a broad knowledge of children's literature.
5. In all news releases and promotional materials, the Children's Library should be identified as The Rosemary Titus Reynolds Children's Library in the Joplin Public Library.

### **B. General Rules**

1. Children not yet eight years of age must be accompanied by an adult at all times.
2. Children ten years of age or younger may not be left in the building without a responsible caregiver under any circumstances.
3. Children who cannot read are not allowed to use the catalog terminals but are encouraged to use the children's public use computers under adult supervision.
4. Families may use the Family Computer Room upon request at the Children's Service Desk. A child must be accompanied by an adult 18 years or older to use this computer.
5. *(Approved by Board of Trustees 2/12/18)*

### **C. Unattended Children**

1. Children under eight years of age must be accompanied by an adult at all times. This includes children left in the care of an older child. Children ten years of age or younger may not be left in the building without a responsible caregiver under any circumstance. The Library is not responsible for the supervision and safety of unattended children.
2. Staff should try to locate the parent or responsible party for unattended children and inform them of the Library policy. If staff are unable to locate the parent or responsible party in the Library within a reasonable amount of time, the police may be called. The Children's Department should be notified before calling the police and all public service desk staff should be notified after the police have been called.

*(Approved by Board of Trustees 8/21/17)*

### **D. Abandoned Children**

1. The Library assumes no responsibility for children left alone at closing time.
2. Ten minutes before closing an employee will inform the child of closing time and ask if s/he needs to use the phone to call for a ride. The child will be allowed to use the public desk phones.
3. In the event that a child is left after closing, get as much information as possible: name, age, phone number and parent's name. The police will be called.
4. Two staff members will stay with the child in the lobby until the police arrive. Under no circumstances will a staff member stay alone with a child or take a child from the premises.
5. If police are called, an incident report should be filled out.



## **E. Children's Materials**

1. The Library acquisitions budget includes a designated amount for children's print and non-print materials. The Hager Trust also provides the Children's Department with an annual allocation for the purchase of all juvenile award and honor books as well as for other high quality juvenile print materials. This allocation may vary according to the amount of interest generated annually by the invested principal of the Hager Trust.
2. The Children's Department provides juvenile materials suitable for children age 13 and under in a variety of formats and in sufficient number to meet the current and anticipated needs of the community.
3. All Joplin Public Library District collection development and collection management policies apply to materials in the Children's Department.
4. The Children's Librarian is primarily responsible for the selection of materials for the Department using appropriate professional review media and bibliographic selection tools. The Collection Development Librarian and the Library Director may also participate in the selection of materials for the Children's Department. All collection development and management activities, including selection, replacement, duplication and discarding of juvenile materials, are directed by the Children's Librarian under the supervision of the Library Director and with the assistance of the Collection Development Librarian.
5. Materials specifically for children and all other materials in the Library are available to all children at all times the Library is open. Parents or legal guardians are solely responsible for supervising or limiting their children's access to Library materials. Parents or legal guardians may request a limited access Library card which permits children to check out materials only from the Children's Department collections.
6. Cataloging information about children's materials is available at every catalog terminal in the Library. Children's materials receive full MARC cataloging.
7. Children's materials not available locally are accessible through interlibrary loan.

## **F. Storytimes for the General Public**

1. Storytime sessions are regularly scheduled for the general public.
2. Storytime sessions are developed for pre-school children of different ages.
3. Children's programming is intended for a specific audience. Permission to attend Children's programming by adults and older children will be evaluated by the Children's librarian on a case-by-case basis.
4. An adult must accompany and remain with children attending storytime. If a child engages in disruptive behavior during the storytime, the adult must remove the child from the storytime session and must also remove any other children in his or her care from the session. Unaccompanied children may not stay in a storytime session.

## **G. Storytimes for Daycare and Head Start Groups**

1. Storytimes may be provided for daycare and Head Start groups either on- or off-site. Procedures for enrollment are set by the Children's Department.
2. Groups should be limited to twenty or fewer children at a time.
3. At least one adult must stay with the group during storytime sessions. At least two adults must stay with the group if there are sixteen or more children attending the session.

## **H. Children's Storytime Room**

At the discretion of the Children's Librarian, the storytime room may be used by outside groups if there is no conflict with Library programs. Such use of the room by outside groups is recorded and reported as the reservation of a meeting room.

## **I. Tours and Children's Groups**

1. All tours of the Department must be scheduled in advance. Children's group tours should be scheduled as far in advance as possible, especially if programming is required.
2. Children's groups visiting the Library in study or reading groups should call ahead if possible.
3. The Children's Department reserves the right to refuse a tour because of inadequate notification or the unavailability of a time slot for a tour.
4. All children's groups in the Library must be attended by an adult, whether the group is attending a scheduled program or engaged in a reading or study session.

## **J. Programs Outside the Library**

The Children's Department conducts programs outside the Library for schools, daycares, nursing homes, clubs, and not-for-profit organizations when it is possible to do so at the Library's convenience.

## **K. Bulletin Board and Display Case**

The bulletin board and the display cases serve as display areas for the Children's Department and may be used by other groups at the discretion of the Children's Librarian.

## **SECTION EIGHT: TEEN SERVICES**

### **A. Departmental Goals and Principles of Service**

1. The objectives of the Teen Department are: to keep teens engaged with and interested in the Library as they grow out of the Children's Department in order to encourage teens' continued reading and use; to provide teens with access to current information and quality literature; to provide teens with a library environment that meets their needs as they transition into adulthood; and to provide complete and accurate answers for reference questions to all patrons of the Department.
2. The Teen Department is open during all Library hours with competent reference and reader advisory services available when the Teen Librarian is working in the Department.
3. Library staff that work primarily or exclusively in the Teen Department should have a genuine interest in teens and teen services.
4. The Teen Librarian should be a qualified professional with a broad knowledge of teen literature.

### **B. General Rules**

1. A "teen" is defined as anyone in or entering grades 6 through 12.
2. Though all Library patrons may utilize and/or check out materials from the Teen Department, for the sake of "ownership" of the Department and for teens' safety, only teens may "hang out" there or use the tables, seating, computers, and gaming station there. This applies during all Library hours.
3. The computers and gaming station are open to all teens during times when the Teen Librarian is working in the Department. All teens using the computers or gaming station must sign in at the Teen desk.

### **C. Teen Materials**

1. The Library acquisitions budget includes a designated amount for teen print and non-print materials.
2. The Teen Department provides teen materials suitable for teens age 11 and up in a variety of formats and in sufficient number to meet the current and anticipated needs of the community.
3. All Joplin Public Library District collection development and collection management policies apply to materials in the Teen Department.
4. The Teen Librarian is primarily responsible for the selection of materials for the Department using appropriate professional review media and bibliographic selection tools. The Collection Development Librarian and the Library Director may also participate in the selection of materials for the Teen Department. All collection development and management activities, including selection, replacement, duplication, inventory, and discarding of teen materials are directed by the Teen Librarian under the supervision of the Library Director and with the assistance of the Collection Development Librarian.
5. Materials specifically for teens and all other materials in the Library are available to all teens at all times the Library is open. Parents or legal guardians are solely responsible for supervising or limiting their teen's access to Library materials.
6. Cataloging information about teen materials is available at every catalog terminal in the Library. Teen materials receive full MARC cataloging.
7. Teen materials not available locally are accessible through interlibrary loan.

### **D. Teen Programming**

1. Programming for teens is planned by or with the supervision of the Teen Librarian.
2. Teen programs are developed with the wide age range served by the Teen Department in mind and are appropriate for that age range.
3. Adults need not accompany or remain with teens attending programming. If a teen engages in disruptive behavior during the program, the teen may be sent out of the program regardless of the whereabouts of the teen's parent or legal guardian.

#### **E. Tours and Teen Groups**

1. All tours must be scheduled in advance. Tours should be scheduled as far in advance as possible, especially if programming is required.
2. Teen groups visiting the Library for reading or study sessions should call ahead if possible. If the group plans to use the Teen Department for a reading or study session and needs an adult present in the Department, arrangements need to be made with the Teen Librarian prior to the session.
3. The Teen Department reserves the right to refuse a tour because of inadequate notification or the unavailability of a time slot for a tour.
4. Because it occupies such a small part of the Library, the Teen Department reserves the right to require a teen group's reading or study session to be moved out of the Department if the Department is being used for programming or other Library activities that will be disrupted or disturbed by the presence of a reading or study session.
5. It is preferred that teen groups have a responsible adult in the Library, whether the group is attending a scheduled program or engaged in a reading or study session.

#### **F. Programs Outside the Library**

The Teen Department conducts programs outside the Library for schools and not-for-profit organizations when it is possible to do so at the Library's convenience.

## **SECTION NINE: TECHNICAL SERVICES**

### **A. Departmental Goals**

1. The purpose of the Technical Services Department is to make all Library materials easily accessible to users, other departments, and other libraries by providing the logical arrangement of materials within the collection of the Library.
2. The Technical Services Department is responsible for providing access to materials in many formats in the Library. The Department catalogs, classifies, and processes book and non-book formats promptly and efficiently and maintains the bibliographic, holdings, and authority records in the Library's database.
3. It is the responsibility of the Technical Services Librarian to keep current with technical services issues and changes in the library world.

### **B. Cataloging Policies and Standards**

1. Materials are cataloged using the most current edition of the national standards accepted by the State of Missouri. These standards include the most current editions of:
  - a. Anglo-American Cataloging Rules, 2nd ed., 2002 rev.
  - b. Library of Congress Headings, Guidelines for Subject Access to Individual Works of Fiction, Drama, Etc.
  - c. Dewey Decimal Classification System
  - d. MARC documentation manuals
  - e. Library of Congress Free-Floating Subdivisions
  - f. Library of Congress websites, Cataloger's Bookshelf, and a host of websites created to assist in cataloging materials
  - g. The Technical Services Department uses BookWhere, a Z39.50 software program for accessing the Library of Congress databases and other large library databases, for the purpose of acquiring bibliographic and authority records in MARC (machine-readable) format and for import into the Library's database. Original cataloging is provided for items for which records cannot be found.
2. The Technical Services Librarian sends files of the Library's bibliographic records that have been added or deleted to OCLC on a monthly basis. This provides updates to our holdings in the WorldCat database. WorldCat is a union catalog used by libraries and individuals around the world.
3. The Technical Services staff is responsible for maintaining the integrity of the Library's database to ensure its accuracy and reliability as a finding tool for patrons and staff. The staff is well trained and knowledgeable about cataloging and the ways in which the public uses the online catalog and Library materials.
  - a. Holdings of withdrawn and lost items are deleted in a timely manner.
  - b. Full MARC authorities that are loaded into the database automatically create "see" and "see also" references.
  - c. New authority reports are printed on a regular basis and authorities are merged or corrected based on these reports.
  - d. Other reports are generated through the Library's automation system to aid in database cleanup.
  - e. Public service staff are informed of current trends or changes in classification, cataloging, and subject headings.

- f. Staff members from other departments are encouraged to report errors or omissions in bibliographic or item records to the Technical Services Department so that these errors or omissions may be corrected.

## **C. Physical Processing**

Processing of Library materials includes physical preparation of items for use and circulation. Since an item may be adult or juvenile, reference or circulating, fiction or nonfiction, belong to a special collection, or be one of several media, there are numerous ways to process materials.

1. The Technical Services Department maintains a procedures manual to help ensure that items are cataloged and processed in a consistent manner.
  - a. Materials are processed and made available to the public in a timely manner.
  - b. Items in demand by the public or Library staff are given priority.
  - c. Materials are processed and labeled clearly and accurately.
  - d. Materials are maintained through an ongoing program of mending or replacement.

## SECTION TEN: COMPUTER USE BY THE PUBLIC

### A. General Policies and Procedures

#### 1. Internet Access

- a. The Internet, a world-wide network of computer networks, is an essential medium for obtaining and transmitting information of all types. Therefore, public access to the Internet is germane to the Library's mission.
- b. The Internet is an unregulated medium. It provides access to information that is inaccurate or illegal, or that some may find offensive or disturbing. The Library will identify on its web site specific Internet sites that have potential interest for Library users, but the Library cannot control a user's access to other Internet resources. The Library has installed filters on all public use computers in the Library in compliance with both federal and state law.

#### 2. Responsibilities of Library Staff and Users

- a. The Library will regulate a user's Internet use for length of time in order to ensure equal opportunity of access for everyone and may monitor for abuse of acceptable use. The user, or the parent of a minor, is responsible for his or her Internet session at all times.
- b. The Library reserves the right to terminate an Internet session that disrupts Library services or that involves user behavior that violates the Library's policies.
- c. As with all Library resources, the Library affirms the right and responsibility of parents/guardians, not Library staff, to determine and monitor their minor children's use of the Internet. (Minors are defined in this policy as those under the age of 18 years.) Parents are responsible for their minor children's use of the Library's resources and facilities. Parents who believe that their children can responsibly use the Library's Internet access must complete a Parental Consent Form to allow Internet access for their child.

#### 3. Disclaimers

- a. While the Library endeavors to provide access to information of the highest quality, the Library cannot guarantee the information's accuracy, timeliness, authoritativeness, usefulness or fitness for a particular purpose.
- b. The Library will have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service.
- c. The Library, having installed and enforced the operation of filtering software in compliance with the Children's Internet Protection Act, will have no liability for damages related to the operation of, or failure of, the filtering software, or for its circumvention by users.
- d. Since software and information downloaded from any sources, including the Internet, may contain computer viruses, users are advised to utilize virus checking software on their home computers. The Library is not responsible for damage to users' disks, flash drives, or computers or for any loss of data, damage or liability that may occur from use of the Library's computers.

#### 4. Unacceptable Uses of Computers

- a. Among the uses that are considered unacceptable and which constitute a violation of this policy are the following:
  - (1) Uses that violate the law or encourage others to violate the law. Transmitting of offensive or harassing messages; offering for sale or use any substance the possession or use of which is prohibited by law; viewing, transmitting or downloading pornographic materials or materials that encourage others to violate the law; downloading or transmitting confidential, trade secret

information, or copyrighted materials. Even if materials on the networks are not marked with the copyright symbol, users should assume that all materials are protected unless there is explicit permission on the materials to use them.

(2) Uses that cause harm to others or damage to their property: engaging in defamation (harming another's reputation by lies); uploading a worm, virus, "trojan horse," "time bomb" or other harmful form of programming or vandalism; participating in "hacking" activities or any form of unauthorized access to other computers, networks, or information systems.

(3) Uses that jeopardize the security of access of the computer network or other networks on the Internet. Disclosing or sharing the user's password with others; impersonating another user; using one's own software programs on the Library's computers; altering the Library's computer settings; damaging or modifying computer equipment or software.

(4) Uses that compromise the safety and security of minors when using e-mail, chat rooms and other forms of direct electronic communications. Minors under age 18 should not give others private information about themselves or others, including credit card numbers and social security numbers or arrange a face-to-face meeting with someone the minor has "met" on the computer network or Internet without a parent's permission.

#### 5. Technology Protection Measures

(1) The Library has installed filtering software on all Library computers designated for Internet access, and will enforce the operation of same during any use of those computers, to prevent minors from accessing visual depictions that are (1) obscene, (2) child pornography (according to Missouri State Statute 573.010), or (3) harmful to minors. The term "harmful to minors" is defined by the Communications Act of 1934 (47 USC Section 254 [h][7]), as meaning any picture, image, graphic image file, or other visual depiction that taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion; depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.

(2) Filtering software is not foolproof. It diminishes the likelihood that searchers will inadvertently retrieve text or images that they may find offensive, but does not eliminate that possibility. Filters often block access to sites that users would consider both inoffensive and useful.

(3) Users who do not find what they need are encouraged to ask a Library staff member for help. Technology protection measures may be disabled by a Library staff member, as necessary, for bona fide research or other lawful purposes by people aged 18 and older.

#### 6. Response to Violations

- a. The user's access to the Library's computer network and Internet is a privilege, not a right. A user violates this policy if he or she permits another to use his or her account to access the computer network and Internet or by other actions enumerated above. Failure to comply with this policy and its procedures will result in the forfeiture of the user's right to access these computers and may result in the loss of other privileges.
- b. Failure to observe time limits posted in the Library or the misuse or abuse of Library equipment may result in the loss of computer privileges and may result in the loss of other Library privileges.

## B. Public Access to Computer Resources

### 1. Eligibility



- a. All patrons wishing to use the Computer Lab must have a Joplin Public Library card or pay a per-use charge with the exception of one free, 15-minute use per 30-day period.
  - b. Patrons who live outside the Joplin Public Library District may use the Computer Lab by paying a per-hour charge or by purchasing a non-resident Joplin Public Library card. The Children's Department computers, which are reserved for patrons age 12 and under, are exempt from use charges.
  - c. Summer reading program cards are not valid for the Computer Lab.
  - d. Patrons age 17 and under are required to have a consent form signed by a parent or guardian before they are permitted to use the Internet.
  - e. Children must be able to use the computer themselves. Minimally, a child must be able to use the mouse to navigate through games or be sufficiently keyboard literate to type for themselves. Computer Lab access will not be granted to children too young to use a computer with minimal assistance. A children's game computer is available in the Children's Department.
2. Usage rules for lab PCs
  - a. Patrons who have difficulty in using the computer or the Internet may receive limited help from Library staff, depending on staff time availability. In general, Library staff cannot provide instruction in the use of either computers or the Internet but will refer patrons to Library materials, online tutorials, and/or locally offered classes.
  - b. Patrons may reserve computer time within the limits allowed by Computer Lab policies and procedures. These policies and procedures are reviewed regularly and may change as the demand for computer resources changes.
  - c. Patrons wishing to save files may use their own CDs or flash drives or purchase CDs or flash drives at the Computer Lab desk.
  - d. Two people may sit together at a computer if they do not disturb others and if no one is at the adjacent computer.
  - e. Patrons are not allowed to turn off or shut down the computers.
  - f. Children not yet in kindergarten must be accompanied by an adult at all times in the Computer Lab. This includes children left in the care of an older child. Children eight years of age or younger may not be left in the building without a responsible caregiver under any circumstance. The Library is not responsible for the supervision and safety of unattended children.
3. Usage rules for personal PCs
  - a. Patrons may use personal laptop computers in the Library and may plug them in to available electrical outlets. Cords must not pose a safety hazard.
  - b. Patrons may not under any circumstances use Library telephone lines to connect to their own Internet service providers.
  - c. Patrons may not connect their personal computers to the Library's network.

## **SECTION ELEVEN: PUBLIC AREAS**

### **I. MEETING ROOMS**

#### **A. Availability and Fees**

#### **MEETING ROOMS**

1. The Meeting Rooms of the Joplin Public Library are made available free of charge to any non -profit organizations engaged in educational, cultural, intellectual or charitable activities.
2. The Meeting Rooms of the Joplin Public Library may be rented by for-profit organizations or businesses for non-commercial use, such as training seminars, etc., to which the public is not invited. The Library will set the fee for meeting room use annually.
3. The following rooms are available for advance reservation:
  - Community Room - East only, West only, or combined
  - Conference Room #1
  - Dermott Room
  - Unconference Room

#### **STUDY ROOMS**

1. The Study Rooms of the Joplin Public Library are made available free of charge to any individual or small group on a first come, first served basis.
2. If all of the Study Rooms are in use, occupants who have been there more than 4 hours will be asked to vacate their room should there be a waiting list.
3. The following rooms are available on a first come, first served basis  
Study Rooms 1-5

#### **B. Guidelines for Use**

1. Library sponsored programs receive first priority.
2. The purposes and objectives of these organizations or groups must not violate the public interest.
3. The Library does not advocate or endorse the viewpoint of non-Library meetings or meeting room Users.
4. All groups or organizations scheduling a meeting room must fill out the Application for Meeting Room (Appendix C) prior to the day of its use.
5. The Library will not reserve its meeting rooms for:
  - a. Use of the Library meeting space for financial gain. No sale of goods or services or the solicitation for future sales or services will be permitted.
  - b. Non-Library related groups selling or promoting items, services, or doing fundraising..
  - c. Activities likely to disturb regular Library functions.
  - d. Birthday parties, baby showers, family reunions or other such events during library hours.

6.No admission fees or collections will be allowed for any event scheduled in meeting rooms. Pass-through costs for educational materials may be collected. The sale of an author's books during a book-signing event is allowed. Library-sponsored events for the purpose of raising funds for the Library are allowed.

7.Use of the Library's A/V equipment must be arranged at the time the room is booked. Groups are responsible for determining their equipment's compatibility with the Library's technology. Arrangements for training on how to use equipment must be made in advance. Groups will be held responsible for any damage to, or theft of, Library properties.

8.The organization or individual is responsible for room arrangement. Trash must be placed in receptacles and the room left clean. Failure to do so will result in a \$50 cleaning fee. Groups should schedule their room reservation in such a way to allow for room set-up and clean-up time.

9.No materials, equipment or furniture belonging to the organization may be stored on Library premises, and the Library does not assume responsibility for any materials or items left on the Premises.

10.Light, non-alcoholic refreshments may be served in the Community Room(s) and Conference Room 1 only but must be catered or brought in by the group, as well as all supplies and service pieces. All refreshments, supplies, and serving pieces must be cleaned up by the group or a \$50 cleaning fee will be assessed. Covered drinks are allowed in any of the rooms. If the carpet or furnishings are soiled during the use of Library facilities, the organization must pay the cost of cleaning.

11. If a meeting is canceled, the Library must be notified at once and at least 48 hours in advance of the scheduled event unless unexpected hazardous weather or other emergencies occur. Fees paid in advance will be refunded if the room is cancelled 48 hours prior to use. No refunds will be given if cancellation occurs less than 48 hours prior to the event. Refunds to commercial groups will be issued within 30 days. Fees refunded to a credit card will be refunded minus the processing fee.

12. Advance reservations may be made but not earlier than six months prior to the event.

13. Reservations by the same group may not be made more than twelve times in a calendar year. This limit applies whether the meetings are held on successive days, once a week for twelve weeks, or once a month for twelve months. Library-related events are exempt from this restriction.

14. Scheduled events must be held during hours when the Library is normally open and must be finished 15 minutes before library closing time. After-hours events will be scheduled on a case-by-case basis and will incur additional charges under a different fee structure. After hours may be available Fridays or Saturdays 6:30-11:00 pm or Sundays 5:30-11:00 pm.

15. If a question is raised as to the objectives and/or activities of any organization or group requesting use of the meeting rooms, the Board of Trustees shall be the final authority in granting or refusing permission for the use of the room.

16. Parties utilizing Library meeting rooms must include a "sponsored by" tagline in publicity regarding the activity taking place on Library property

17. Hazardous materials including, but not limited to paints, solvents and explosives are prohibited. Candles or open flames, except Sterno for chafing dishes, are prohibited.

18. The Library reserves the right to attend any meeting except those of governmental bodies closed under RSMo sections 610.010 to 610.200. *(Adopted by the Board of Trustees March 19, 2018)*

## **II. PUBLIC FORUM AREAS**

### **A. General Guidelines for All Public Forum Areas**

1. As part of its public service and information mission, the Joplin Public Library makes available a browsing shelf for handouts, display and exhibit areas, and bulletin boards. The use of these areas is intended to increase public awareness of the range of information available in the Library collection and to make available information created by and of interest to the local community. When space is limited, preference is given to Joplin organizations.
2. Displays, exhibits, handouts, and materials posted on bulletin boards are covered by the intellectual freedom policies of the Library. Materials displayed or distributed in public forum areas may advocate a position, but the display and distribution do not constitute endorsement of the materials' content by the Library.
3. All handouts or materials for public forum areas must be evaluated for compliance with these guidelines and approved by the Library Director or his/her designee for distribution or posting. Unauthorized material may be discarded.
4. Materials approved for the public forum areas are stamped with the date of posting.
5. A disclaimer is displayed in all public forum areas stating that the availability of handouts does not imply endorsement of the organization or its views by the Library or the City of Joplin.
6. Political campaign materials are not accepted for display or distribution.
7. The Library reserves the right to establish and amend further policies for public forum areas.

### **B. Browsing Shelf Guidelines**

1. The Library reserves the right to limit quantities of materials accepted for handout. Items may be refused because of their size if at the time there is no available space for them.
2. Handouts of for-profit groups, companies or organizations and handouts of an individual are generally not accepted. Possible exceptions might include community newspapers produced by for-profit organizations but distributed free of charge.
3. Materials that have been on the browsing shelf for more than four weeks may be removed to make room for newly submitted materials.

### **C. Public Bulletin Board Guidelines**

1. All materials displayed are the responsibility of the individual or organization providing the material.
2. Materials may not advertise for-profit businesses or items for sale, nor include solicitations for donations to any group or organization, including non-profits. Any event which has an admission charge or entry fee must be sponsored by a non-profit organization and must use the proceeds from such event for its non-profit activities.
3. Items on the public bulletin boards are generally not displayed for more than four weeks. The Library may remove any materials that have been on display for more than four weeks or which are no longer timely.
4. The Library has the right to refuse to post any item it deems inappropriate.

### **D. Display and Exhibit Guidelines**

1. Exhibits must be scheduled through the Library Director or his or her designee. Exhibits may be shown subject to the time, place, and manner determined by the Library.
2. Library sponsored exhibits shall receive first priority.
3. Exhibits shall be shown on a space available basis.

All policies reviewed and approved by the Joplin Public Board of Trustees on 14 November 2011. Changes, additions, deletions, etc. to individual sections will be dated individually as amended.

4. Commercial exhibits are not accepted and no exhibit may advertise materials for sale. Price information may not be displayed or be provided by staff.
5. Displays may be exhibited for no longer than four weeks unless a longer display period is approved by the Director.
6. No exhibit shall interfere with the operation of the Library or pose a physical hazard to Library patrons or staff.

#### **E. Solicitation, Petitioning, or Distribution of Literature**

1. Persons are prohibited from engaging in the personal distribution of literature and/or solicitation of Library patrons and staff anywhere in the Library building or on Library property without explicit, written permission from the Library Director or his or her designee.

### **III. Social Media Policy**

#### **Definitions:**

- “Library” shall mean the Joplin Public Library.
- “Social media” is defined as any web application, site, or account created and/or maintained by the Library that facilitates the sharing of information with other users. These include, but are not limited to, Facebook, Twitter, and Instagram.

#### **Purpose:**

The Joplin Public Library uses social media tools for educational, cultural, civic, and recreational purposes. These tools provide a limited public forum to share information about library programs, events, and materials along with other Library-related topics and issues. The Library may use social media to communicate with patrons, authors, other libraries, and community resources.

#### **Posting and Restrictions:**

Social media accounts are maintained by Joplin Public Library. The accounts will be monitored by the Library Director and/or designated staff. The Library reserves the right to remove comments that violate our rules, are unlawful, or are off topic.

Posts containing any of the following may be removed from the Library’s social media accounts:

1. Material that violates copyright
2. Off-topic comments
3. Commercial promotions, advertisements, political campaigning, or spam content
4. Posts that contain inappropriate, sexually explicit, obscene, hateful, or racist comments
5. Content that contains personal attacks, libel, slander, threatening or harassing language, defamation, or is otherwise objectionable
6. Private and/or personally identifying information (i.e. age, phone number, address, etc.)
7. Photos, images, or links which fall into any of the above categories

Users are responsible and liable for the content they post to social media. The Library is not responsible for patron-generated comments or content posted by non-Library staff that appears on social media accounts. Views expressed on social media are not necessarily endorsed by the Library nor do they represent the Library’s views or policies. Content that contains threats or illegal content will be documented and reported to law enforcement. Users who violate these restrictions may be blocked from future commenting.

When appropriate, the library may choose to link its social media account with other organizations. The Library may affiliate with other organizations whose profiles provide information that may be of interest to patrons or with whom the Library has partnered for various programs or events. Affiliating with these organizations does not imply endorsement of the views or opinions expressed on their profiles, nor is the list of affiliated organizations intended to be exhaustive. Any link to an external website or non-Library social media profile is not a sponsorship, authorization, affiliation, or endorsement of that website or profile. The Library is not responsible for content posted on external websites or non-Library social media profiles.

#### **Reporting Concerns:**

Users may report concerns about social media posts or violations of the Library’s Social Media Policy by contacting the Library at [socialmedia@joplinpubliclibrary.org](mailto:socialmedia@joplinpubliclibrary.org). Complaints about removed content must be made within thirty (30) days of the removal. Complaints about posted content may be made at any time.

**Employee Use of Social Media:**

Employees should be mindful of posting any information that relates to their job duties on social media. Even posts intended to be private can easily be shared. Employees should use their best judgment when posting to social media. The Library does not monitor personal social media accounts of staff, but will, when made aware, address posts that violate established Library policies. A post that violates privacy, confidentiality, or legal guidelines will be met with appropriate disciplinary action.

If employees choose to respond to posts regarding Library events, policies, or general information, they should identify themselves as Library employees. Employees should be mindful of comments made as representatives of the Library and use discretion when choosing to comment. Comments made as employees of the Library should be respectful, informative, accurate, and professional in nature.

*(Adopted by the Board of Trustees April 19, 2018)*

## **SECTION TWELVE: ETHICS POLICIES**

### **I. CODE OF ETHICS – PUBLIC DISCLOSURE**

#### **A. Declaration of Policy**

The proper and ethical operation of the Joplin Public Library District requires that officials and employees be independent, impartial, and responsible to the people; that decisions and public policy be made in the proper channels of the governmental structure; that public office not be used for personal gain; and that the public have confidence in the integrity of the Library District's operation. In recognition of these goals, there is hereby established a policy for disclosure by certain officials and employees of private financial or other interests in matters affecting the Library District.

#### **B. Conflicts of Interest**

Members of the Board of Trustees having a substantial personal or private interest, as defined by state law, in any policy or decision made by the Board shall disclose within the Board minutes the nature of the member's interest and shall be disqualified from voting on any matters relating to this interest.

#### **C. Disclosure Reports**

1. The following information shall be included as public record of the Library District:
2. Each transaction in excess of \$500 during the calendar year between a Trustee or the Library Director, including any persons related within the first degree by consanguinity or affinity to such persons, and the Library District, excluding compensation received as an employee, or payment of any fine, tax, fee, or penalty due the Library District. This shall include the dates and identities of the parties to the transactions.
3. Each transaction in excess of \$500 during the calendar year between any business entity in which such individuals have a substantial interest and the Library District excluding any payment of tax, fee or penalty due to the Library District or payment for providing utility service to the Library District. This shall include the dates and identities of the parties in the transactions.
4. The Library Director also shall disclose by May 1 for the previous calendar year the following information:
  - a. The name and address of each of the employers of such person from whom income of \$1,000 or more was received during the year covered by the statement;
  - b. The name and address of each sole proprietorship that he owned; the name, address and the general nature of the business conducted of each general partnership and joint venture in which he was a partner or participant; the name and address of each partner or co-participant for each partnership or joint venture unless such names and addresses are filed by the partnership or joint venture with the Secretary of State; the name, address and general nature of the business conducted of any closely held corporation or limited partnership in which the person owned ten percent or more of any class of the outstanding stock or limited partnership units; and the name of any publicly traded corporation or limited partnership that is listed on a regulated stock exchange or automated quotation system in which the person owned two percent or more of any class of outstanding stock, limited partnership units or other equity interests;
  - c. The name and address of each corporation for which such person served in the capacity of a director, officer or receiver.



## **D. Filing of Reports**

1. The recording secretary of the Board of Trustees shall file a copy of this policy within ten days of adoption. The disclosure reports due May 1 shall be filed with the Library District and the state ethics commission and shall cover the preceding calendar year.
2. Such reports will be made available in the Library District's administrative offices for public inspection and copying during normal business hours. Reports shall be retained by the Library District for five years.
3. The Financial Disclosure Statement for Political Subdivisions developed by the state ethics commission shall be appended to this policy and used for reporting.
4. Each person appointed as a Trustee or hired as the Library Director shall file the statement within thirty days of such appointment or employment.
5. Officials and Trustees may supplement their financial interest statement to report additional interests acquired after December 31 of the covered year until the date of filing of the financial interest statement.

## **E. Definitions**

1. First degree of consanguinity or affinity includes father, mother, spouse, son or daughter by virtue of a blood relationship or marriage.
2. Substantial interest is ownership by the individual, his or her spouse, or dependent children, either singularly or collectively, of ten percent or more of any business entity or an interest having a value of \$10,000 or more, or the receipt of a salary, gratuity, or other compensation of \$5,000 or more from any individual, partnership, organization, or association within any calendar year.

## **F. Force and Effect**

This policy shall be in full force and effect from and after the date of its passage and approval and shall remain in effect until amended or repealed by the Board of Trustees.

## **II. CODE OF ETHICS – POLITICAL ACTIVITY**

Because libraries are public informational utilities, it is incumbent on professional library directors to operate within a politically neutral environment. Library directors should not as a matter of professional ethics become actively involved in political campaigns of candidates for offices which have influence over appointments of trustees. Directors and other Library staff should not become involved in political campaigns which may leave them compromised in their ability to work professionally with the community or in their public role as a neutral, unbiased source of information.

*(Professional code of ethics adopted by Missouri Public Library Directors Group, 1995)*

### **III. CODE OF ETHICS – ADMINISTRATORS**

1. Demonstrate the highest standards of personal integrity, truthfulness, honesty and fortitude in all our public activities in order to inspire public confidence and trust in public institutions.
2. Serve in such a way that we do not realize undue personal gain from the performance of our official duties.
3. Avoid any interest or activity which is in conflict with the conduct of our official duties.
4. Support, implement, and promote merit employment and programs of affirmative action to assure equal employment opportunity by our recruitment, selection, and advancement of qualified persons from all elements of society.
5. Eliminate all forms of illegal discrimination, fraud, and mismanagement of public funds, and support colleagues if they are in difficulty because of responsible efforts to correct such discrimination, fraud, mismanagement or abuse.
6. Serve the public with respect, concern, courtesy, and responsiveness, recognizing that service to the public is beyond service to oneself.
7. Strive for personal professional excellence and encourage the professional development of our associates and those seeking to enter the field of public administration.
8. Approach our organization and operational duties with a positive attitude and constructively support open communication, creativity, dedication, and compassion.
9. Respect and protect the privileged information to which we have access in the course of official duties.
10. Exercise whatever discretionary authority we have under law to promote the public interest.
11. Accept as a personal duty the responsibility to keep up to date on emerging issues and to administer the public's business with professional competence, fairness, impartiality, efficiency, and effectiveness.
12. Respect, support, study and when necessary, work to improve federal and state constitutions and other laws which define the relationship among public agencies, employees, clients, and all citizens.

*Taken from ASPA National Council – March 27, 1985*

### **IV. CODE OF ETHICS – TRUSTEES**

1. Trustees must promote a high level of library service while observing ethical standards.
2. Trustees must avoid situations in which personal interest might be served or financial benefits gained at the expense of library users, colleagues, or the institution.
3. It is incumbent upon any trustee to disqualify himself/herself immediately whenever the appearance of a conflict of interest exists.
4. Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institutions, acknowledging the formal positions of the board even if they personally disagree.
5. A trustee must respect the confidential nature of library business while being aware of and in compliance with applicable laws governing freedom of information.
6. Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of Library materials by groups or individuals.
7. Trustees who accept appointment to a library board are expected to perform all of the functions of library trustees.

*Approved by the PLA Board of Directors and the ALTA Board of Directors, July 9, 1985*

## **V. CODE OF ETHICS – LIBRARIANS**

1. Librarians must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and service policies, and skilled, accurate, unbiased, and courteous responses to all requests for assistance.
2. Librarians must resist all efforts by groups or individuals to censor library materials.
3. Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.
4. Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions.
5. Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of an institution or professional body.
6. Librarians must avoid situations in which personal interest might be served or financial benefits gained at the expense of library users, colleagues, or the employing institution.

*Adopted July 1, 1981, by the ALA Council*

## **SECTION THIRTEEN: MISCELLANEOUS POLICIES**

### **I. LIBRARY TECHNOLOGY**

#### **A. Mission Statement**

The Joplin Public Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information, upon the lives of the Joplin community. The Library strives to provide access to, to provide instruction in the use of, to identify, to retrieve, and to organize technology in its various formats. In fulfilling its mission, the Joplin Public Library fully supports the principle of freedom of expression and the public's right to know. The Library will foster an atmosphere of free inquiry and provide information without bias or discrimination.

#### **B. Background Statement**

In the mid-1980s, the Library was totally print-oriented, and the only automated process was a computer link to the regional interlibrary loan network. Now virtually all Library processes are fully automated; the Library has a web site with access to the catalog; and the Library provides Internet access to the public. The Library's automation system provides an integrated program for managing circulation, cataloging, acquisitions, serials control, and the public catalog. Most workstations in the building are connected to the Local Area Network. Administrative and departmental functions are managed with Microsoft Office. The Library's participation in the REAL (Remote Electronic Access for Libraries) project provides every patron and staff member with access to the world of information available electronically.

#### **C. Technology Plan**

In order to provide a high standard of public service, the Joplin Public Library must offer a wide range of electronic services to supplement traditional print and non-print services. The Library will: use technology to provide the most appropriate information delivery system and to control costs and improve the efficiency of Library operations; maintain flexibility to adopt new and changing technology to meet the public's needs; evaluate emerging technology for effective responsiveness to the public's needs; and train staff and educate the public on how to use technology to retrieve the information needed.

1. Goal for Public Service: The Library will be the most comprehensive source of information for the community.
2. Goals for Technical Service and Systems Support:
  - a. The Library will improve electronic access to all its collections
  - b. The Library will search for, evaluate, and invest in new technology and technological improvements to existing systems.
3. Goal for Administration and Management: The Library will use technology to manage operations effectively, efficiently, and in the most cost-beneficial manner possible.

#### **D. Training**

1. Training in Library technology is of critical importance to the Board and to the Library staff. While it is standard practice for Library administrative staff and department heads to attend conferences, seminars, and workshops offering technological training, the Library has made a concerted effort to offer training, both in-house and off-site, to all Library assistants and paraprofessionals. The only limitations to training opportunities for all staff are financial, but by creative use of in-house expertise, video conferences, and other low-cost options, the Library stretches its training budget to the utmost.
2. All staff are trained in the use of the Library automation software. Computer Lab staff are trained only in accessing and modifying patron records. Pages are only trained in checking in materials. In

addition to their introductory training, which includes the basics of data entry and searching, all other staff receive intensive training in the module(s) with which they work every day. All staff members affected by software changes receive training in software enhancements following each new release. Every staff member receives regular one-on-one refresher training on searching the database.

3. All department heads and public service staff have received training in searching the World Wide Web and the Internet, and staff members regularly attend workshops on Internet searching. Technical Services staff is trained in all the specifics of searching the electronic catalogs of other libraries.
4. Windows and Microsoft Word, Excel, and Access training by professional trainers have been provided for many staff members. Additional training in these applications is provided in-house.
5. Training methods also include teleconferences, vendor-supplied videotape training, webinars and commercial training programs.
6. Microsoft Outlook is used for the Library's e-mail system. Outlook also is the tool used to manage the Library's various calendars, schedules, and other Library documents. Outlook provides web access for all employees to basic Library information and important documents.

## **E. Maintenance Contracts**

1. The Library budgets annually for comprehensive maintenance contracts with the automation vendor for both the software and the central system hardware.
2. The Library budgets for the MOREnet/REAL connection, which includes the cost of the dedicated line.
3. Computer and peripheral maintenance is not a contractual line item but is budgeted under a separate repair and maintenance line item.

## **F. Electrical System**

When the Library installed its automation system, a separate new electrical system was installed solely for the support of all electronic systems in the building. From this power source run all isolated grounded lines that serve all computers and other electronic equipment. This electrical system is capable of handling more than double the number of stations currently in use. This power source has four levels of protection between the transformer and the end user. It is engineered to be capable of protecting equipment against power surges, blackouts and lightning strikes.

## **II. ACCESSIBILITY**

1. The Joplin Public Library adheres to the Americans with Disabilities Act of 1990 that ensures equal access to employment opportunities and access to all Library facilities, services, activities, and programs. The Library has completed a self-evaluation study and a compliance plan. Every attempt is made to accommodate the needs of persons with disabilities, and the Library welcomes input from persons with disabilities about ways the Library can more completely serve them. Questions about ADA compliance and complaints or suggestions about accessibility of Library facilities or programs should be addressed to the Library Director.
2. The Library provides forms for contacting the Wolfner Library, the Missouri State Library for the Blind and Handicapped. The Wolfner Library's collections are extensive and its service excellent; this federally funded service is free to all handicapped Missouri residents.
3. The Library also provides information about Newslane, a computerized reading service provided via telephone in some metropolitan areas of the State of Missouri, and about Audio Reader Network, a Kansas program that is made available to Missouri residents within the broadcasting reach of KRPS public radio. The Audio Reader reads local newspapers, including the Joplin Globe, on a broadcast frequency accessible to those with special receivers provided free to those

who request the service. Newslane is accessible by dialing a toll-free number to those Missouri residents who live within the areas covered by this electronic service.

### **III. LITERACY**

The Joplin Public Library supports area agencies and organizations that provide literacy training and adult basic education, including continuing education, life state/role training, career choice/planning, ESL and other adult education programs. The Library may assist in identifying resources useful in developing or implementing literacy activities and will cooperate with other agencies on a state or local level that are concerned with literacy and basic skills activities. The Library will not compete with other agencies for the limited funding directed specifically toward literacy programs.

### **IV. FIREARMS AND OTHER WEAPONS IN THE BUILDING**

1. Firearms and other weapons are not allowed in the Library building.
2. No person who has been issued a concealed carry endorsement by the Missouri director of revenue under Section 571.094 RSMo or who has been issued a valid permit or endorsement to carry concealed firearms issued by another state or political subdivision of another state, shall, by authority of that endorsement or permit, be allowed to carry a concealed firearm or to openly carry a firearm in the Library building.
3. Copies of this policy or signs shall be posted at each entrance of the Library building stating that carrying of firearms is prohibited.
4. Any person violating this section may be denied entrance to the building or ordered to leave the building. Any Library employee violating this section may be disciplined. No other penalty shall be imposed for a violation of this section.

### **V. VIOLENCE IN THE WORKPLACE**

Threats, intimidation, harassment, assaults or acts of violence in the Library are inappropriate and unacceptable and will not be tolerated. Compliance with this policy is mandatory.

### **VI. RECORDS RETENTION**

The Library will maintain records as per the General Records Retention Schedule and the Public Library Records Retention Schedule published by the State of Missouri (Section 109 RSMo).

## **APPENDIX A: SAFETY & EMERGENCY PROCEDURES & POLICIES**

### **I. GENERAL EVACUATION PROCEDURES**

1. Upon notification of a fire or bomb threat and the necessity to evacuate the building, these are the procedures for all Library departments:
2. Establish an in-office procedure for securing cash or other items that should be secured in the absence of staff.
3. Take personal belongings, if readily available. Do not delay to find them or go back to get them.
4. Direct patrons to nearest exit or an alternative exit as specified by department personnel.
5. Elderly and disabled patrons should be escorted to the nearest exit or directed to an alternative exit.
6. Walk quickly – do not run – to the nearest exit or directed alternative exit.
7. All personnel and patrons will report to a designated area away from the building. In order to keep the west parking lot clear for emergency vehicles, this assembly area is the east lawn.

### **II. TORNADO PROCEDURES**

1. There is a weather alert radio in the Circulation Department and the Administrative Assistant's office. It is set to sound an alert if the Weather Service issues a storm watch. The City of Joplin Emergency Preparedness office is supposed to call to alert the Library of dangerous storms, but the Library should not rely on this method of notification.
2. A "tornado watch" alert means that conditions are favorable for the development of tornado activity. A "tornado warning" means that a tornado has been sighted.
3. When a tornado watch is announced, staff will make all reasonable efforts to inform patrons in the building of the watch. No other measures will be taken in response to a tornado watch.
4. In the event of a tornado warning, Civil Defense alarms are sounded and the weather radio alert sounds. The staff will direct all patrons to the large meeting room. All circulation procedures will cease during a tornado warning. No one will be allowed to remain in any other part of the building during a tornado warning. After ensuring that all patrons are in the meeting room, all Library employees must also stay in the meeting room except for those designated by the Library Director to remain in contact with emergency service authorities.
5. Department Heads will be responsible for making sure all personnel are accounted for.
6. If time does not permit movement to the large meeting room, employees and patrons are to get under desks or tables or get against permanent walls and protect head and chest until wind subsides.
7. Patrons who wish to leave the building during a tornado warning may do so. The Library has no authority to prevent patrons from leaving the building although staff members should warn these patrons of the advisability of remaining in a safe area. If the Library's closing time occurs during a tornado warning, patrons are welcome to remain until the all-clear is sounded. Staff may elect to leave if they wish, except for the senior staff member on duty, who is required to remain until all patrons have left or the all-clear sounds.
8. Normal Library operations will resume when the all-clear is sounded. There is no sounding of sirens for the all-clear. The Library will be notified when storms have passed and it is safe to resume regular operations.

For purposes of this policy, staff chain of command will be as follows: 1) Director, 2) Department Heads by seniority, 3) Assistant Circulation Supervisor, 4) Senior Assistants by seniority, 5) All other employees by seniority.

### **III. BOMB THREATS**

#### **A. Introduction and Purpose**

The Joplin Public Library is considered at risk to bomb threats but is judged to be at no greater risk than other jurisdictions with a similar purpose or demographics. Since this risk factor cannot be fully mitigated, plans must be developed to deal with the risk and people must be trained to respond to any such risk. This procedure is designed to establish responsibilities and expectations relative to the handling of bomb threats against Joplin Public Library employees, patrons, visitors and facilities.

#### **B. Responsibility**

1. It will be the responsibility of each Department Head to ensure employees are properly trained in bomb threat procedures. The City of Joplin Emergency Management Director will provide information and assistance to Library Department Heads if such assistance is requested.
2. A new employee of the Library will receive an orientation of the bomb threat procedures from his or her Department Head within the first week of employment. The orientation will address the following areas as a minimum:
  - a. Filling out the bomb threat check list card.
  - b. Who to contact after receipt of a bomb threat call.
  - c. Search procedures.
  - d. Evacuation procedures.

#### **C. Bomb Threats**

1. The possibility of two types of bombing scenarios exists – terrorist bombing and bomb threat.
  - a. Terrorist Bombing. Typically, no warning or advance notification is given. The bomber places an explosive or incendiary device and it explodes, creating havoc and mayhem to everything in the area. In an effort to help safeguard against such actions, employees should report any suspicious situation or circumstance, no matter how insignificant it may seem, to the immediate supervisor. Management personnel must respond to these notifications by at least checking them out and, if circumstances warrant, contacting law enforcement personnel. Library personnel should not take any action except notification.
  - b. Bomb Threat. There are only two reasonable explanations for bomb threats.
    - (1) The caller has definite knowledge that an explosive device has been placed and wants to minimize personal injury or property damage. The caller may be the person who placed the device or someone who has become aware of such information.
    - (2) The caller wants to create an atmosphere of anxiety and panic which will, in turn, possibly result in a disruption of normal activities for the facility where the device has purportedly been placed. The caller may have a political, economic or social agenda. An important consolation regarding bomb threats is that the vast majority are hoaxes. However, it is impossible to know immediately whether a bomb threat is real.
2. If a written threat is received:
  - a. Save all materials.
  - b. Protect evidence.
  - c. Notify supervisor and immediately contact the Emergency Communications Center at 9-1-1.
3. If a threat is received by telephone:
  - a. Do not panic. The goal of the caller is to create panic.
  - b. Utilize the Bomb Threat Card placed near your phone. Information obtained by the call recipient helps determine the validity of a threat. In most hoax calls, the caller is vague



and general in his or her answers. Conversely, if the caller is specific and detailed in his or her answers, the chances are greater that the threat is real.

- c. Listen carefully. Note if possible the exact words spoken, sex of the caller, approximate age, speech (slang, accent, impediment) behavior (calm, nervous, scared) background noises, etc.
- d. At the conclusion of the call, the recipient should immediately call 9-1-1 and report the threat.
- e. The Communications Center will notify the Police and Fire Departments of the threat.
- f. If warranted, the Library should be evacuated immediately according to the evacuation procedure outlined in this policy.

4. Threat Evaluation.

- a. It is the responsibility of the Joplin Fire/Police Department to determine the degree of validity of the threat based on information received from the caller.
- b. It is also the responsibility of the Joplin Fire/Police Department to determine the method of response, either Overt (Total Response) or Covert (Controlled Response).

5. Covert Response. If the caller states that the bomb is not set to detonate for a while and gives only non-descriptive information, a search of the facility may be initiated prior to the issuance of an evacuation order. Search procedures will be as follows:

- a. Locate and remove personal items; by removing personal items employees limit the number of suspect items.
- b. Pair up for search. Searchers should listen carefully for any unusual noises, such as ticking or humming.
- c. Select height level for search – first level floor to desk top, second level desk top to ceiling. Searchers should never disturb or look above ceiling tiles.
- d. Do not close doors or windows or disturb anything.
- e. Note suspect devices – anything that does not belong, such as a briefcase, lunch box, backpack, sewing box, thermos, camera case, etc.
- f. If a suspect device is found, do not touch it. It is imperative that searchers understand their purpose is only to search for and report suspicious objects. The removal/dismanting of an explosive device must be the responsibility of professionals in explosive ordnance disposal.

6. Overt Response. If a descriptive bomb threat is received and/or if there is little or no time available to search, the Joplin Fire Department may issue an evacuation order.

## **IV. FIRE ALARM PROCEDURES**

Fire alarms must be treated with the utmost seriousness. All Library staff are responsible for knowing departmental and individual responsibilities in case of a fire alarm.

### **A. Assigned Responsibilities**

1. The Circulation Department is responsible for checking the box beside the inside book drop and across from the ladies rest room.
2. Technical Services is responsible for checking the alarm by the back door and the alarm in the large meeting room.
3. The Post Library is responsible for checking the alarm at the Post Library entrance.
4. Reference is responsible for checking the alarm by the south fire exit.
5. The Children's Department is responsible for checking the alarm across from the Children's desk.
6. The Administrative staff is responsible for checking the penthouse and remaining in the maintenance area until the alarm is silenced.
7. If an alarm sounds on a weekend or evening or at any time when either Technical Services or the Post Library is unstaffed, the Circulation Department is responsible for checking all alarms at the north end of the building and Reference is responsible for checking all alarms at the south end of the building.
8. If the building must be evacuated, staff members must make sure that all patrons leave the building. All departments are responsible for clearing their own areas, and Circulation staff will assist Reference in clearing the stacks. Patrons in the stack area and Computer Lab should leave by the south fire door.
9. One staff member must remain at the Circulation desk by the phone until all patrons are out of the building.
10. Keys for the alarms should be visibly marked and easily accessible. Every staff member must know where the keys are located. The Children's Department alarm box does not have a key. Children's staff must follow the instructions on the pull box located across from the Children's desk.
11. The alarm must not be silenced until the Circulation Department is notified that:
  - a. An alarm box was pulled in error.
  - b. It is evident that there is no fire.
12. Upon notification from the Circulation Desk, the Library Director will silence the alarm. In the Director's absence, a Department Head will silence the alarm. If no Department Heads are on duty, the Circulation staff will silence the alarm.

### **B. Procedures Checklist in the Case of a Fire Alarm**

1. Determine if there is a fire.
2. If the panel in the west vestibule says there is a fire in the penthouse, it may be smoke, perhaps from outside, in the air handlers. The Fire Department can check this out. Meanwhile, patrons and staff must be evacuated.
3. The alarm must remain on until the building is cleared.
4. Staff members must check each pull station to see if one has been pulled. If a station has been pulled in error, the staff member will reset the station as follows:
  - a. Insert and turn key and open door. (Children's Department follow instructions on pull box.)
  - b. Close door and relock.
5. If the alarm goes off again, another pull station is still pulled.

6. To silence the fire alarm panel/control (located in the supply room, across from the penthouse door):
  - a. Open panel
  - b. Push ACK
  - c. Push SILENCE
  - d. Check where alarm is on panel
  - e. Push RESET
  - f. Close panel
7. Once it has been determined that there is no fire and that all is safe, call the fire department to cancel the alarm. It is probable that the fire department will already be on the scene.

## **V. COMPUTER VIRUS PROCEDURES**

First, as a warning: Never open an attachment you receive via e-mail that you are not specifically expecting. If you receive an attachment from a trusted source, it still might be a virus sent unbeknownst to your correspondent via his or her address book. If you receive an unexpected attachment from a trusted source, either delete the attachment without opening it or contact the sender to verify that the individual has intentionally sent an attachment and can assure you that it is a valid file.

If a computer virus is detected on a computer (or activity that causes you to suspect one occurs), follow the following steps and always immediately document what happened, including any error messages. Immediately call or e-mail the Lab Manager.

Be as specific as possible. If error messages come up, write them down. If random messages are displayed, write them down. Note any apparent sequences of events.

Write down how you became aware of the problem (i.e., when booting, after loading a particular application, while reading e-mail, etc.)

If any removable media are in use, isolate them for inspection. Do not use them until cleared.

Power off the workstation by hitting the OFF button. Do not attempt a normal shut-down procedure.

Do not log onto the network until the problem is corrected. Viruses can spread through a network very quickly and cause many more problems.

Notify the Lab Manager as soon as possible. If not available, e-mail the Lab Manager and leave the computer off until it has been cleared for action.

## APPENDIX B: COMMENT ON LIBRARY MATERIALS

Title \_\_\_\_\_ Author \_\_\_\_\_

Book   Periodical   Videotape/DVD   Audiobook   Other \_\_\_\_\_

Publisher \_\_\_\_\_ Copyright Date \_\_\_\_\_

Call Number \_\_\_\_\_

Comment initiated by \_\_\_\_\_ Library Card Number \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Telephone \_\_\_\_\_

Do you represent:

\_\_\_\_\_ Yourself

\_\_\_\_\_ An Organization (name) \_\_\_\_\_

\_\_\_\_\_ Another group (name) \_\_\_\_\_

To what in the work do you object? Please be specific. Cite page numbers of book or scene, etc., of film or audio.

\_\_\_\_\_  
\_\_\_\_\_

What were the circumstances under which this work came to your attention? \_\_\_\_\_

\_\_\_\_\_

Did you read/view/listen to the entire work? If not, what part(s) did you read/view/listen to?

\_\_\_\_\_

What do you believe is the theme of this work? \_\_\_\_\_

\_\_\_\_\_

Have you read or are you aware of judgments of this work by literary critics and/or professional reviewers?

\_\_\_\_\_

For what age group would you recommend this work? \_\_\_\_\_

Do you feel there are library patrons who would not object to this work?

\_\_\_\_\_

Have you read the selection policy of the Joplin Public Library? \_\_\_\_\_

Of which part of the selection policy do you feel this work is in violation?

\_\_\_\_\_

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## APPENDIX C: APPLICATION FOR MEETING ROOM

The Library meeting rooms are available for booking by organizations/groups in the Joplin Public Library service area. Meeting rooms are available at those times the Library is open for service. Meeting rooms are available free of charge to individuals or non-profit organizations. Meeting rooms are available for a fee to commercial entities. Rooms are not available for money raising or commercial purposes of selling or promoting items or services. For further details, please see the Meeting Room Policy.

This application form must be filled out and signed prior to time of meeting.

Name of Organization/Group/Business _____	
Address _____	Phone _____
E-Mail _____	Web Site _____
Contact Person _____	Phone for Contact _____

\_\_\_ Non-Profit Organization/Group \_\_\_ Commercial Organization \_\_\_ Individual

Reservation for \_\_\_ Large Meeting Room \_\_\_ Small Meeting Room

Date or Dates of Meetings \_\_\_\_\_

Meeting Start Time \_\_\_\_\_ Meeting End Time \_\_\_\_\_

Nature of Meeting \_\_\_\_\_

Set-up Required (see Page 2 for illustrations)

\_\_\_ Theater Style \_\_\_ Open Box \_\_\_ Double Row Tables \_\_\_ Open U

\_\_\_ Tables in Rows \_\_\_ Tables with Center Aisle

Probable Attendance: \_\_\_\_\_

Equipment Needed:

\_\_\_ Overhead Projector \_\_\_ Bulletin/White Board \_\_\_ 19" TV w/VCR

\_\_\_ Large Screen TV w/VCR (Large Meeting Room only) \_\_\_ DVD Player

Food and/or beverages will be served during the meeting \_\_\_ Yes \_\_\_ No

I am applying for the use of the meeting room for the organization, group, business, or individual identified above. I have noted the provisions for the use of the meeting room and agree to comply with Library policies regarding meeting room use.

Signature of applicant \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

Date and time of application \_\_\_\_\_

### Library Use Only

Application taken by \_\_\_\_\_ Date \_\_\_\_\_ Approved by \_\_\_\_\_ Date \_\_\_\_\_

Commercial Fee \_\_\_\_\_ Date pd \_\_\_\_\_ Check # \_\_\_\_\_ Taken by \_\_\_\_\_

Non-profit deposit of \$25.00 Date pd \_\_\_\_\_ Cash \_\_\_\_\_ Taken by \_\_\_\_\_

x:\everyone\masters for forms\application for meeting room.doc

## **COMMERCIAL/FOR-PROFIT/RESTRICTED ROOM RATES:**

**Any room except the community rooms** (i.e. study or meeting rooms)

1/2 day - \$50

whole day - \$100

### **Community Room**

**1/2 room** -- \$150 - up to 4 hours; \$300- 4-8 hours (whole day)

**Whole room** - \$300 - up to 4 hours; \$600- 4-8 hours (whole day)

**After hours events – Must be approved by Director**

\$600, plus \$50/hr for two employees

## **APPENDIX D: CIRCULATION LIMITS**

### **A. Circulation Periods**

1. Books and audiobooks in general collection: 21 days
2. New fiction, back issues of periodicals, videotapes, compact discs, DVDs, computer software, vertical file materials, and test books: 7 days
3. ILL materials: determined by lending library
4. City directories and criss-cross directories for in-house use: 4 hours
5. Special or seasonal collections and other specialized materials: determined by the Library Director or his/her designee.

### **B. Limits on Circulation**

1. Only two adult items, five children's items, or one adult and four children's items may be checked out on a patron's initial use of a new card.
2. No items may be checked out by a patron who has not provided acceptable proof of address and who will have a postcard mailed to his or her address.
3. The following limitations apply to all subsequent card use:
  - a. Periodicals and vertical file materials: 4 per card
  - b. Books: 3 per subject per card. The DDC number to two decimal places is used to determine subject. Exceptions are biographies (limit of 3 per biographical subject) and the juvenile fairytale collection (JFT & EFT), on which there is no limit at all.
  - c. Videocassette tapes: 4 per card
  - d. Audio format books on CD or tape (Adult Department): 4 per card
  - e. Audio format books on CD or tape (Children's Department): 4 per card
  - f. Playaway format books: 3 per card
  - g. Compact discs: 4 per card
  - h. CD-ROM software: 3 per card
  - i. DVDs: 4 per card
  - j. Test books: 2 per card
  - k. Encyclopedias: 2 per card
  - l. Special or seasonal collections or display items: Number will vary depending on collection.
  - m. Items not listed above are not limited.
  - n. College card holder: 20 items maximum
  - o. Temporary or visitor card holder: 2 items maximum
  - p. All other types of card holders: 50 items maximum

## **APPENDIX E: OVERDUE CHARGES AND FINES**

### **A. Overdue Charges**

1. Overdue notices will be sent by mail (or phone, e-mail or SMS for first notices) according to the following schedule:
2. First notice is generated fourteen days after the due date, except for videos and DVDs, for which the first notice is sent on the sixth day after the due date.
3. Second notice two weeks after the first notice.
4. Notice of intent to submit for collection one week after the second notice.
5. Notice of unresolved charges (billing notice) is sent fifty-one days after the due date. When this notice is sent, the status of the item is changed to "Lost."
6. Patrons who do not resolve overdue materials within ten days of sending a notice of intent to submit for collection will be turned over to the collection agency.

### **B. Fine Schedule**

1. The fine schedule is as follows:
  - a. A fine of 25¢ per day is assessed on all overdue adult/teen items.
  - b. A fine of 10¢ per day is assessed on all overdue children's items.
  - c. A fine of \$1 per day is assessed on overdue interlibrary loan items.
2. Overdue items returned in the book drop after hours but before 7:00 a.m. will be assessed a fine based on the last operating day.
3. The maximum fine charged is \$10 per item for books, videos, and tapes and \$5 maximum per item for magazines. An exception is ILL, which has a maximum fine imposed by the lending library. These maximums apply to items returned before records are submitted to the collection agency.
4. A charge of \$10 is assessed on all accounts submitted for collection.



## APPENDIX F: LOST CHARGES

### ITEMS IN PRINT

<b>Item</b>	<b>Replacement Cost</b>	<b>Processing Fee</b>
Book	List Price	\$7.50
Bound paperback book	List price + \$5 bindery fee	\$7.50
Periodical	Cover price (minimum \$2.50)	\$2.50
Videotape/DVD	List Price	\$7.50
Video case (single)	\$1.00	
Video case (double)	\$5.00	
Video case & insert jacket (single)	\$8.00	
Video case & insert jacket (double)	\$10.00	
Audiotape/Playaway (entire item)	List Price	\$15.00
Single audiocassette from set	\$10.00	
Hang-up bag	\$2.50	
Cassette case	\$7.00	
Compact disc	\$20.00 per disc	\$7.50
Compact disc/DVD case (single)	\$3.00	
Compact disc/DVD case (double)	\$6.00	
Compact disc case (triple or more)	\$9.00	
Compact disc recorded book	List Price	\$15.00
Compact disc recorded book disc	\$10.00 per disc	
Compact disc/DVD booklet insert	\$10.00	
Multimedia kit (CD software, etc.)	List price	\$7.50

### ITEMS OUT OF PRINT OR NOT AVAILABLE

<b>Item</b>	<b>Replacement Cost</b>	<b>Processing Fee</b>
Nonfiction book	\$30.95	\$7.50
Fiction book	\$25.95	\$7.50
Children's fiction/nonfiction book	\$16.95	\$7.50
Paperback book	\$10.00 + \$5.00 bindery cost	\$7.50
Videotape or DVD	\$25.00	\$7.50
Audiotape (abridged or 2-cassette set)	\$20.00	\$7.50
Audiotape (abridged in more than 2 cassettes)	\$25.00	\$7.50
Audiotape (unabridged)	\$10.00 per cassette	\$15.00
Compact disc	\$20.00 per disc	\$7.50
Compact disc recorded book	\$20.00 per disc	\$15.00
Multimedia kit (CD software, etc.)	\$39.95	\$7.50
Items for which the original list price exceeds the minimum listed above	Original list price	\$7.50

## APPENDIX G: INTELLECTUAL FREEDOM POLICIES

### I. FREEDOM TO READ

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label “controversial” views, to distribute lists of “objectionable” books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to avoid the subversion of politics and the corruption of morals. We, as citizens devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary citizen, by exercising critical judgment, will accept the good and reject the bad. The censors, public and private, assume that they should determine what is good and what is bad for their fellow citizens.

We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they need the help of censors to assist them in this task. We do not believe they are prepared to sacrifice their heritage of a free press in order to be “protected” against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings. The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular with the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept with any expression the prejudgment of a label characterizing it or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and

All policies reviewed and approved by the Joplin Public Board of Trustees on 14 November 2011. Changes, additions, deletions, etc. to individual sections will be dated individually as amended.

usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

*Adopted June 25, 1953; revised January 28, 1972, January 16, 1991, July 12, 2000, by the ALA Council and the AAP Freedom to Read Committee*

## **II. FREEDOM TO VIEW**

The freedom to view, along with the freedom to speak, to hear, and to read, is protected by the First Amendment of the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audio-visual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audio-visual materials.
3. To provide film, video, and other audio-visual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audio-visual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

*Endorsed by the ALA Council January 10, 1990*

### III. STATEMENT ON LABELING

Labeling is the practice of describing or designating materials by affixing a prejudicial label and/or segregating them by a prejudicial system. The American Library Association opposes these means of predisposing people's attitudes toward library materials for the following reasons:

1. Labeling is an attempt to prejudice attitudes and as such, it is a censor's tool.
2. Some find it easy and even proper, according to their ethics, to establish criteria for judging publications as objectionable. However, injustice and ignorance rather than justice and enlightenment result from such practices, and the American Library Association opposes the establishment of such criteria.
3. Libraries do not advocate the ideas found in their collections. The presence of books and other resources in a library does not indicate endorsement of their contents by the library.

A variety of private organizations promulgate rating systems and/or review materials as a means of advising either their members or the general public concerning their opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, or other materials. For the library to adopt or enforce any of these private systems, to attach such ratings to Library materials, to include them in bibliographic records, library catalogs, or other finding aids, or otherwise to endorse them would violate the Library Bill of Rights.

While some attempts have been made to adopt these systems into law, the constitutionality of such measures is extremely questionable. If such legislation is passed which applies within a library's jurisdiction, the library should seek competent legal advice concerning its applicability to library operations.

Publishers, industry groups, and distributors sometimes add ratings to materials or include them as part of their packaging. Librarians should not endorse such practices. However, removing or obliterating such ratings – if placed there by or with permission of the copyright holder – could constitute expurgation, which is also unacceptable.

The American Library Association opposes efforts which aim at closing any path to knowledge. This statement, however, does not exclude the adoption of organizational schemes designed as directional aids or to facilitate access to materials.

*Adopted July 13, 1951. Amended June 25, 1971; July 1, 1981; June 26, 1990, by the ALA Council*

## **APPENDIX H: PROCEDURES AND REQUIREMENTS FOR NEWLY HIRED AND EXITING EMPLOYEES AND EMPLOYEES WITH CHANGES OF STATUS**

All openings will be posted within the Library via e-mail to all employees. Openings may also be posted or advertised in a variety of places, including on the Library's web site, in the newspaper, at employment agencies, and at the placement centers of local schools and colleges. All newspaper classified ads will be placed by the Library Administrative Assistant.

The library complies with all requirements for hiring.

The following procedures outline the requirements that must be met by all new hires and by all those separating from Library employment.

### **I. New Hires**

#### **A. Documents**

1. JPL application
2. Letter offering employment
3. Letter of acceptance for employment
4. Immigration and Naturalization Service form
5. Federal W-4 form
6. Missouri W-4 form
7. Documents that establish identity and/or employment eligibility. Employee must provide one (1) of the documents in a. or one (1) from each b. and c.
  - a. The following documents establish both identity and employment eligibility: U.S. Passport unexpired or expired; Certificate of U.S. Citizenship; Certificate of Naturalization; unexpired foreign passport with I-551 stamp; Alien Registration Receipt Card; Unexpired Temporary Resident Card; Unexpired Employment Authorization Card; Unexpired Reentry Permit; Unexpired Refugee Travel Document; Unexpired Employment Authorization Document issued by the INS which contains a photograph.
  - b. The following documents establish identity: Driver's license or ID card issued by a state of outlying possession of the United States provided it contains a photograph and information such as name, date of birth, sex, height, eye color, and address; ID card issued by federal, state, or local government agencies provided it contains a photograph and information such as name, date of birth, sex, height, eye color, and address; School ID card with a photograph; Voter's registration card; U. S. Military card or draft record; Military dependent's ID card; U.S. Coast Guard Merchant Mariner Card; Native American tribal document; Driver's license issued by a Canadian government authority; (or for persons under age 18 who are unable to present one of the above documents) School record or report card; Clinic, doctor, or hospital record; Day-care or nursery school record.
  - c. The following documents establish employment eligibility: U.S. social security card issued by the Social Security Administration; Certification of Birth Abroad issued by the Department of State; Original or certified copy of a birth certificate issued by a state, county, municipal authority or outlying possession of the United States bearing an official seal; Native American tribal document; U.S. Citizen ID Card; ID Card for use of Resident Citizen in the United States; Unexpired employment authorization document issued by the INS, other than those listed under a.
8. Direct Deposit form (optional but recommended)
9. Emergency notification information

10. Photograph for personnel record.
11. Records of employment status change from supervisors

## **B. Initial Training**

All new employees, regardless of department, will receive training in the same basic procedures and policies. This training is conducted by the Department Head or the new employee's immediate supervisor and is not delegated to any other staff member. This basic training must be completed before the new employee is allowed to work without supervision. Basic training includes:

1. Telephone system information
  - a. Telephone etiquette, proper method of answering Library phone
  - b. Telephone extensions
  - c. Transfers and holds
  - d. Personal calls
2. Filling out time sheets and leave requests
3. Vacation and sick leave policies, including sick leave buy back
4. Confidentiality policies
5. Security and emergency procedures
  - a. Keys to the building
  - b. General staff and patron safety and security
  - c. Handling money
  - d. Fire alarms
  - e. Tornado warnings
  - f. Bomb threats
  - g. Inclement weather
6. Shift switching
7. Incident reports
8. Patron behavior
  - a. Abandoned, unattended, or disruptive children
  - b. Abuse or neglect of children or disabled adults
  - c. Library rules for patrons
9. Staff account purchases
10. All Administrative Rules in Section Two, XI.

## **II. EXITING EMPLOYEES**

### **A. Documents and Library-issued Items**

1. Letter of resignation which specifies last date to be worked. Letter must be submitted two weeks prior to resignation date. Professional librarians must submit resignation letter four weeks prior to resignation date. (Submit to supervisor; supervisor will submit to Library Administrative Assistant within one business day.)
2. Policy manual in binder. (Submit to Library Administrative Assistant)
3. Forwarding address. (Submit to Library Administrative Assistant)
4. Written directions on whether last check is to be mailed or picked up at the Library and directions regarding Direct Deposit. (Submit to Library Administrative Assistant)
5. Parking sticker. (Submit to Library Administrative Assistant)



6. Badge. (Submit to Library Administrative Assistant)
7. Keys. (Submit to Library Administrative Assistant)
8. Lanyard/wrist coil. (Submit to Library Administrative Assistant)
9. Library-logo polo shirts (generally, Pages only). (Submit to Library Administrative Assistant)

#### **B. Other Requirements**

1. Pay all Library fines prior to last day worked.
2. Return all Library materials prior to last day worked.
3. Pay for any materials ordered on staff account. Exiting employees may not order materials on the staff account after resignation is submitted.
4. Exit interview with Library Director or Department Head if requested by employee, Library Director, or Department Head.

### **III. CHANGES OF STATUS DURING EMPLOYMENT**

#### **A. Name and/or Address Change**

1. Employee must submit a Request Form for Name/Address Change to the Library Administrative Assistant. This form is available in the Administrative Office. The Library will submit a copy of the form to the City Human Resources Department.
2. Employees enrolled in the City of Joplin health plan or ICMA deferred compensation plan should be aware that the City does not consistently submit changes of address to either the health plan benefits manager or ICMA; the employee is advised to notify these entities of any change of address. Employees who have savings bond plans should notify the City's payroll clerk to send any address change to the Federal Reserve Bank issuing the bonds.

#### **B. Other Changes of Status**

1. Tax withholding changes must be submitted to the Library Administrative Assistant, who will submit the change to the City. The appropriate forms for both Missouri and federal tax withholding are available in the Administrative Office.
2. The employee must notify the Library Administrative Assistant of any change of emergency notification.

## **APPENDIX I: STAFF ASSOCIATION**

There is an informal association of Library staff members that plans social functions and manages the employee fund. The membership of the Staff Association Committee is made up of line staff from the Reference, Technical Services, Administration, Children's, Computer Lab, and Circulation Departments. These guidelines are intended to serve as general information for all unofficial social events and for Library events in which the Staff Association has a participatory role.

### **I. STAFF ASSOCIATION SPONSORSHIP**

#### **A. Social events**

1. Departing Employees
  - a. Card for someone employed one year or less
  - b. Refreshments for someone employed more than one year
  - c. Monday through Thursday preferred for maximum staff participation
  - d. Financed by Employee Fund
2. Retirements
  - a. Open – case-by-case decision
  - b. Financed by Employee Fund
3. Wedding or Baby Gifts
  - a. Gift certificate
  - b. Refreshments or contribution to planned event open to staff
  - c. Monday through Thursday preferred for maximum staff participation
  - d. Financed by Employee Fund
4. Longevity Recognition
  - a. Cards for staff members on each year anniversary
  - b. Refreshments for employee completing service of five years, ten years, fifteen years, etc.
  - c. Monday through Thursday preferred for maximum staff participation
  - d. Financed by Employee Fund
5. Staff Potluck Luncheons
  - a. Staff potluck luncheons are unofficial Library gatherings to which former employees and other guests are frequently invited on a case by case basis.
  - b. Library employees attend the luncheon during their regularly scheduled lunch hour or breaks or off duty time. The Staff Association schedules the date for the luncheon and notifies the staff. They are also responsible for issuing informal telephone calls or e-mail invitations to other guests.
  - c. The Staff Association is responsible for providing paper goods for this event, and may choose to provide some food or drinks.
6. Birthday Month
  - a. On a designated day in every month, we will celebrate birthdays for each month. Staff members may opt out of their birthdays being celebrated if they wish.
  - b. Refreshments and paper goods will be provided and financed by the Staff Association.
7. Seasonal Decorating
  - a. A decorating event is held at the beginning of December during regular Library hours. The date is determined by the Staff Association. Staff members may volunteer to participate in this event during his/her normal work schedule with his/her supervisor's permission. The Library pays for the decorations and allows work time to be used for decorating. The Employee Fund may provide drinks, refreshments, or paper goods for this event.

## **B. Flowers, Memorial Contributions, etc.**

1. Hospitalization of Library employees
  - a. Card and/or Gift
  - b. Financed by Employee Fund
2. Death of employee or member of employee's family
  - a. Donation of book to Library
  - b. Financed by Employee Fund

## **C. Other Uses**

The Staff Association Committee may determine other uses for the Employee Fund to benefit all staff.

## **D. Employee Fund**

The Employee Fund is a cash fund that is kept in the Library safe. The Fund is financed by contributions from staff members. The suggested contribution is \$.50 weekly. Employees may choose to contribute on a weekly, monthly, or annual basis. Contributions are deposited in locked banks kept in each department. The Staff Association Committee is responsible for maintaining records and for the disbursement of funds. The benefits of the Staff Association are available to all staff members.

# **II. EVENTS WITH NO STAFF ASSOCIATION FUNDING**

In addition to the Staff Training Day, which is an official Library workday, there are social events which are not held on Library time. These events may take place during the unpaid lunch hour or after hours. No Employee Funds are used to finance these events although the Staff Association may be involved in the planning of these events.

## **A. Official or Quasi-Official Library Events**

1. Staff Training Day  
The annual Staff Training Day, usually scheduled on Veterans Day, is an official Library event, a workday during which the Library is closed to the public. The Staff Association Committee is assigned the responsibility of organizing the noon meal and snacks. The Committee can draft as many additional employees as necessary to assist in planning these events. The Library pays for all food.

## **B. Personal Celebrations**

1. Employees are free to plan birthday parties, wedding or baby showers, farewell parties, or any other social events outside of work hours. These are private events and have no official or unofficial backing by either the Library or the Staff Association. The Library meeting room may be used for after-hours events for Library employees.

## APPENDIX J: VOLUNTEER SERVICE AGREEMENT

THIS AGREEMENT made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, by and between \_\_\_\_\_ hereinafter referred to as "Volunteer," and, the Joplin Public Library, Missouri, a Municipal Library, hereinafter referred to as the "Library."

WHEREAS, Volunteer desires to provide certain services, and obtain certain job experiences, as a result of service to the Library.

THEREFORE, in exchange for no consideration except for the opportunity to satisfactorily complete job assignments for personal achievement and betterment, the Volunteer and the Library agree as follows:

1. Volunteer hereby waives any rights he/she may have to compensation for the work performed and any other compensation or remuneration from Library such as insurance, vacation, deferred compensation, or overtime.
2. Volunteer acknowledges that the Volunteer does reap substantial benefit from non-paid status with the Library in that the Volunteer will be able to receive valuable on-the-job experience and in certain instances, class credit for tasks performed.
3. Volunteer acknowledges that the opportunity is sufficient consideration for all such Volunteer service provided to the Library and that the primary benefit of said Volunteer's service is to the Volunteer and not to the Library.
4. Volunteer shall comply with all lawful directions from his/her supervisor, and shall be required to follow all employment policies of the Library, and acknowledges that each party may terminate the relationship, without cause, at any time.

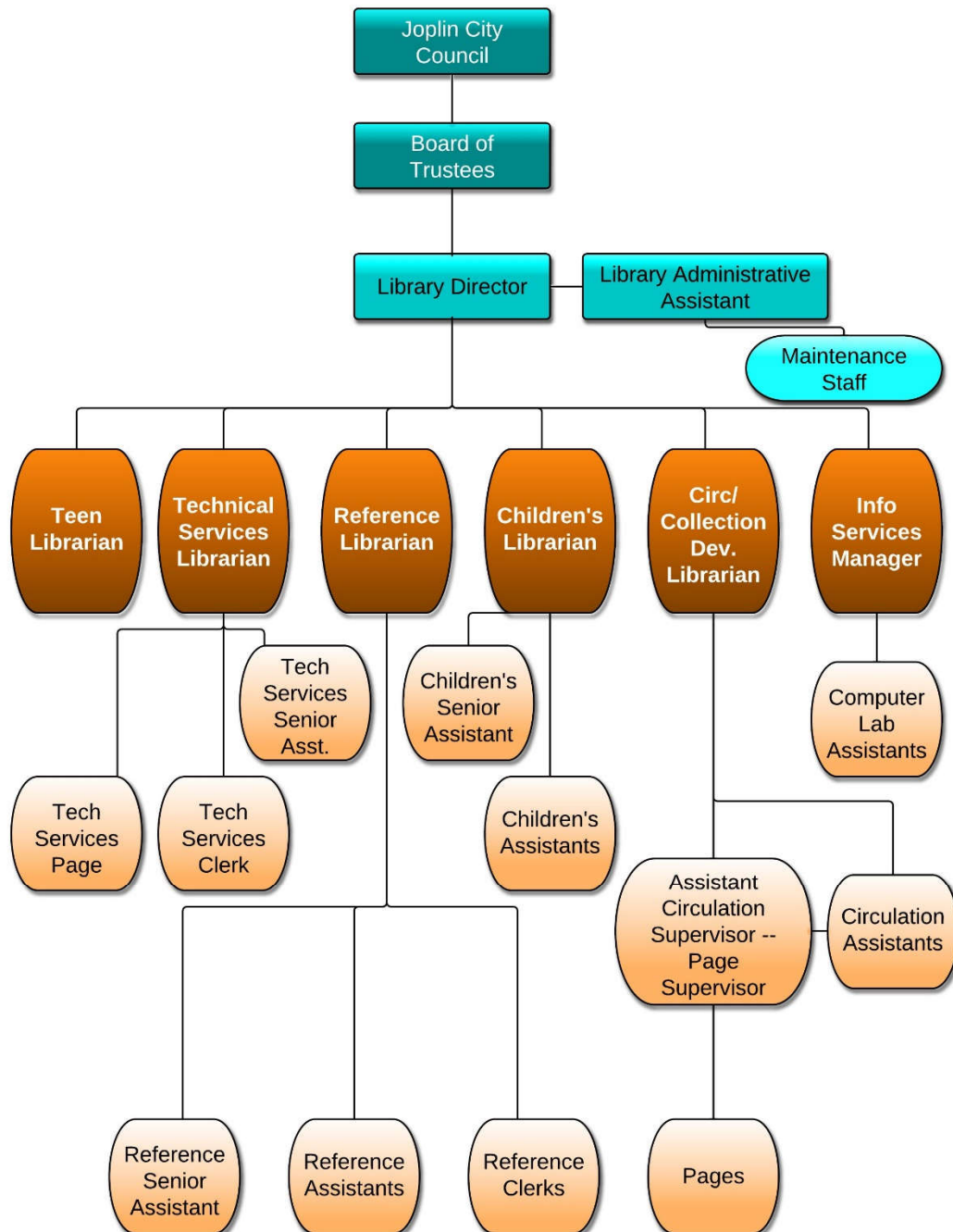
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VOLUNTEER

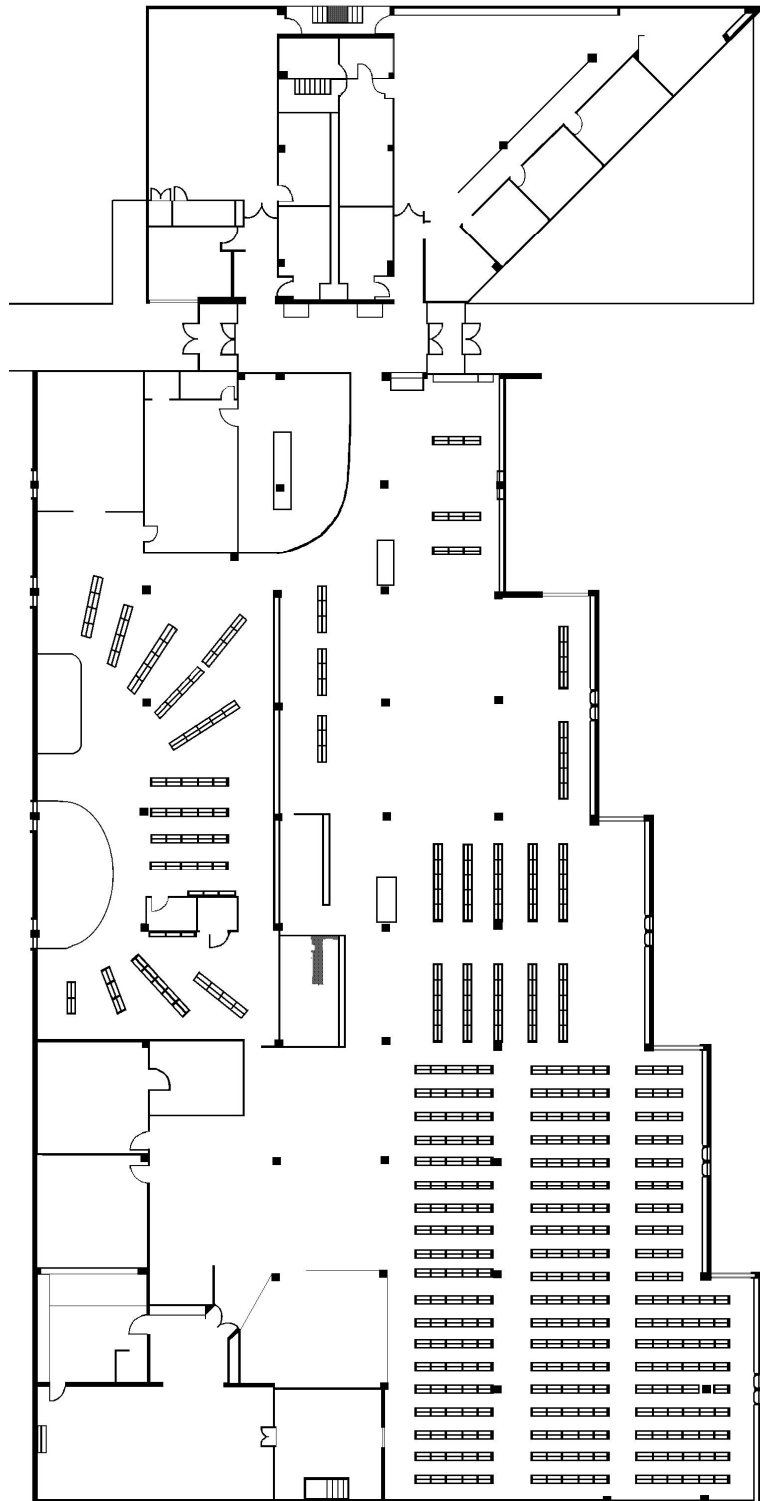
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JOPLIN PUBLIC LIBRARY

## APPENDIX K: LIBRARY ORGANIZATION CHART



## APPENDIX L: LIBRARY MAP



## **APPENDIX M: CITY OF JOPLIN ALCOHOL AND DRUG-FREE WORKPLACE POLICY**

(Section 8: Rules and Discipline, Policy 8.3)

In keeping with the requirements of the Federal Transit Authority, the Drug-Free Workplace Act of 1988 and the Omnibus Transportation Employee Testing Act of 1991 the City of Joplin prohibits the unlawful manufacture, distribution, dispensing, possession or use of alcohol and/or any illegal controlled substance by employees.

The City recognizes alcohol and drug use and abuse as a health, wellness, safety and security problem. Excessive alcohol consumption or use of illegal drugs impairs the employee's ability to function, changes the employee's behavior, and subjects the employee to serious health risks, including disease, addiction, and death. An employee with an alcohol and/or drug-related problem is encouraged to seek assistance through the City's Employee Assistance Program.

As a condition of employment, it is the expectation of the City that all employees abide by the terms of this policy. If an employee violates this policy, the City takes immediate disciplinary action, up to and including termination, and, in the case of illegal use or abuse, reports the employee to the appropriate officials for prosecution under the laws of the State and the United States of America, under which, penalties may include fines, imprisonment, or both.

Any employee is required to notify the Director of Human Resources within five days of any criminal alcohol or drug conviction. Employees required to use a motor vehicle operator's license to perform a job for the City must report any alcohol or drug related incident immediately to the immediate supervisor or the Director of Human Resources. Employees holding safety-sensitive and public safety jobs for the City must report any alcohol or drug related incident immediately to the immediate supervisor or the Director of Human Resources. Employees who operate commercial motor vehicles fall under the City's alcohol and drug testing program in accordance with MODOT and the Federal Motor Carrier Safety Regulations of the U.S. Department of Transportation.

This City's Alcohol and Drug-Free Workplace Program includes pre-employment testing, reasonable suspicion testing, random testing, post-accident and unsafe practice testing, return-to-work testing, and follow-up testing for use of alcohol or drugs by employees. Failure to test as required is considered a positive test and employee shall be subject to immediate termination.

### **POLICY**

It is the policy of the City of Joplin to provide safe, dependable, and economical services to its citizens, to provide safe working conditions for its employees, and to comply with the requirements of federal law and regulations related to the Drug Free Work Place Act of 1988 and the Omnibus Transportation Employee Testing Act of 1991, Federal Aviation Administration, Federal Railroad Administration, and Federal Motor Carrier Safety Administration, as well as the two other operating administrations that have drug and alcohol testing regulations, Research and Special Programs Administration and U.S. Coast Guard.

It is the policy of the City of Joplin to provide a healthy and satisfying working environment for its employees.

Under the authority of the City of Joplin, the City must ensure that its employees are not impaired in their ability to perform assigned duties in a safe, productive and healthy manner; to create a work place environment free from the

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adverse effects of alcohol and drug use or abuse; to prohibit the unlawful manufacture, distribution, dispensing, possession or use of alcohol and controlled substances; and to allow employees to seek professional assistance when personal problems, including alcohol and/or controlled substance dependency adversely affect their ability to perform assigned duties.

Abuse of this policy is to be reported to Human Resources, 602 S. Main, Joplin, MO 64804, 417-624-0820 x 211, 210 or 212.

## **PURPOSE**

The purpose of this policy is to assure worker fitness for duty through providing the opportunity for good health, wellness programs, and safe and secure environments and to protect employees and the public from the risks posed by the use or abuse of alcohol and controlled substances. Compliance with all applicable federal and state regulations governing work place alcohol and controlled substance abuse is imperative. These federal and state regulations mandate urine drug testing and breath alcohol testing for safety sensitive and public safety positions and prevent performance of safety-sensitive functions when there is reasonable suspicion or a positive test result. The federal law has established standards for collection and testing of urine and breath specimen, the reporting of certain drug-related offenses, protective measures for certain employees tested, and for the preservation of confidentiality. The standards apply to all tested employees as indicated below:

- employees hired, promoted or demoted on or after January 1, 1996
  - as a condition of accepting employment or a different position,
    - be required by the City of Joplin to comply with all sections of this policy
- employees hired before January 1, 1996
  - as a condition of being employed in a safety-sensitive or public safety position or a position requiring a Commercial Driver's License,
    - will NOT be subject to the random drug testing provision of this policy
    - all other aspects of this policy applies to employees hired before January 1, 1996
- employees hired before January 1, 1996
  - promoted or demoted to a new position after January 1, 1996,
  - will be subject to all of the policy provisions; including the random drug testing provision
- all contractors doing business with the City of Joplin shall be required
  - to comply with the provisions of the Drug Free Work Place Act of 1988 and the Omnibus Transportation Employee Testing Act of 1991, and its implementing regulations,
  - as a condition of the award and/or while engaged in services for the City.

Employees are required to seek help for alcohol and controlled substance problems. Employees who seek help voluntarily prior to discovery by City Administration of an alcohol or drug related problem may or may not face disciplinary action for admitting there is such a problem, or for seeking treatment for such a problem. Completion of a Continuing Employment Agreement is required.

## **Definitions**

Alcohol – Intoxicating agent in beverage - alcohol, ethyl alcohol or other low molecular weight alcohol including methyl and isopropyl alcohol.



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Alcohol Concentration (or content) – Alcohol in a volume of breath (shown as grams of alcohol/210 liters of breath) as indicated by an evidential breath test.

Alcohol Use – Consumption of any beverage, mixture or preparation, including medications containing alcohol.

Breath Alcohol Technician (B.A.T.) – An individual who instructs and assists individuals in the alcohol testing process and operates an evidential breath testing (E.B.T.) device.

Commercial vehicle - a motor vehicle designed or used to transport passengers or property requiring a specific operator's license.

Controlled Substances – In this regulation, the terms "drugs" and "controlled substances" are interchangeable and have the same meaning.

Delay - any failure by the employee to immediately report to the test site to participate in the required testing under this policy.

Driver – Any person who operates a Commercial Motor Vehicle (CMV), including:

- full time, regularly employed drivers
- casual, intermittent or occasional drivers
- leased drivers
- independent, owner-operator contractors who are either directly utilized by or under lease to others who operates a CMV at the direction of or with the consent of City of Joplin

Evidential Breath Testing (E.B.T.) Device – A device used for alcohol breath testing that has been approved by the National Highway Safety Administration.

Seven Panel Test – Test conducted for the presence of seven drugs: Cocaine, Amphetamine/Methamphetamine, Marijuana, Opiates, Phencyclidine, Propoxyphene and Methadone

Nine Panel Test – Test conducted for the presence of nine drugs: Cocaine, Benzodiazepine, Barbiturates, Amphetamine/Methamphetamine, Marijuana, Opiates, Phencyclidine, Propoxyphene, and Methadone

Medical Review Officer (MRO) – A licensed physician (medical doctor or doctor of osteopathy) responsible for receiving laboratory results generated by the City of Joplin's drug testing program. The MRO must have knowledge of substance abuse disorders and appropriate medical training to interpret and evaluate an individual's confirmed positive test, medical history and other relevant biomedical information.

Performing a safety-sensitive function – An employee is considered to be performing a safety sensitive function when he or she is actually performing, ready to perform or immediately available to perform any safety-sensitive function.

Positive Test – drug or alcohol tests are positive when the results of the test indicate the presence of alcohol or controlled substances at the limits specified by the test provider.

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**Public Safety positions** – Includes Police Officers, Police Corporals, Police Sergeants, Police Lieutenants and Police Chiefs, Police Reserve Officers, Police Volunteers/Explorers, Jail Administrator, Jail Supervisors, Detention Officers, Fire Fighters/EMTs, Fire Driver/Engineers, Fire Training Officers, Fire Chiefs, Transit Drivers I and II, Transit Driver Supervisor, MAPS Coordinator

**Safety-Sensitive positions** – Includes those working with children, youth, elderly and/or disabled adults, and any position with responsibilities that require providing services affecting the health, safety, and welfare of children, youth, elderly and/or disabled adults. For the City of Joplin, examples of safety-sensitive positions are police officers, warrant officers, school resource officers, school crossing guards, firefighters, fire driver/engineers, fire captains, training and education officers, fire chiefs, jail detention officers, jail cook, MAPS Van and Trolley transit drivers, parks workers, recreation workers, lifeguards, child-care workers, adult-care workers, WIC workers, health department workers, nurses and nursing related positions and the supervisors of all positions listed

**Screening Test (initial test)** – *In alcohol testing*: a procedure to determine if a prohibited concentration of alcohol in the employee's system.

- *In controlled substances testing*: a screen to eliminate "negative" urine specimens from further consideration.

**Substance Abuse** – Refers to patterns of use that result in health consequences or impairment in social, psychological and occupational functioning.

**Substance Abuse Professional (SAP)** – A licensed physician (medical doctor or doctor of osteopathy), or licensed or certified psychologist, social worker, employee assistance professional or certified addiction counselor with knowledge of and clinical experience in the diagnosis and treatment of alcohol and controlled substances-related disorders.

## **POLICY ADMINISTRATOR**

The City Manager of the City of Joplin has designated the Director of Human Resources as the controlled substance and alcohol policy administrator for the City. Any inquiries concerning this policy, its application, its administration, or its interpretation shall be made to the policy administrator. The policy administrator shall develop and maintain a current list of the positions that are governed by this policy. The list shall be available for inspection. Individuals who are applying for positions with the City of Joplin and affected employees shall be notified of the positions that are covered by this policy.

## **PROCEDURES**

### **ALCOHOL AND CONTROLLED SUBSTANCES PROHIBITIONS**

An employee is prohibited from the operation of a commercial motor vehicle and/or from engaging in any work related functions, for the following alcohol related conduct: (1) while consuming alcohol; (2) while having a blood alcohol concentration of 0.02 or greater; (3) within four (4) hours of consuming alcohol; (4) after refusing to submit to an alcohol test; and (5) from consuming alcohol within eight (8) hours after an accident as specified in this policy.

An employee

- is prohibited from the unauthorized possession of alcohol while on duty.
- is prohibited from the unauthorized possession or use of unauthorized controlled substances at any time, whether on or off duty.

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- convicted of illegal conduct related to controlled substances or alcohol or who fails to report such a conviction to the policy administrator shall be subject to immediate termination from employment with the City.
- whose job requires possessing a valid CDL and who relinquishes the CDL for a violation of or as a consequence of breaking the law shall be subject to disciplinary action up to and including termination from service
  - shall immediately notify the policy administrator and the employee's supervisor of the loss of the CDL.
  - failure to notify the policy administrator of the loss of the CDL shall result in disciplinary action up to and including immediate termination from service.

Any employee who is using a prescribed drug or authorized controlled substance or other substance of any kind, the side effects of which may inhibit or impair the employee's performance, shall provide written notice to the policy administrator of such use upon returning to work and prior to engaging in any work related activity, or earlier if possible. Failure to report shall be cause for disciplinary action up to and including termination from service.

### ALCOHOL AND CONTROLLED SUBSTANCE TESTING

Any employee ordered to test shall report immediately to the designated test site when notified. No delay of any type may be granted or taken. Delay in reporting by the employee shall be treated as a refusal to test and shall subject the employee to all of the consequences that flow related to positive testing. Failure to provide a sufficient sample or for providing a "dilute" sample shall be considered as a refusal to test and shall subject the employee to all of the consequences that relate to positive testing.

#### Consequences of a Positive Alcohol Test

A test is considered to be positive under any of the following situations:

A confirmation result of 0.02 or greater  
Refusal to complete and sign the breath alcohol testing form  
Refusal to provide breath  
Refusal to provide an adequate amount of breath  
Refusal to otherwise cooperate with the testing process

Employees testing positive for any of the above reasons shall be subject to disciplinary action.

#### Other Provisions

An employee testing 0.02 or higher shall be suspended from safety-sensitive functions for at least 24 hours following administration of the test.

Employees who are covered by this policy shall be subjected to controlled substances and alcohol testing as specified in the following:

#### Pre Employment Testing

Successful pre-employment drug screening shall be required of all new hires for all positions as a condition of employment. Promotional employees shall be considered as if the application was for original entry into service for purposes of this policy. Receipt of satisfactory test results is required prior to commencement of employment and the failure of a controlled substance or alcohol test disqualifies an applicant from employment

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with the City. Evidence of the absence of controlled substances or alcohol dependency from a Substance Abuse Professional (SAP) and negative controlled substance and alcohol tests shall be required prior to further consideration for any employment, including reports from prior employers by an employee's written authorization.

This is a seven-panel test.

### Reasonable Suspicion Testing

Reasonable suspicion testing shall be used to determine fitness for duty evaluations, including appropriate urine and/or breath testing when there are objective observable reasons to believe that controlled substance or alcohol use is adversely affecting an employee's job performance, creating unsafe working conditions for self or others, or that the employee has violated this policy. Reasonable suspicion referral for testing shall be made on the basis of articulated and objective facts and circumstances which are consistent with the effects of substance use. Reasonable suspicion observations and reports can only be made by supervisory or management staff who have been trained to detect the signs and symptoms of controlled substance and alcohol use and who may reasonably conclude that an employee may be adversely affected or impaired in the employee's work performance due to the use of the controlled substance or alcohol. This observing supervisor or manager, whether or not the person is the employee's immediate supervisor, is required to complete the appropriate required documentation concurrently with the observation and consideration to impose reasonable suspicion testing. The Observation Checklist used for this documentation is attached.

Reasonable suspicion testing shall be required and completed whenever possible within two (2) hours of the observation, but in any case no later than eight (8) hours after the observation for breath alcohol testing and thirty-two (32) hours for controlled substance testing. This is a nine panel test and a breath alcohol test.

### Random Testing

Random testing shall be conducted on all safety sensitive employees covered by this policy (except as provided herein). Random testing shall be unannounced and conducted with unpredictable frequency throughout the year using an established scientifically-based selection method as provided by Freeman Hospital Occumed. Testing shall be managed by an organization selected by the City. Employees not covered by state and federal law and regulations, but by this policy, shall also be randomly tested with unpredictable frequency on an unannounced basis as ordered. The City shall randomly test twenty-five percent (25%) of all employees subject to random annually. A seven panel test shall be used for all random drug tests.

### Post Accident and Unsafe Practice Testing

Post accident and unsafe practice drug and alcohol testing shall be required of employees after a vehicle accident in a City vehicle, when operating City equipment or in a personal vehicle on City business, in which

- the loss of a human life has occurred, or
- a traffic citation is issued to any driver after an accident, or
- an injury to a person requires medical treatment away from the accident site, or
- disabling damage to one or more vehicles requires towing from the accident site, or
- damage to City owned vehicle, equipment or property has occurred, or
- reasonable suspicion by observation.

Testing shall include both breath alcohol and urine drug testing of the employee(s).

Post accident and unsafe practice testing shall be required and completed within two (2) hours of the accident occurrence, but in any case no later than before eight (8) hours after the accident for breath alcohol testing and thirty-two (32) hours for controlled substance testing. An employee involved in an accident shall refrain from

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alcohol consumption for eight (8) hours following the accident. This is a nine panel test and a breath alcohol test.

### Return to Work Testing

Return to work urine drug and alcohol testing for all safety-sensitive and public safety employees covered by this policy shall be required for all employees who previously tested positive on a controlled substance or alcohol test. To return to work, the employee must test negative and be evaluated and released to return to work by an SAP. For non safety-sensitive employees, the applicability and frequency of such testing shall be at the discretion of the policy administrator and affected department head. This is a nine panel test.

### Follow-Up Testing

Follow-up testing of safety-sensitive employees returning to work shall be required. These employees shall submit to frequent unannounced random urine drug and breath alcohol testing for at least six (6) times in the following twelve (12) months after return to work, which random testing may be continued for a period of up to sixty (60) months from the employee's return to work date depending on the circumstances. For non-safety-sensitive employees, the applicability and frequency of such testing shall be at the discretion of the policy administrator and affected department head.

Any employee who questions the results of a required urine drug test under this policy may request that an additional test be conducted. The test must be conducted on a split sample that was provided at the same time as the original sample and the test analysis shall be conducted at a different qualified laboratory than where the original test was conducted. All costs for employee-requested testing shall be paid by the employee unless the second test validates the original test. An employee's request for a re-test must be made to the Medical Review Officer (MRO) within seventy-two (72) hours of the notice to the employee of the initial test result. Requests made after the seventy-two (72) hour limit will only be accepted if the delay was due to documentable facts that were beyond the control of the employee.

The method of collecting, storing, and testing the split sample required under this policy shall be consistent with the procedures established in 49 CFR Part 40.

### Failure to test

Any employee who fails to submit to the required testing under this policy is considered to have tested positive and shall be subject to all of the consequences that relate to positive testing without recourse.

## TESTING CONTROLS

**ALCOHOL:** Federal regulations require breath testing to be done on Evidential Breath Testing devices approved by the National Highway Safety Administration. An initial screening test is conducted first. Any result that is less than 0.08 blood alcohol concentration is considered negative. If the blood alcohol concentration is 0.08 or greater, a second confirmatory test must be conducted. An employee who tests with a blood alcohol concentration of 0.08 or greater shall be removed from any work-related activity for at least twenty-four (24) hours if performing safety sensitive work-related activity or CDL work-related activity.

Any employee who is found to have engaged in prohibited alcohol conduct under this policy shall be immediately removed from work-related activity; and a safety-sensitive employee shall not be permitted to resume work until the employee is (1) evaluated by an SAP, (2) complies with the Continuing Employment Agreement if such is required, and (3) has tested negative in a follow-up test. For non safety-sensitive employees, evaluation and follow-up testing shall be at the discretion of the policy administrator and affected department head.

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**CONTROLLED SUBSTANCES:** Controlled substance testing frequently is conducted using a seven panel screening. It is administered by analyzing an employee's urine specimen performed at a laboratory certified and monitored by the U.S. Department of Health and Human Services for the following controlled substances:

- (1) Cocaine
- (2) Amphetamine/Methamphetamine
- (3) Marijuana
- (4) Opiates (including heroin)
- (5) Phencyclidine (PCP)
- (6) Propoxyphene
- (7) Methadone

The testing for controlled substances is a two stage process. First a screening test is conducted. If the test is positive for one or more of the controlled substances, a confirming test is conducted for each identified controlled substance.

Any employee who tests positive on the confirming test shall be interviewed by the Medical Review Officer (MRO). The employee shall be immediately removed from work-related activity; and the employee shall not be permitted to resume work until the employee is

(1) evaluated by an SAP, and (2) complies with the rehabilitation contract if such is required, and (3) has tested negative in a follow-up test. Employees so removed may be allowed to use accrued vacation and sick leave balances (in that order) while removed from work.

### EMPLOYMENT ASSESSMENT

A safety-sensitive employee who tests positive for the presence of controlled substances or alcohol above the minimum thresholds set forth in the federal regulations shall be evaluated by an SAP. The SAP shall evaluate each safety-sensitive employee who tests positive to determine what assistance, if any, the employee needs in resolving problems associated with the controlled substance or alcohol. For non safety-sensitive employees, such evaluation shall be at the discretion of the policy administrator and affected department head and as requested by the employee.

Assessment by an SAP does not protect an employee from disciplinary action or guarantee continued employment or reinstatement by the City of Joplin. The City of Joplin disciplinary policy provides guidance to possible discipline, unless otherwise stated in this policy.

### REHABILITATION

Any employee who determines they need assistance for a controlled substance or alcohol related problem under this policy and who seeks assistance from the City prior to being tested as positive, may be permitted to enter into a Continuing Employment Agreement approved by the City, provided the employee agrees to adhere to the terms of the agreement.

Rehabilitation assistance may be granted to an employee one time while employed by the City of Joplin. Failure to complete the requirements of the Agreement or to adhere to the Continuing Employment Agreement shall be considered an immediate termination from employment with the City of Joplin without recourse.

The Continuing Employment Agreement for safety-sensitive employees shall include the following terms and conditions to be adhered to by the employee who is granted rehabilitation assistance:

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- the employee shall agree to undertake and successfully complete the rehabilitation assistance plan established for the employee; and
- the employee agrees to no longer use controlled substances and alcohol consistent with the agreement of rehabilitation and this policy; and
- the employee provides a release of all medical records for use and review by the City of Joplin specifically relating to the agreement for the assistance being undertaken; and
- the employee agrees to unannounced random testing for the City of Joplin determined periods of time subsequent to the employee's return to work consistent with this policy; and
- the employee agrees to submit to return to work testing demonstrating that the employee is negative under controlled substance and/or alcohol tests standards at their expense; and
- the employee agrees that any future controlled substance or alcohol violations shall be considered as a termination of the employee from services without recourse.

For non-safety-sensitive employees, the terms and conditions of any offered Continuing Employment Agreement shall be determined at the discretion of the policy administrator and affected department head and shall duplicate the above-described agreement as much as possible.

### CONTRACTUAL SUPPORT PROFESSIONALS

The City of Joplin has secured a contract with an appropriately certified testing laboratory named OCCUMED to conduct the controlled substance testing analysis and reporting required under this policy and under the federal regulations and has appointed an SAP and an MRO for providing the services under this policy and in compliance with the federal regulations.

OCCUMED does external calibration of the Breath Alcohol testing equipment weekly. If it falls out of calibration, a certified calibration technician on staff does the internal calibration.

OCCUMED uses a dry gas standard. If the equipment is plus or minus .005 then it requires internal calibration.

OCCUMED does blind testing on urine that is sent to the testing laboratory and does the maximum required as they conduct the maximum number of tests.

OCCUMED uses a random number generator to pull the screening pools of individuals for random testing.

### EDUCATION AND TRAINING

The City of Joplin shall provide all employees with a copy of this policy and materials related to the effects of the use and/or abuse of alcohol and controlled substances. Employees shall be required to confirm receipt of this policy in writing noting the date of receipt.

The City of Joplin shall develop and provide training for all supervisors, managers, leaders who are responsible for the administration and enforcement of this policy. The training, at a minimum, shall include the physical and behavioral effects on personal health, safety, and wellness. Employees must be aware of the effects of alcohol and drug use and abuse on the work environment and on the achievement of performance expectations. The training shall include an overview of this policy and its implementation and application to employees. Training shall include information related to objective observation for reasonable suspicion testing, and documentation and record keeping for supervisors, managers, and leaders.

### DISCIPLINARY ISSUES

Unless otherwise specified in this policy, the City of Joplin policies related to disciplinary action shall be followed for violation of this policy. Employees are required to seek help for alcohol and controlled substance problems. Employees who seek help voluntarily prior to discovery by City Administration may not face disciplinary action for admitting he/she has such a problem, nor for seeking treatment for the problem. However, such admission, seeking

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treatment, and/or acceptance by an employee of a continuing employment agreement do not serve as a bar to imposing disciplinary action related to violations of this policy. Any supervisor, manager, or leader who knowingly permits an employee to violate this policy or engage in work activity while consuming alcohol or a controlled substance or who fails to enforce this policy shall be subject to immediate termination from employment.

This policy does not displace any other penalties that may be imposed or be incurred as a result of violation of the City of Joplin policy or state and federal laws, or as provided in the workers' compensation laws.

### **CONFIDENTIALITY**

All records developed pursuant to this policy shall be maintained under strict confidentiality by the City of Joplin, the testing laboratory, the MRO, and the SAP, as applicable. The records shall be maintained separately from other personnel records and shall be kept in a secured location with other medical records. Materials shall not be released to others without the written consent of the affected employee, except under provisions of the federal regulations, as needed with regard to the rehabilitation agreement, in litigation or quasi-judicial and administrative proceedings related to positive test results or to matters initiated by an employee. Any person who breaches the confidentiality provisions of this policy shall be subject to immediate termination from employment and from any contractual relationship with the City of Joplin.

### **COORDINATION WITH OTHER LAWS AND POLICIES**

This policy shall be administered in compliance with other federal, state, and local laws related to employee health and welfare policies, leave policies, benefit programs and other related policies of the City of Joplin. In the case of apparent conflicts between this policy, other policies, and applicable laws, the policy administrator shall make the appropriate rulings to resolve the potential conflicts, whenever possible.

In the event that any part of this policy is judicially determined to be in conflict with any law or to be in violation of any law or is rendered ineffective because of some state or federal legislative enactment, that part(s) shall be void, but the remainder of the policy shall remain in effect. Parts that are void or voided shall be replaced as soon as possible to maintain the full effect of this policy and to bring it into compliance with relevant laws.

## **STATEMENT OF INTENT TO COMPLY WITH THE REQUIREMENT OF THE DRUG-FREE WORK PLACE ACT OF 1988, PUB.L 100-690, TITLE V, SUBTITLED**

In addition to the provisions above in the Alcohol and Controlled Substance Testing Policy of the City of Joplin, and in accordance with the requirements placed on the City of Joplin by the provisions of the Drug Free Work Place Act of 1988, Pub. L 100-690, Title V, Subtitle D, and the Omnibus Transportation Employee Testing Act of 1991 all employees, in every position, in every department of the City of Joplin are hereby notified of the following:

A. The unlawful manufacture, distribution, dispensing with or without payment, possession or use of a controlled substance is prohibited on, about or within any property which is owned, leased, operated, used, or occupied by the City of Joplin, as a vehicle or site for the performance of work done in connection with a specific federal grant. Employees who violate this prohibition will be subject to disciplinary action up to and including termination; or a combination of these actions, in accordance with the provisions of the Alcohol and Controlled Substance policy of the City of Joplin.

1. To further the City's obligation to provide a drug-free work place, the Employee Assistance Program or Substance Abuse Professional shall establish a drug-free awareness program to inform employees about:



- a. the dangers of drug abuse in the work place;
  - b. the City's policy on maintaining a drug-free work place;
  - c. available sources for drug counseling, rehabilitation and employee assistance for substance abuse problems; and
  - d. the penalties which may be imposed on employees who commit drug abuse violations in the work place.
2. Every employee who is engaged in the performance of any work connected with a federal grant shall be provided with a copy of this statement and of the Alcohol and Controlled Substance Testing Policy of the City of Joplin.
3. Every employee who is engaged in the performance of any work connected with a federal grant shall, as a condition of employment under the grant;
  - a. Abide by the terms of this statement and of the City's Alcohol and Controlled Substance Testing Policy.
  - b. Notify the City of Joplin of any criminal drug statute conviction for a violation occurring in the work place no later than five (5) days after such conviction.
4. The City of Joplin will notify the federal agency through which a grant is administered within ten (10) days after receiving notice under subparagraph (c),(2) from an employee or otherwise receiving actual notice of such conviction.
5. The City of Joplin will take one or more of the following actions within thirty (30) days of receiving notice under subparagraph (c),(2), about any employee who is convicted;
  - a. impose appropriate personnel action against such an employee, up to and including termination;
  - b. require such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local law enforcement, or other appropriate agency.
6. The City of Joplin will make a good faith effort to continue to maintain a drug-free work place through implementation of the provisions of the statement and of the Alcohol and Controlled Substance Testing Policy of the City.

This policy is subject to amendment by the City of Joplin from time to time. Amendments that are made shall be provided to employees upon adoption and shall become effective as provided by the policy administrator.

The City of Joplin is committed to providing its employees a safe, healthy and drug-free work place. The cooperation of all employees is necessary in order to achieve this goal.

**DEPARTMENT OF TRANSPORTATION, Federal Transit Administration**  
**49 CFR Parts 655, [Docket No. FTA-2000-8513], RIN 2132-AA71**

**Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations**

**AGENCY:** Federal Transit Administration, Department of Transportation

**ACTION:** Final rule.

**SUMMARY:** The Federal Transit Administration (FTA) has combined its drug and alcohol testing regulations. This final rule incorporates guidance that FTA has issued in the past several years in letters of interpretation, audit findings, newsletters, training classes, safety seminars, and public speaking engagements. In addition, this final rule conforms FTA's rule to the Department of Transportation's (DOT) revised drug and alcohol testing rule published on December 19, 2000.

**EFFECTIVE DATE:** The effective date of this final rule is as noted in the Federal Register.

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