

ARKANSAS CITY PUBLIC LIBRARY

MANAGEMENT POLICIES

2.1 LIBRARY HOURS OF OPERATION

The library will be open for the full range of services for as many hours as funds and programs permit. The convenience of the community and the most economical use of personnel and facilities will be the balancing factors in determining well-planned hours of service.

Monday through Thursday, 9:00 a.m. to 8:00 p.m.
Friday and Saturday, 10:00 a.m. to 6:00 p.m.

Approved by ACPL Board on April 4, 1973; Revised May 10, 2010.

2.2 INCLEMENT WEATHER & CLOSING

Library staff will monitor the weather during periods of severe weather events announced by the National Weather Service. Library staff will encourage patrons to go to the tornado shelter during tornado warnings. Patrons will be allowed to leave the library if they prefer. Library staff is expected to go to the tornado shelter unless there is enough time to get home safely. While library staff is in the building during a weather event, the front doors will remain unlocked so that emergency personnel may enter if necessary.

When possible, the closing will be posted on the library website and announced on local radio and television stations.

The library reserves the right to close for one day or a partial day due to the weather, a power outage, or some other unforeseen circumstance at the discretion of the director or a board member.

Approved by ACPL Board on February 9, 2009.

2.3 DISASTER PREPAREDNESS POLICY

The library will develop and maintain a disaster preparedness plan in coordination with local emergency management officials. The plan will be designed to protect the safety of employees, library patrons, visitors, contractors, and others at risk from hazards at the facility, including persons with disabilities. Other goals of the plan will be to maintain customer service by minimizing disruption of library services, and protect the facilities, physical assets, and electronic information. The plan will be reviewed each year for

Approved by ACPL Board on _____.

2.4 LIBRARY FINANCES

Audits

An annual audit is conducted by the firm chosen by the City of Arkansas City. Copies of the audit are maintained by the Director and are available to the public by request. The audit firm provides the City of Arkansas City a copy of the audit.

Authorization of Expenditures

It is the policy of the Board of Trustees to monitor expenditure of public funds judiciously, ensuring compliance with annual budgetary appropriations, adherence to the Purchase Policy in acquisition of goods and services, and accuracy of reporting in the financial statements. Expenditures are authorized by the Board of Trustees through the annual budget process, and reported monthly by submittal of an itemized statement of resources which lists each payment processed, either by check or automated transfer of funds.

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In addition to checks and automated transfer of funds, expenditures are also authorized through the use of corporate credit cards, issued to the Director and used by designated staff at the Director's discretion.

Personal credit cards can be used to purchase authorized goods or services, for which reimbursement will be processed. The Library does not restrict the use of personal credit cards which might accumulate benefit for the card-holder (employee), providing there is no direct cost or penalty attributed to the Library resulting from this practice. The Library does not reimburse the employee for finance charges or other expenses incurred by the employee through use of a personal credit card.

The President of the Board of Trustees or designee is authorized to sign Intergovernmental Agreements, facility leases, major capital expenditure documents, refinancing documents, bond documents, real estate documents, and other documents as required by regulation or statute.

The Library Director is the authorized signatory for all operational contracts such as landscape maintenance, grants, consultants, auditor, attorney, architect, equipment contracts, programs, etc.

The Assistant Director serves as the official designee to the Library Director, signing operational contracts when necessitated by the absence or unavailability of the Library Director.

Banking Policy

It is the policy of the Arkansas City Public Library to safeguard the public funds for which it is responsible through an efficient cash management program. Funds will be held only by banks which insure their funds through the Federal Deposit Insurance Corporation (FDIC). Whenever possible, banking relationships will be conducted with institutions organized or doing business in Arkansas City, Kansas.

The President, Treasurer, and Secretary of the Board of Trustees and the Library Director are designated as authorized signers for bank accounts, including signature authority for the disbursement of funds, opening and closing of accounts, and all other related transactional responsibilities.

Banking relationships will be evaluated periodically to ensure that the Library is receiving the most advantageous combination of safety, liquidity and yield in its cash management program. The Board of Trustees will designate its official depositories each year.

To ensure appropriate internal control, all bank statements and statements of resources will be reconciled monthly by the Board of Trustees Treasurer. Any discrepancies will be analyzed and corrected immediately to maintain an accurate general ledger balance of assets.

Setoff Program

It is the policy of the Arkansas City Public Library Board of Trustees to provide fair and equal access of materials to all patrons. To ensure this access, the Library utilizes the Setoff Program of the State of Kansas as a last resort to recover library materials that have been borrowed and not returned in a reasonable amount of time.

If library materials are returned before the Library receives a notice of intent letter, the cost of the materials will be removed from the patron's account (overdue fines will still be assessed) and the record will be removed from the Setoff program.

If library materials are returned after the Library receives a notice of intent letter and/or payment from Setoff, the return will be considered a donation and the record will not be removed from the Setoff program. Patrons are issued sufficient notice prior to their record being submitted to Setoff for further action, and significant staff time is used when trying to recover library materials. In most cases, the record has been in Setoff for long enough that the materials have already been replaced.

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If a patron insists upon a refund for return of materials, and at the discretion of the Assistant Director, a refund for the cost of materials may be granted; however, overdue fines will still be assessed to the patron's account. Additionally, the patron will also be assessed a charge equal to the fee charged to the Library by the Setoff program to research debtor information, as well as a \$20 per item handling fee.

According to the Kansas Department of Administration, "To assure due process, setoff statutes require that the debtor be given the opportunity to appeal the validity of the debt. The debtor initially has the right to appeal the debt amount within 15 days from the date of the notice of intent letter. If an appeal is received within 15 days, further setoff procedures are delayed until the dispute is resolved. If the Setoff Program receives an appeal request from the debtor, the Setoff Program will acknowledge the debtor and will notify the creditor agency and request that the creditor agency and debtor try to resolve the dispute. If the dispute cannot be resolved, the matter is scheduled for a formal hearing. At this formal hearing, the creditor agency is responsible for providing evidence to establish the debt's validity. The hearing officer does not have to rule on the total debt balance and can determine if the debt balance is at least the amount available for setoff."

The Assistant Director serves as the arbitrator of disputes which may arise from this process, and makes every effort to address the individual circumstances of the patron, while striving to protect and preserve the availability of materials and assets of the Library.

Revised and approved by Board March 13, 2017. .

Internal Auditing

It is the policy of the Arkansas City Public Library Board of Trustees to support internal controls and fraud prevention through implementation of a comprehensive internal auditing function, managed by the Board Treasurer and Gregg and Simmons CPAs. Internal control is designed to provide reasonable assurance of achieving objectives related to reliable financial reporting, efficiency and effectiveness of operations, and compliance with applicable laws and regulations.

Procedures and processes to audit various functions, including cash collection and management, purchasing and payroll accuracy, journal entry validation, bank statement reconciliation, material ordering and receiving, as well as general operational procedures, will be implemented, monitored, and evaluated in order to maintain the highest professional standards and ethics in the operation of the Library.

Discrepancies observed or discovered through this process, along with recommendations for change or improvements, will be reported to the Director and the Treasurer.

Investments

The Arkansas City Public Library's investment portfolio shall be managed in a manner to attain a market rate of return throughout budgetary and economic cycles while preserving and protecting capital in the overall portfolio. The primary investment criteria sequence is safety, liquidity and yield.

The Board Treasurer shall be responsible for investment decisions and activities. The Treasurer shall operate the investment management program consistent with this policy.

The standard of prudence to be applied by the Treasurer shall be the "prudent investor" rule, which states, "Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion, and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived." The prudent investor rule shall be applied in the context of managing the overall portfolio.

The Treasurer, acting in accordance with this policy and exercising due diligence, shall not be personally responsible for a specific security's credit risk or market changes.

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The Treasurer shall report on investments monthly as part of the Treasurer’s report at the Board of Trustees meeting.

The Treasurer may convene a group of knowledgeable citizens to act as an advisory committee. This group shall have no power to modify these investment policies or make any decision delegated to the Treasurer under these policies, but shall be advisory only.

Purchasing

This purchasing policy is intended to the internal use of the Arkansas City Public Library and its purpose is to provide a responsible method of accountability, to maintain budgetary control over purchases, to assure organizational efficiency, and to secure the desired quality at the best possible cost.

The Board of Trustees is responsible for the approval and/or revision of this policy. The Director has the delegated authority to approve or disapprove purchases according to the guidelines stated herein, and to create procedures for efficient execution of this policy.

Purchases Made by Director	
Single Item Purchases Single items ordered and purchased individually. (Example, one computer, one copy machine, etc.)	
\$0.00 - \$1,000.00	Multiple quotations not required Authorized by Director
\$1,000.01 - \$5,000.00	Three or more written, catalog or telephone quotations required Authorized by Director
Aggregate Single Item Purchases Single, identical items ordered and purchased in lots or groups. (Example, twenty printers, fifty chairs, four desks, etc.)	
\$0.00 - \$3,000.00	Multiple quotations not required Authorized by Director
\$3,000.01 - \$5,000.00	Three or more written, catalog or telephone quotations required Authorized by Director
For All Purchases	
\$5,000.01 - \$10,000.00	Three or more written quotations or proposals required Approval by the Board of Trustees
\$10,000.01 or more	Formal bid or proposal process required Approval by the Board of Trustees (The Board of Trustees, by resolution, may waive the requirement for formal bids over \$10,000.01 on a case by case basis.)
Purchases Made By Authorized Staff	
\$0.00 - \$500.00 <i>Library Supply Vendors VISA Credit Card Wal-Mart Corporate Account Amazon Corporate Account</i>	Prior authorization from Director not required. \$500 monthly limit each on accumulative purchases made with the credit card, Wal-Mart account, and Amazon account, and library supply vendors with annual budget limit strictly enforced.
\$500 or more <i>Book Vendors</i>	Prior authorization from Director not required. Annual budget limits will be adhered to.
\$500.00 or more	Prior, written approval by Director.

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NOTE: The number of bids or quotations to be obtained is subject to the other provisions of this policy. If other provisions of this policy do not apply, and it is not possible or reasonable to obtain the required number of bids or quotations, the reason must be included in the documentation.

A purchase order will be awarded to the most acceptable and responsible bidder, to be judged in terms of overall suitability, e.g. quality, delivery, terms, service, and life expectancy – in addition to price and discount. Selection of specific products that have rated high in product performance evaluations may be justified as best buys for the Library. The Board of Trustees reserves the right to reject any or all bids and to accept the bid that appears to be in the best interests of the Library. All bids will be a matter of public record.

The Arkansas City Public Library is eligible to purchase various commodities under the Kansas State purchasing program. Contracts and price agreements that have been awarded by the state are acceptable as satisfying bid and quotation requirements of the Library.

The Library may participate in joint bidding and/or other cooperative purchasing ventures with other library organizations and government agencies if it is deemed in the best interests of the Library to do so.

A sole source purchase may be made if it has been determined that only one vendor is capable of meeting all specifications and purchase requirements or that it is in the Library's best interests. Purchases may then be made on the basis of prices established by negotiation. All sole source purchases must be approved by the Board of Trustees.

Books and other library materials, supplies, and printing services may be bid by vendor rather than item by item. Selection of vendors will be approved by the director and will be based on written proposals that include terms and discount rates.

Agreements for professional services, including but not limited to architectural, engineering, legal and consulting services, shall be negotiated on the basis of demonstrated competence and qualifications at fees not in excess of market rates.

A secondary service provider may be selected on the advice of a primary service provider, e.g. the City Attorney may recommend bond counsel; the financial advisor may recommend an appraiser. An agreement for performance of services may be extended to include a wider or expanded scope of services.

In the event of an unforeseen emergency which requires purchases to be made immediately, portions of this policy need not be applied. However, the policy will be adhered to as closely as conditions permit.

Authorized Staff and Types of Purchases

Authorized staff shall include employees that are designated by the Director to make particular purchases. Staff members agree to and understand the terms and limitations of his/her purchasing allowances as determined by the Director.

Credit Card Guidelines

A credit card will only be issued to the Library Director and designated, authorized users. It will be honored for Library business by any vendor or merchant who accepts the card. The card has an authorized maximum spending limit of \$3,000. Purchases made via the credit card must comply with the Library's financial policy and purchasing guidelines. This card in no way changes such policies. It merely provides a method for making certain payments. Violations of the Library Credit Card Policies and Guidelines may result in revocation of use privileges and termination of employment. Anyone who has inappropriately used the credit card will be required to reimburse the Library for all costs associated with such improper use.

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When the credit card is used, please tell the merchant that payment will be made with the Library's credit card and that it is a non-taxable purchase. If it is a phone or mail order, give the merchant the card number and expiration date. If you are making the purchase in person, present the card to the merchant.

Tax Exemption

The Director and designated staff members authorized to make purchases must notify the vendor or merchant that your transaction should be tax exempt if it is for goods or services purchased in the State of Kansas, including online sales. A signed form provided by the Director should be presented to the vendor if it requests documentation for tax and audit purposes.

Reimbursement for Travel

It is the policy of the Arkansas City Public Library to reimburse employees, the Director and members of the Board of Trustees for reasonable, authorized travel expenses incurred in business-related activities for the Library. Reimbursable expenses may include automobile mileage, air fare, parking, meals, lodging, tips, taxi & tolls. Receipts will be required for reimbursement. Prior approval from the Director is required.

Whistleblower

It is the policy of the Arkansas City Public Library to encourage high standards of ethical conduct and behavior in all areas of operations. The Library is committed to compliance with the laws, regulations and guidelines which strengthen and promote ethical practices and ethical treatment of employees and members of the community which we serve.

When any breach of ethical or legal conduct is observed by a member of the staff or the community, involving activities undertaken by those representing the Library, it should be reported to the appropriate level of management. When an employee is not comfortable reporting incidents to a direct supervisor, then the Director or Board President should be contacted.

The Library encourages the reporting of factual information based on unethical dishonest or fraudulent conduct and prohibits any retaliatory or other punitive actions against the person(s) who report the alleged conduct. Every effort will be made to maintain the confidentiality of any person(s) reporting unethical conduct, as well as the confidentiality of the person(s) accused of such conduct; however, strict confidentiality cannot be guaranteed. The Director or designee will investigate any allegations of fraudulent or dishonest use or misuse of District resources or property.

Approved by ACPL Board on April 4, 1973. Revised and approved by Board July 8, 2013; December 14, 2015.

2.5 BUDGET PROCESS

Policy needs to be written.

Approved by ACPL Board on _____.

2.6 GIFTS, DONATIONS, & MEMORIALS

ACPL is pleased to accept gifts and donations. Gifts and donations are given to the library voluntarily by individuals or organizations without compensation or restrictions. All gifts become property of the library.

Material donations

In accepting gifts of books or materials the library reserves the right to decide if donated materials should be added to the library's collection. Each addition must meet the standards of the selection policy for library materials. Gifts which are not placed in the library's collection may be placed in the Library book sale, sent to booksale partner Better World Books, given to other institutions, or disposed of by library staff.

Monetary donations

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Memorial gifts to purchase library materials such as books: The Library will be pleased to select appropriate titles in memory of a relative, friend, or pet, as indicated on the donation form. A gift plate will be added to each purchased item with the name of the person being honored.

In accepting gifts of money for library materials, the library reserves the right to select materials which will add to the value of the collection. If specific books or items are donated or requested by the donor, these items will be reviewed for relevance to the Library's Mission Statement and collection development goals as is the procedure for all materials selection. If specific items requested or donated by the donor or the conditions attached to them are found to be unacceptable by the Library Director or the Library Board of Trustees, the gift will be refused.

Library materials purchased as memorials may be removed from the collection based on normal procedures for managing the Library collections, and should not be considered permanent additions to the Library collections.

Arkansas City Library Building Fund: Contributions to this fund will be reserved for building construction, renovation, and maintenance of current and future Library building(s).

Arkansas City Library Endowment: Funds will be used to ensure the future of the Library, helping with technology and other major purchases as needed.

Arkansas City Library Children's Fund: Funds will be used to support youth services programming.

Other donations

The Library Director will refer decisions about all equipment, art, or other unusual donations with significant policy implications to the Library Board for consideration.

A receipt for tax purposes will be given when requested for any donation. The library cannot and will not affix a value to the material(s) donated.

Donors will be recognized for their contributions.

Approved by ACPL Board on June 5, 1991; Revised March 8, 2010.

2.7 EXHIBITS & DISPLAYS

The Arkansas City Public Library welcomes exhibits and displays. Exhibits and displays in the Library offer a means for public expression by individuals and groups in the community as well as enrich the Library by allowing it to serve in a community forum role. The purpose of this policy is to provide fair and consistent standards for the use of exhibit areas in the Library, thus ensuring appropriate use of these spaces in a manner that is consistent with the library's other service objectives. The Library welcomes the use of the display areas by the public, with priority given to the residents of Arkansas City in cases of date conflicts.

The Arkansas City Public Library is committed to following guidelines for display set out in the Library Bill of Rights written by the American Library Association. In particular, Article I of the Library Bill of Rights states, "Materials should not be excluded because of the origin, background, or views of those contributing to their creation." Article 11 of the Library Bill of Rights states, "Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Article IV maintains that exhibit space should be made available "on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use."

I. Display Policy and Purpose

- A. The library functions as an intellectual and cultural resource for the community. Displays are a means through which the public can visually share experiences, appreciate special interests, and exchange information.

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- B. When not being used to promote library-related activities or services, display and exhibit spaces are available to community groups engaged in educational, cultural, intellectual or charitable activities and will be provided on an equitable basis to any such group which goes through the application process. The library reserves the right to designate and limit space, size, and location of displays or exhibits.
- C. Exhibit areas are accessible on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. Those who object to or disagree with the content of any exhibit are entitled to submit their own exhibit, which will be judged according to the policies established by the library.
- D. The library will not act as an agent for the exhibitor. Artists are encouraged to post a statement about their work, but price tags or the posting of price lists are not permitted.
- E. In general, the library does not accept commercial notices for any group unless they have a special educational, informational, or cultural value to the community. The library does not accept any materials being offered for sale to the public unless the proceeds are intended to directly benefit the library.
- F. Display areas include but are not limited to:
 - 1. Display cases in public areas of the library and the Community Bulletin Board.
 - 2. Designated wall spaces in the Teen Lounge, Library Meeting Room, and Multipurpose Room.

No exhibits may be mounted by the public outside of the exhibit area defined in this policy, as they may interfere with other library operations and public safety, and present a cluttered appearance.

II. Display Guidelines

- A. Displays are accepted at the sole discretion of the Library Director. They should be designed as expressions of culture, have educational value, and promote the use of the library.
- B. The library has the right to review the materials before the exhibit is set up. The library will not accept displays, exhibits, posters, etc. which are determined to be either illegal, offensive or inappropriate for a public library setting (i.e. one that is free and open to persons of all ages). Exhibits/displays of a polemic or discriminatory nature will be refused. The decision of the Library Director may be appealed to the Arkansas City Public Library Board.
- C. Displays and exhibits will be accepted as long as they do not interfere with the daily conduct of library business and as long as it is made clear that the library does not necessarily endorse their contents or points of view. Displays and exhibits will be approved and scheduled as space permits. The sponsoring group or individual is responsible for creating the display, setting it up according to schedule, and removing it before the next scheduled display or exhibit.
- D. The fact that an organization or person is permitted the use of a library exhibit area does not in any way constitute an endorsement by the library of their policies or beliefs and no claim to that effect may be used in advertising.

III. Display Procedures

- A. Persons interested in using a display case at the Arkansas City Public Library are required to fill out an "[Exhibit Area Reservation Application](#)". This form may be obtained from the Service Desk or the library's web site. A copy of the library's policy will accompany the application for

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- applicant's perusal. Exhibit areas will be available only if a reservation application is made in advance.
- B. Displays will be for a proscribed time with the owner supervising installation and removal.
 - C. The Arkansas City Public Library will not be responsible for any damage or theft that may occur during exhibitor transport, setup or removal of exhibit.
 - D. Limited exhibit space should be taken into consideration when making application to display works of art and craft.
 - E. The library has one, unlockable glass display case. This case is appropriate for the display of collectible items, jewelry, pottery, book arts and so on.
 - F. All exhibit scheduling is coordinated by the Library Director. Library exhibit areas are available to the public on a first come, first served basis, and are available to individuals and groups only if the library has not previously scheduled the use of those exhibit spaces. Library sponsored exhibits and displays will have priority.
 - G. It is not the intent of the library to provide permanent or continuous exhibit space to a specific individual or group. Up to one exhibit may be scheduled at one time.
 - H. Reservations for exhibit areas may be made up to three months in advance.
 - I. Exhibits normally are scheduled on a one month basis, from the first day to the last day of each month.
 - J. Displays must conform to the space restrictions of the assigned areas.

IV. Installation and Removal of Exhibits

- A. Responsibility for setting up and dismantling exhibits lies with the exhibitor. The exhibitor will supply all tools and other materials needed for the exhibit.
- B. Exhibitors are asked to be respectful of the multipurpose community use of the library; thus conversations and noise should be kept to a minimum. Exhibits are to be installed with all deliberate speed. Entrances and aisles may not be obstructed.
- C. Exhibitors may not move any existing exhibit or library materials during the installation of their exhibit.
- D. Individuals or groups using the library's exhibit spaces may not install their work prior to the date on which their space reservation begins. They may not mount their artwork in a manner that defaces the space provided.
- E. Damages to the premises, equipment, or furnishings as a result of exhibitor use will be charged to the individual or group responsible. The exhibitor or organization and its members, jointly and severally, assume and shall bear full responsibility for loss of, or injury or damage to, any property of the Arkansas City Public Library as shall be caused or inflicted by the using individual or organization.
- F. Groups and individuals using the exhibit areas are responsible for basic clean up and returning the space to order.
- G. It is appropriate for exhibit owners to visit the exhibit space in the Library periodically during the time it is on display to assure that no portions of the exhibit have fallen to the floor or have otherwise become unkempt.
- H. Each exhibitor will supply and display descriptive information to describe the purpose, title, and ownership of the exhibit.
 - I. All displays shall be set up and removed on the assigned dates with supervision by the Library Director or staff designated by the Library Director.
 - J. The library does not have space for storage of the property of exhibitors in the library building; therefore, artists are asked to deliver and pick up art work according to the dates established in

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advance. Insurance covering the value of the exhibit will be the responsibility of the displaying artist. The artist will sign a disclaimer releasing the library from all responsibility prior to the display of the works. See the Display Agreement.

V. Responsibility for Loss or Damage

- A. Each approved exhibitor will supply a complete inventory of the exhibit and the reasonable estimated value of each item.
- B. Items on display in the library enjoy the same security as the library collection and equipment; the glass display case is not locked, so irreplaceable items or items of great value should not be included in a display.

VI. Cancellation of Exhibits

- A. The Library Director and Library Board reserve the right to cancel any exhibit should conditions or situations, such as a unique exhibit opportunity or unforeseen need, warrant such action. If an exhibit is canceled, the exhibitor will have the right to display their exhibit again, for the full duration of the exhibit time originally scheduled, at the earliest convenience of the exhibitor and the library.

Approved by ACPL Board on June 11, 2012.

2.8 NO TOBACCO POLICY

To create a healthy and clean environment for both the public and library employees, the use of tobacco in any form is strictly prohibited on library grounds. This applies to the interior and exterior of the library facilities. Tobacco use is defined as the use or presence of any tobacco product (e.g.) a lighted cigar, cigarette, electronic cigarette, pipe, chewing tobacco, etc. on any library property.

All staff will be asked to advise smokers and tobacco users of the library's policy. Persons failing to refrain from use of materials after being advised of library policy will be asked to leave the library. Enforcement of this provision should be done by the staff member in charge of the library at the time.

Habitual offenders may be expelled from the library for an extended period. Length of expulsion will be determined by the library director.

Approved by ACPL Board on March 9, 2015.

2.9 FOOD & DRINK POLICY

To preserve library resources and protect library facilities, the Arkansas City Public Library must regulate the consumption of food and beverages in public areas of the building. Consumption of food and drink is allowed in designated areas of the Library under specific conditions. Appropriate signs are posted and maintained throughout the Library to clearly explain the Food and Drink Policy.

Specified food and drink items are allowed in public areas of the Library if these items are consumed responsibly.

- Food must be snacks or wrapped items that are consumed by an individual.
- No group meals (e.g. pizza parties) are allowed in public areas.
- Covered drinks are allowed on all floors, but only if they are in closed containers, such as covered cups or bottles.
- Food or drink may not be consumed or left set out while using library computers.
- In Program Rooms (e.g. Board Room, Multipurpose Room), food and drink are permissible for special functions, authorized by the Library.

Arkansas City Public Library users must:

- Immediately report spills to staff.
- Dispose of trash in appropriate containers.

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Approved by ACPL Board on March 9, 2015.

2.10 LIBRARY BEHAVIOR

The Arkansas City Public Library is dedicated to providing a welcoming, pleasant, and safe environment for all patrons. Patrons are encouraged to use the Library's resources, services, and space; to enjoy the Library as a place of study and inquiry; and to participate in the Library's programs.

Inappropriate behavior is not allowed and will be monitored by staff. Such behavior includes but is not limited to:

- Misuse of furniture, equipment
- Willful damage of library materials or facilities
- Running or rough play, including pushing, hitting or throwing objects
- Badgering or harassment
- Threatening language and/or behavior
- Physical abuse or assault, including fighting or challenging others to fight
- Entering the Library with animals other than service animals authorized by law
- Using roller skates, scooters, skateboards, or other similar devices on Library property
- Noncompliance with No Tobacco & Food/Drink policies
- Failing to wear a shirt; pants, shorts, or skirt; dress; or shoes
- Making loud or unreasonable noise, including but not limited to the use of electronic equipment or mobile telephones at a volume that disturbs others
- Petitioning, soliciting, or selling merchandise or services including the distribution of handbills or flyers
- Inappropriate use of the internet and computers as outlined in Computing Policy 6.4 and listed below:
 - Displaying any visual images or text containing obscenity, graphic violence, or threatening, harassing, or abusive content.
 - Tampering with computer hardware or software.
 - Using the Internet for illegal or unethical use.
 - Using the Library's Internet connections to conduct ongoing business or commercial enterprises.
 - Not respecting the privacy of others.
 - Excessive or inappropriate noise in the area of the Internet workstations

Engaging in any of the above (or other) inappropriate behaviors may result in one or more of the following consequences, depending on the severity of the violation:

- Initial warning, given copy of **Behavior, Internet Use and/or Unattended Children Policy**.
- Library privilege suspension and/or expulsion from property for one day.
- Library privilege suspension and/or expulsion from property for seven days.
- Library privilege suspension and/or expulsion from property for up to one year.

Patrons who are suspended from the Library for a period exceeding one day may petition to have their suspension reviewed by the Director. An appeal may also be made regarding the denial of library resources and services, in writing, for consideration by the Board of Trustees.

Parents, legal guardians and caretakers are responsible for their children's or dependent person's behavior.

If a patron notifies staff about a problem, staff must address the situation.

Law enforcement may be called if a library user becomes threatening or violent.

Approved by ACPL Board on March 9, 2005. Re-written & Approved July 13, 2015.

2.11 UNATTENDED CHILDREN

The Arkansas City Public Library welcomes and encourages children to visit the Library, use library resources and services, and attend library programs. Staff members are available to help and support children; however, the Library is not able to provide short- or long-term child care, or be responsible for unattended children.

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Unattended children are children of any age who are apparently unaccompanied by an *adult* parent, guardian, and/or responsible caregiver. Children who are unable or unwilling to care for themselves may not be left alone in the Library and must have adequate supervision while in the Library. The Library is not responsible if children leave Library property unattended.

A child left unattended in the Library is in violation of this policy, or a child any age habitually left unattended, may be deemed to be at risk. In such situations, Library staff may contact local law enforcement and/or child protective authorities to ensure the safety and well-being of the child.

Levels of supervision required:

- Children *under the age of ten* must always be in close proximity and within sight of the adult caregiver responsible for their safety. Parents or caregivers must remain in the same area of the Library unless the child is attending a Library program, in which case they must remain in the Library building.
- Children *ten and older* may be left unattended providing they are mature enough to follow library rules and observe proper conduct as outlined in Management Policy 2.10: Library Behavior. Such children are subject to the same rules of behavior as other patrons and the same consequences apply, including being asked to leave the Library. The Arkansas City Public Library still highly recommends that children ten and older also be supervised and within sight of an adult caregiver responsible for their safety.
- Children of any age with mental, physical, or emotional disabilities which affect decision-making skills or render supervision necessary must be accompanied by a parent or caregiver at all times.
- Children left unattended may be deemed at risk. If a parent or caregiver cannot be contacted or located, the Arkansas City Police Department will be contacted to take custody of the child.

Approved by ACPL Board on October 7, 1998. Re-written and Approved July 13, 2015.

2.12 LOST & FOUND

Items other than books shall be placed in the lost and found drawer in the mailing room. This drawer shall be cleaned out periodically by the library staff.

Returned books not belonging to ACPL or south central Kansas libraries shall be handled in the following manner:

1. If possible, ownership of returned books will be determined. If books belong to residents of the community, the owner shall be called. Books belonging outside of the community shall be mailed to the owner.
2. Books whose ownership cannot be determined shall be placed on the lost book shelf with a slip of paper giving the date that the books were returned to the library. After two months these books shall be claimed by the Library Director for disposal.

Approved by ACPL Board on April 4, 1973.

2.13 PUBLIC RELATIONS & MEDIA

The Library Board and the Library Staff recognize that the library's product is the combination of books and people; therefore, the Board and Staff shall strive to be continually aware of ways and means to relate the library to both the users and the potential users in an ever increasing and beneficial way.

The Library Board and Staff believe that public relations means the concern and activities of Board and Staff in order to put the Library into a cordial and understanding relationship with all people of the community. The Library Board and Staff realize that the library's budget, progress, and effective service are dependent on good public relations and good will; the Board and Staff shall cooperatively work out a planned program to achieve this goal.

- The Board and Staff shall cooperate in planning and developing the public relations program.

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- All publicity releases about the library and its services shall be cleared through the Library Director.
- The annual report, the budget, and policy statements of the library shall be publicized in an effective way in order to keep the public properly informed.
- The Board and Staff shall utilize every opportunity to speak to groups and individuals about the library and what it can offer them.
- In efforts to relate the library to the public, all possible channels of communication shall be utilized.

Approved by ACPL Board on April 4, 1973.

2.14 DISTRIBUTION OF NON-LIBRARY MATERIALS

It is the policy of Arkansas City Public Library to provide access to community information by providing spaces for the free distribution of handouts and the public posting of flyers, notices and posters not prohibited by law. Acceptable non-library materials produced by individuals or organizations are limited to those engaged in cultural, educational, informational, non-commercial, or charitable activities. All postings will be approved by the Library Director.

Distribution or posting of materials at the Library does not indicate a Library endorsement of the ideas, issues, or events promoted by those materials. The Library Director will designate which spaces such as bulletin boards, literature racks, counter tops, desktops, or shelves are available for free distribution or posting of non-library materials within the Library or on library grounds.

Approved by ACPL Board on March 9, 2015.

2.15 DISPOSAL OF LIBRARY PROPERTY

All book, video, audiocassette, music, CD-ROM and other library materials that are withdrawn from the library's collection will be given to the Friends of the Arkansas City Public Library for sale in their periodic book sales or in the ongoing book sale display in the library. Items that do not sell after a reasonable period may be disposed of at their discretion.

All library office and computer equipment, furniture, and other tangible property that is removed permanently from service will be given to the Friends of the Arkansas City Public Library for sale in the annual book sale or other means of disposal at their discretion, if deemed appropriate by the Library Director, usually items under \$100.00 in value.

All equipment, furniture, etc. not deemed appropriate by the Library Director for sale by the Friends, usually items valued at over \$100.00, will be declared "surplus property" by the Library Board and then:

- (1) advertised for sale, at a price determined by the Library Director in either an electronic mail or similar communication to SCKLS and other Kansas libraries, or in an Arkansas City Traveler classified advertisement, or both, at the discretion of the Library Director, or
- (2) sold at public auction, or
- (3) given away at no charge to an appropriate social service or other non-profit agency.

If removed equipment, furniture, etc. is determined by the Library Director to be severely damaged or obsolete, or of little or no intrinsic value, it may be discarded via the City of Arkansas City refuse collection service.

Approved by ACPL Board on August 7, 2002.

2.16 ANIMALS IN THE LIBRARY

Pets are prohibited inside the building with the exception of trained service animals. Owners of pets that are not service animals will be asked to remove them from the library.

Individuals with disabilities may bring their service animals into all areas of the library where members of the public are normally allowed to go. All service animals must be under the full custody and control of their

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handler at all times. Also, all service animals must be on a leash or harness at all times unless the handler is unable to leash or harness the animal because of a disability or use of a leash or harness would interfere with the animal's safe, effective performance of work or tasks. If the service animal cannot be leashed or harnessed, it must be otherwise under the handler's control (e.g., voice control, signals, or other effective means). Owners of the service animals are solely responsible for the supervision and care of the service animal. Therefore, owners must keep the service animal directly with them at all times.

A service animal is defined as: "an animal that is trained for the purpose of assisting or accommodating a person's sensory, mental, or physical disability."

Users of service animals are not required to show papers or to prove a disability. Service animals are not required to be licensed or certified by a state or local government or training program, or be identified by a special harness or collar.

Staff may ask if an animal is a pet or a service animal required because of a disability; they can also ask what tasks the animal has been trained to perform. Owners of service animals will indicate that they are working animals and not pets. Terms used may include assistance, service, guide, hearing or helping animal. Staff may not ask about the owner's disability.

A person with a disability cannot be asked to remove his or her service animal from the library unless the presence, behavior or actions of the service animal constitutes an unreasonable risk of injury or harm to property or other persons. In these cases, library staff should give the person with the disability the option to obtain library services without having the service animal on the premises.

Fear of allergies, annoyance on the part of other patrons or employees or fear of animals are generally not valid reasons for denying access or refusing service to people with service animals.

Approved by ACPL Board on December 14, 2015.

2.17 BED BUGS

This policy outlines Arkansas City Public Library protocols for prevention of, and reaction to, potential bed bug situations in its materials and on its premises. Arkansas City Public Library actively works toward the prevention and containment of bed bugs and bed bug eggs in all materials, and on library premises. Arkansas City Public Library ensures its staff is trained in bed bug detection, containment, elimination and prevention, and regularly examines and updates its procedures according to best practices.

Arkansas City Public Library works proactively to:

- Reduce risk to staff and patrons.
- Monitor our detection, testing and response levels on an ongoing basis.
- Contract only licensed, accredited, and reputable pest detection and control companies.

Prevention Protocol and Procedures

Arkansas City Public Library recognizes all patrons and staff have a role to play in controlling bed bugs in our community. All patrons and staff must immediately report any sighting of live or dead bed bugs to library staff.

Staff Protocol

- Staff will routinely inspect all incoming materials, including those returned at the public desks, in the book drops and through inter-library loan delivery, for signs that bed bugs are or have been present. These signs include live or dead bed bugs, bed bug eggs, bed bug nymphs, and feces and spotting associated with bed bugs.

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- Materials returned to the Arkansas City Public Library with detected presence of live or dead bed bugs will be treated or discarded at the discretion of the Library.
- All items identified by Library staff as potentially containing live or dead bed bugs in any stage will be promptly quarantined. Items with minor or suspected signs will be promptly placed in a specialized heat treatment system that adheres to industry standards and is specifically designed to kill bed bugs.
- After treatment, all materials will be re-inspected.
- Any materials returned by a patron that show evidence of live or dead bed bugs will result in immediate suspension of Arkansas City Public Library privileges for that patron and for any patrons in the same residence as original patron. Suspension will be lifted after the patron presents proof that his or her residence has been successfully treated for and eradicated of bed bugs by a licensed and accredited pest control company.

Patron Protocol

- Library patrons must cease to borrow materials from Arkansas City Public Library if they are experiencing a bed bug infestation in their residence.
- In the event that a patron discovers a live or dead bed bug, bed bug eggs, bed bug nymphs, or feces or spotting associated with bed bugs in Arkansas City Public materials, the patron must immediately do the following:
 - If the materials are inside of the Library: Bring the materials to a staff member and inform the staff member of the problem.
 - If the materials are outside of the Library and in the possession of the patron: Place the materials into a sealable plastic bag. Return the sealed materials directly to a staff member and inform the staff member of the problem. Patrons must not use book drops to return materials suspected or with evidence of bed bugs.
- Patrons are prohibited from self-treating Library materials that are suspected to contain bed bugs.
- Patrons will be held responsible for any damages sustained to Library materials during an attempted self-treatment. Successfully eradicating bed bugs requires professional procedures and equipment contracted by the Library.

Public Donations Protocol

- Donors must inspect materials for evidence of live or dead bed bugs prior to donating them to Arkansas City Public Library.
- Arkansas City Public Library reserves the right to discard materials with signs of past or present bed bug activity.

Release of Liability

As a public building, ACPL often deals with a variety of health hazards or nuisances that library workers can't control. Concerning bed bugs, preventative measures are often taken. Professional inspections are done regularly and library staff check incoming materials for signs of bed bugs. However, staff cannot inspect people or their personal belongings, which could be a method of transference. And once an infestation begins it could grow quickly. Because of this, Arkansas City Public Library is not liable for any damages or expenses resulting from bed bug adults, eggs, or larvae that may have originated from our building and infested a patron's home and/or business and belongings. The patron will hold harmless the library for any claims or damage caused by material checked out that may have been infested. ACPL urges patrons to carefully inspect materials from the library before taking them inside their homes, etc.

Approved by ACPL Board on April 10, 2017.