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Change in chapter numbering to correct scrivener's error. (Internet Policy was duplicated)
Done with approval from the County Attorney. No substantive change made. - May, 2021



NATRONA COUNTY LIBRARY POLICY MANUAL

2021

As set out in Wyoming Legislation, (W.S. Section 18-7-103a), one of the duties of the Library Board of Trustees is to "establish and periodically review the policies governing the operations of the library." As such, the policies contained herein are reviewed on a regular basis. Additions, deletions, changes and/or edits are made as appropriate.

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CHAPTER 1: BOARD OF TRUSTEES BYLAWS

Adopted by the Board of Trustees October 1988.
Revised in July 1999, Jan. 13, 2000, June 8, 2010, March 8, 2011,
Nov. 12, 2013, Reviewed April, 2017, Revised Nov. 10, 2020

ARTICLE I NAME

The name of this organization is the Board of Trustees of the Natrona County Public Library. Its function is to administer the Natrona County Public Library System in accordance with W.S. § 18-7-101 through § 18-7-205.

ARTICLE II MISSION STATEMENT

Your library - advocating for literacy, education and a thriving community.

ARTICLE III LIBRARY BOARD OF TRUSTEES

SECTION 1: Membership

The Board shall consist of five members, each appointed by the Board of County Commissioners. Wyoming Statute § 18-7-103(b) addresses the term limits for library Board of Directors, as follows:

Excerpt from WS § 18-7-103(b): ...the county commissioners shall before July 1 of each year appoint a director or directors to replace the retiring director or directors for a term of three (3) years and until a successor is appointed. A director may be appointed for two (2) consecutive terms and shall not be eligible for reappointment until two (2) years after the expiration of his second term.

SECTION 2: Resignation and Vacancies

Any resignation or vacancy, which occurs in the term of a board member, shall be filled by appointment of the Board of County Commissioners. The resigning member shall send a letter of resignation to the president of the library board. The president or secretary shall immediately notify the board of county commissioners with a request for an appointment for the unexpired term.

SECTION 3: Salaries of the Library Board

Board members shall serve without compensation; however, the board may reimburse the board members for out-of-pocket expenses incurred.

SECTION 4: Officers

The officers of the board shall be president, vice-president, secretary and treasurer. No person shall hold more than one office at a time. At the regular meeting in July, the Board shall elect its officers who shall take office immediately. Officers so elected shall hold office for a term of one year or until their respective successors are elected and qualified.

SECTION 5: Vacancy in Officer

A vacancy occurring in any of the officers of the Library Board shall be filled by nomination and election at the next regular meeting of the Board. A person elected to office to fill any such vacancies shall hold office until the next regular election.

SECTION 6: President, Duties of

The president shall be the chief officer of the library board. The president shall preside at all library board meetings and shall be an ex officio member of any and all committees. The president shall sign or execute legal documents on behalf of the Library Board.

SECTION 7: Vice-President, Duties of

In case of absence or disability of the president, the duties of that office shall devolve upon the vice-president. If a vacancy occurs in the office of the president, the vice-president shall perform all functions of the president until a successor for the unexpired term is elected. In the event of absence of both the president and vice-president, the duties of the president shall be assumed by the secretary.

SECTION 8: Secretary, Duties of

The secretary shall be responsible for all official correspondence of the board and shall keep permanent records of the proceedings of the board. This person shall be custodian of all the official records of the board. The secretary may delegate such duties, as desired, with approval by the board, to an approved designee. However, that delegation shall in no way relieve the secretary from responsibility for the performance of his/her duties.

SECTION 9: Treasurer, Duties of

The treasurer shall be responsible for the supervision of all financial matters pertaining to the library. The treasurer shall present a complete financial report to the board at its regular meetings. The treasurer may delegate duties, with approval by the board, as desired to an

approved designee. The board shall require the treasurer or any person delegated duties hereunder, to obtain a sufficient bond through Natrona County as deemed appropriate by the commission.

SECTION 10: Duties of the Library Board

“The control, use and disposition of the county library fund is entrusted to the county library board of directors which shall budget and expend the fund for the maintenance, operation and promotion of the county library and county library system in order to carry out the informational, educational, cultural and recreational role of the county library.” [W.S. § 18-7-103(a)] The library board shall:

- (1) employ a competent and qualified director (County Librarian);
- (2) through the director, supervise and maintain buildings and grounds of the library;
- (3) approve the budget, approve all vouchers, and make sure that adequate funds are allocated to finance the approved budget;
- (4) establish and periodically review the policies governing the operations of the library; and
- (5) provide adequate insurance protection and risk management procedures.

ARTICLE IV
MEETINGS OF THE LIBRARY BOARD

SECTION 1: Regular Meetings

The library board will hold regular monthly meetings which are open to the public, the date and time for these meetings to be established by the board.

SECTION 2: Notice of Meetings

Notice of regular meetings shall be distributed to every member of the board at least three days before the date of the meeting.

SECTION 3: Special Meetings

The president of the board, may, at the request of three members of the board, call a special meeting of the Board stating the object of the meeting. Notice shall be given to library board members and members of the media informing them of the special meeting. Pursuant to the requirements contained within Wyoming Statute § 16-4-404(b), this notice should be made at least eight (8) hours prior to the start of the meeting. No business shall be transacted at a special meeting, except as stated in the call thereof.

WS § 16-4-404(b):

(b) Special meetings may be called by the presiding officer of a governing body by giving verbal, electronic or written notice of the meeting to each member of the governing body and to each newspaper of general circulation, radio or television station requesting the notice. The notice shall specify the time and place of the special meeting and the business to be transacted and shall be issued at least eight (8) hours prior to the commencement of the meeting. No other business shall be considered at a special meeting. Proof of delivery of verbal notice to the newspaper of general circulation, radio or television station may be made by affidavit of the clerk or other employee or officer of the agency charged or responsible for distribution of the notice of the meeting.

SECTION 4: Attendance at Meetings

Members of the library board are expected to attend meetings of the board. The board may request that the county commissioners remove any member who has been absent for more than one half of the regular board meetings during a twelve-month period pursuant to Wyoming Statute § 18-7-103(c). Board members are expected to contact the president when they are unable to attend a meeting.

WS § 18-7-103(c):

(c) The county commissioners may remove any director for misconduct or neglect of duty. Vacancies on the board of directors shall be filled by the county commissioners for the balance of the unexpired term created by the vacancy.

SECTION 5: Quorum

A quorum shall consist of a majority of the board at any meeting thereof.

**ARTICLE V
DIRECTOR OF THE COUNTY LIBRARY SYSTEM**

The director (county librarian) shall administer policies adopted by the board; employ, direct and supervise staff members; prepare required reports; recommend policies and procedures and promote effective library service in accordance with the library's mission statement.

**ARTICLE VI
COMMITTEES**

The board has the power to appoint such committees as from time to time may be needed. This may be done at any regular or special meetings.

ARTICLE VII
PARLIAMENTARY LAW

In all matters of procedures not specifically covered herein, Robert's Rules of Order shall guide the board.

ARTICLE VIII
AMENDMENTS

These bylaws may be amended in whole or in part at any regular or special meeting of the board. Not less than seven days prior notice of any proposed amendment shall be given all members of the board. Immediately upon the affirmative vote of a majority of all members of the board such changes become effective.



CHAPTER 2: COLLECTION DEVELOPMENT POLICY

(This combines and replaces former Collection Development Policy, Materials Selection Policy, and Video Game Policy)

Adopted by the Board of Trustees Nov. 8, 2017.

Revised Dec. 9, 2020

Introduction

The Natrona County Library System consists of the main library Natrona County Library, and one branch library, the M.J. Davis Branch in Midwest/Edgerton, and a bookmobile. Our mission is *“Advocating for literacy, education and a thriving community.”* The books, periodicals, and non-print items available at the libraries are important keys to realizing this mission. The collection development policy serves as a guide for library staff responsible for the selection of these materials and informs the public about the selection process.

Periodically managers and trustees review the library’s mission and establish goals for library services. There are eight possible roles of public libraries, as defined by the American Library Association. The Natrona County Library System endeavors to fill each of the roles to the degree our resources allow. These roles include: Community Activities Center, Community Information Center, Formal Education Support Center, Independent Learning Center, Popular Materials Library, Preschoolers’ Door to Learning, Reference Library, and Research Center.

General Principles

The Library acquires materials in a variety of subject areas and formats—print, audio, visual, and electronic to reflect community interest as well as global trends and issues. The library strives to acquire materials that will represent various sides of an issue. The library does not subscribe to a particular point of view. The Natrona County Library System endorses the Library Bill of Rights of the American Library Association, which states:

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. 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.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. 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.

Collection Evaluation

To ensure that the library's collection is meeting the needs of the Natrona County community, the collection is evaluated on a continuing basis. The CREW (Continuous Review Evaluation and Weeding) Method, circulation reports, reference statistics and interlibrary loan requests are used to determine how the collection is being used. Using this information, the library is able to keep pace with the changing reading and information needs of the community. With these methods, the director and the library managers can monitor the collection to see if it is serving its public.

Literary Classics, regional authors, well-recognized authors, titles in a series, and titles in popular demand are retained. Weeding of duplicate copies (unless in demand), items in poor condition, outdated information, and titles that have not circulated in a reasonable amount of time is done on a regular basis to maintain space for new items. (Items in different collections have varying shelf life expectancies, which often range from 18 months to five years.) Literary classics and titles in demand may be replaced if in poor condition, if replacements are available.

One or more of the following selection criteria will be used to evaluate items considered for inclusion in the collection whether the item is purchased or donated.

- Public need, present and potential
- Relation of work to existing collections
- Serious literary, artistic, or scientific value
- Reputation and authority of author and/or publisher
- Timeliness, accuracy of information, and content
- Favorable review in at least one professional journal
- Positive patron or staff member's review
- Local author
- Local or regional interest
- Quality of production, item will stand up to library use
- Popularity with library patrons
- Availability within the library system
- Purchase price and other budgetary considerations
- Availability from vendors

Responsibility for Selection

The Executive Director is responsible for the management of the library and its collection. The director appoints library managers and collection development librarians to select materials based on the needs and interests of the Natrona County community. The library managers and collection development staff use a variety of reviewing resources to keep abreast of new titles, formats and trends.

Selection Tools

Standard selection tools, award-winning lists, book reviews in general journals, and patron requests are used in the selection process. Generally, only one copy of each title is purchased. Patron requests are given serious consideration, and are added to the collection per selection criteria and as budget allows.

The library subscribes to a number of periodicals, which are used as review and evaluation sources for material selection. Among these are Library Journal, Booklist, School Library Journal, Horn Book, and VOYA.

In addition to using review publications, local bookstores and newspapers, magazines, publisher's catalogs, online bookstores and standard bibliographies also serve as selection tools.

Access

The library provides free and equal access to all library materials for all library users. Parents and/or legal guardians are responsible for deciding what materials are appropriate for their child. Selection of adult materials will not be limited by the possibility that books may inadvertently come into the possession of minors. Library materials will not be marked or identified to show approval or disapproval of the contents, and library materials will not be sequestered except with permission of the Director for the express purpose of protecting them from realistic anticipation of damage or theft.

Challenges

It is in the public interest for Natrona County Library System to make available the widest diversity of views and expressions, including those that are unorthodox or unpopular with the majority. It is not the intent of the library that all materials are suitable for all readers/viewers at all times. It is the individual's right and responsibility to select and/or reject materials that are not suitable for them personally, or for their children. From time to time a patron may encounter materials that he/she believes is classified incorrectly (i.e. placed in the Children's collection, but deemed for suitable for the adult collection) or has no redeeming social value. In these cases, the patron may submit a *Request for Reconsideration* form.

Any patron wishing to challenge any specific library material shall be asked to submit a Request for Reconsideration of Library Materials form.

The review will proceed in three stages, as necessary:

1. A designated staff member will promptly acknowledge receipt of the Request for Reconsideration of Library Materials form and will provide a timely, written response to what is stated in the completed form. If upon the decision at this level no further action is taken within 30 calendar days by the patron who submitted the Request for Reconsideration, the decision at this level will be considered final.
2. If the staff response does not satisfactorily resolve the issue, the patron may submit a written request for a review of the material by the Director. The Director will provide a written response to the request for review within 45 days. If upon the Director's decision no further action is taken within 30 calendar days by the patron who submitted the Request for Reconsideration, the decision at this level will be considered final.
3. If the Director's response does not satisfactorily resolve the issue, the patron may request an appeal to the NCPL Board of Trustees. Such request shall be submitted in writing to the Director who will then forward it to the Board of Trustees. The Board will hear public comment on an appeal by the second regularly scheduled Board meeting after the appeal is submitted. A decision will be made by the Board at a regularly scheduled meeting at such time as the Board feels fully prepared to consider such decision. If a decision is not made at the time of the appeal, the appellant will be notified in writing as to when the Board is prepared to reconsider such decision and will also be informed in writing as to the Board's decision. The decision of the Board of Trustees will be the final decision on the item addressed in the Request for Reconsideration.

Materials/Items challenged through this process will not be reconsidered no sooner than two years from the date of the final decision. Patrons who submit a Request for Reconsideration submitted on the same item during that two year time frame will be provided a copy of the final decision previously determined, along with the date the item is eligible for the review process once again.

Material(s) under question will remain in the active collection during the review process.

Natrona County Library Request for Reconsideration of Library Materials

If you have found materials or library resources about which you have concerns, please complete this form to assure prompt and complete consideration by appropriate staff.

MATERIAL FOR RECONSIDERATION

Author/Producer: _____ Publisher: _____

Title: _____

Type of Material:

_____ Book _____ Newspaper/Magazine _____ Movie/Video/DVD/Game _____ Electronic Database

_____ Digital Content _____ Audiobook/Play-away _____ Music Other: _____

• How much of the work did you read, view, listen to, or experience? _____ All _____ Part _____ None

• How did this material come to your attention? _____

• Please describe your concerns regarding this material.

• What specific pages, sections, tracks, etc. illustrate your concerns?

• If the work purports to be a work of nonfiction, what inaccuracies did you observe? (Please provide specific information.)

• What do you believe to be the theme of this work? _____

• In its place, what would you recommend we add to our collection that would convey as valuable a picture and perspective on the subject? Please list specific titles with authors of materials. (Note: Material must cover the same subject matter. Out-of-print publications may not be suggested.)

• What would you like the library to do about this item? Why?

CONTACT INFORMATION (Required)

Your name: _____ Phone #: _____

Your address: _____ City/State/Zip: _____

Organization represented (if any): _____

Date: _____

Please send or deliver completed form to: Public Services Administrator, Natrona County Library, 307 E. 2nd Street, Casper, WY 82601
Or complete the form online at : natronacountylibrary.org/reconsideration/



CHAPTER 3: CIRCULATION POLICY

Adopted by the Board of Trustees September 1987
Revised in Aug. 1990; Jan. 1998; Jan. 2000
Feb. 2002; April 2007, July 2007, June 2009, Jan. 2014,
July 2017, Feb. 2021

1. Registration

A. Library cards are issued at no charge to residents of Natrona County. Cards showing excess wear due to normal use are replaced at no charge, however a fee may be charged for replacement of lost, stolen or damaged cards.

B. ADULTS (18 years of age and older): Identification must be presented which shows name and a current, permanent, local street address.

A picture ID such as a Driver's License or government issued ID card and proof of residency is required for a full use card.

C. MINORS (17 years of age and younger): A minor's parent or legal guardian must appear in person and guarantee the application. Guarantors with current Wyoming library cards must be in good standing.

Guarantors who are not already registered borrowers must present the same ID that is required for adult registration.

2. Types of Cards

A. Adult 01AD

A full use card for those 18 and older.

B. Juvenile 01JV

A full use card for those 17 and younger.

C. Family 01A2

A family may opt to get one family card instead of individual cards. The number of items allowed on this card is increased.

D. Temporary 01TM

Individuals who cannot provide proof of residence or who do not otherwise qualify may obtain a temporary card by paying a \$25.00 deposit. The deposit will be refunded when the individual qualifies as a resident or when all materials borrowed are returned and the patron indicates he/she is leaving the area.

Individuals who are living at a temporary address may be eligible for borrowing privileges at no charge if the residence is governed by a board of directors which will assume financial liability. In this case, the individual must present a letter from the residence administrator requesting that the card be issued and stating any limitations. The temporary card will be issued for a three-month period and will allow check out of up to three items at the discretion of the residence board of directors.

E. Organization/Company/Outreach 01OR

Company/organizational cards will be issued free to any company/organization in Natrona County. The company/organization will be responsible for all material checked out on the card and any fines that occur. These cards will be used for company/organization business only.

F. Staff 01SF

A full use card for NCPL employees

G. Teacher 01TE

Teachers and Home-schooling Parents may request a "Teacher Card" which allows an increased number of items and extended checkout.

H. Homeless Student 01ST

Students referred by NCSD #1's Homeless Liaison will be issued a card that allows checkout of three books or magazines.

I. Books by Mail 01BBM

Homebound patrons 30item limit no fines accounts won't go to collection.

J. NonCirc 01NCIRC

Noncirculating for computer use only

4. Statewide Borrowing Privileges

An individual who has a current registration in any Wyoming library which participates in the Wyoming Library Database (WYLD) may borrow materials from Natrona County Public Library if the card is not delinquent.

5. Loan Practices

- A. All loan periods shall ensure maximum public use and shall be in accordance with standard library practice.
- B. Refer to the Circulation Policy in the ILS (integrated Library System) Circulation Map for current loan periods and restrictions on the number of items that may be borrowed.
- C. Some materials are for in-library use only and are not loaned.
- D. Interlibrary Loan is used to supplement the library's collection by borrowing materials from another library either locally, statewide, or nationally. By this means, the library attempts to make available to individual patrons materials it does not own or which fall outside the scope of the library collection. The library in return makes materials from the collection available to other libraries and their patrons.
- E. Interlibrary loan materials will be checked out according to the lending library's instructions.

6. Fines, Fees and Abuse of Privileges

- A. The library may impose such penalties as it deems necessary in order to assure fair use of its services or to ensure return of borrowed materials and fines are paid. Failure to return materials may result in the loss of borrowing privileges until the materials are returned.
- B. Charges that accumulate on lost or stolen cards prior to the date of notification of loss by patron will be the liability of the cardholder.
- C. The Library Director and his designees have authority to reduce or forgive fines and fees.



CHAPTER 4: GIFTS POLICY

Adopted by the Board of Trustees February 10, 1982

Revised in March 1982, August 1985, and Jan. 2000.

Reviewed March 2010, Oct. 2014, April 2017

Revised Feb. 2021

The Natrona County Library System welcomes gifts and/or donations of books and other materials. Once received, the materials become the exclusive property of the Natrona County Library System. Gifts and/or donation are evaluated according to the same selection criteria as purchased materials to determine if they are suitable additions to the collections of the library. The library reserves the right to reject or discard any gifts and/or donations. Gifts and/or donations that are not added to the collection are donated to the Friends of the Library, offered to other libraries, or are discarded.

Cash donations and bequests of money, such as memorials and honor gifts, may be made to either the Friends of the Natrona County Library or to the Natrona County Library Foundation.

1. GIFTS

The Board of Directors reserves the right to decline any financial commitment, gift or bequest, as well as the right to determine how a gift will be credited and recognized. Unrestricted gifts are encouraged. Restricted gifts will be evaluated within the guidelines of the Library's mission statement.

Donors understand that the gift becomes the sole property of the library, which assumes responsibility for and the right to determine its use, maintenance and disposition.

2. Tax Deductions

Gifts may qualify for a charitable deduction for federal income tax purposes under Section 170 of the Internal Revenue Code; however, the library accepts no responsibility for establishing or verifying the value of donated items for that purpose and the library cannot determine actual deductibility. Donors are referred to their tax consultants for any questions regarding deductibility.



CHAPTER 5: PUBLIC DISPLAY, MEETING ROOMS, AND USE OF FACILITIES POLICY

Adopted by the Board of Trustees December 1985
Revised in October 1988; August 1992; May 2000,
April 2009, March 2014, Oct. 2016, January, 2017, April, 2021

The Natrona County Public Library (“The Library”) offers the use of public displays and spaces for social, cultural, and educational displays and meetings by members of the community. The use of “The Library” facilities must comply with the Natrona County Resolution No. 10-16, Conduct Rules/County Facilities, dated April 19, 2016 which is attached to this policy.

1. Displays

Non-library displays are for information about civic, cultural, intellectual or charitable activities of likely interest to the local community. No political candidate electioneering or proposition materials, commercial promotions, or private events (such as yard sales) are eligible for display.

The following rules apply to all non-Library sponsored displays in Library facilities.

- A. Displays will not be accepted which are inappropriate, illegal or for monetary gain.
- B. Appropriateness of displays will be determined by the Circulation Manager. In the event questions arise or if the Circulation Manager is unavailable, either the Public Services Administrator or the Director will make a determination. Should questions remain, the final decision will reside with The Library Board.
- C. Groups sponsoring displays must prominently post their organization’s name, a telephone number, and the name of a person to contact for further information.
- D. “The Library” will not accept any responsibility for theft or damage to displays.
- E. It will be the responsibility of the group or individual sponsoring the display to maintain the display in an acceptable condition.
- F. Displays will be removed on the agreed date.
- G. Failure to comply with Library polices could result in the revocation of display privileges.

2. Bulletin Boards

The Library will post information regarding events of a civic, educational or cultural nature within the limitations of available space. Potential posts/information of a questionable nature will be referred to the Director or designee for a final decision prior to posting.

3. Meetings

Meetings and assemblies shall be consistent with Natrona County Conduct Rules/County Facilities.

The following rules apply to all **non-Library sponsored** meetings and use of the Meeting Spaces:

- A. All meetings shall be free and open to the public. No solicitation of funds, including charging membership, attendance and/or participation fees shall occur on Library premises.
- B. Meetings shall not conflict with Library sponsored programs.
- C. Meeting space is available to organizations engaged in civic, educational, cultural, intellectual, or charitable activities. Activities of a questionable nature will be referred to the Director, the Director's designee or Library Board for a final decision.
- D. The Library neither approves nor disapproves of content, topics, subject matter or points-of-view of individuals or groups using the meeting room. Permission to use The Library does not constitute an endorsement by The Library for a group's product, service or program. In issuing any publicity, Non-Library organizations will not infer that their program is sponsored or co-sponsored by "The Library."
- E. The Library reserves the right to refuse the use of meeting space by any group.
- F. The Crawford Room requires an application.
- G. Reasonable fees may be assessed for use of rooms.

4. Use of Outdoor Space

- A. The Library is surrounded by public sidewalks. The sidewalks nearest the city streets (those bordering 2nd, Beech, and Durbin Streets) are all property of the City of Casper, and the use of City sidewalks is governed by the City regulations, while the sidewalks that lead to the parking lot are the property of Natrona County and barring the existence of any County regulations superseding this policy, is governed by this policy.
- B. The County sidewalks at The Library are defined as traditional-public forums, as defined in Natrona County Resolution No 10-16, which reads in part:

“traditional-public forum” – a public area traditionally used for assembly, debate, discussion and other expressions of free speech as the Courthouse steps, sidewalks around public facilities, and parks.”

- C. The Library waives Natrona County Resolution No 10-16’s Public Forum Permit requirement at The Library, and instead places the following requirements on those wishing to use the sidewalk as a public forum:
 - 1) Use of County sidewalks at The Library is limited to those areas indicated on the Designated Areas Map (attached);
 - 2) Each of the two areas on County sidewalks at The Library is limited to one individual/group/organization at a time;
 - 3) Use of the County Property sidewalks The Library is available on a first-come, first-served basis;
 - 4) Users are required to stay within one of the designated areas. While they are welcome to initiate conversation, users are specifically prohibited from harassing and/or physically approaching patrons as they enter and/or exit The Library;
 - 5) Users are prohibited from setting up tables/chairs on the grass;

- 6) Users are reminded that there are times when other regulations and/or laws supersede this policy. (eg: When The Library serves as a voting/polling location, regulations for polling sites set forth by the Secretary of State take precedence.)
- D. All other sections of Natrona County's Resolution 10-16 remain in effect for those using the Library property, including but not limited to "Activity prohibited on traditional-public forums" and "If a person violates the Natrona County Public Forum Rules" sections.

Designated Areas Map



There are two designated areas on the County sidewalks on the South side of the library, as indicated on this map. These are available on a first-come, first-served basis. Should one area be in use by another individual, group, or organization, subsequent users will need to go to the other area. If both areas are in use, potential users will need to return when one of the spaces is available.

POLICIES:

- Please do not set up a table and/or chairs on the grass.
- Please stay within the designated area while representing your interest.
- Individuals, groups, or organizations may collect signatures, distribute materials, and/or otherwise exercise their right to free speech as long as it does not create a public disturbance and library patrons are not harassed and/or distressed.

IMPORTANT:

There are times when other regulations and/or laws supersede this policy. For example, when the Library is being used as a voting/polling location when election laws and regulations set forth take precedence.





CHAPTER 6: CODE OF CONDUCT

(Replaces Disruptive Patron Policy)

Adopted by the Board of Trustees September 13, 2017

Updated May 13, 2020

In order for the Natrona County Library System to provide free, open, and equal access to ideas and information to all members of the community, we must promote a safe, healthy, and barrier-free access to all the resources and facilities the Library has to offer. This Code of Conduct is designed to foster an atmosphere of mutual respect and courtesy, and applies to all patrons, volunteers, staff, and visitors while on library property.

While in the library, you are encouraged to:

- ASK the staff for help. Let the staff know when you are unable to find what you need so they can try to get the information for you. This also helps the library know what needs to be added to the collection;
- INFORM the staff if you need an accommodation or if assistance is needed for your full use of library services;
- EXPLORE new ideas and interests by participating in library programs;
- BE RESPONSIBLE for the conduct, safety, and well-being of children or other people in need of supervision that are in your care;
- REPORT disruptive behavior to staff immediately. (Disruptive behavior is any behavior or activity that is unsafe, disrupts the library, disturbs or endangers the perpetrator or others, damages library property or the property of others, interferes with the library business, or is illegal. This includes any activity which results in damage or disruption of library equipment or services.);
- COOPERATE with the requests of library staff;
- CLEAN UP after yourself.

While in the library, individuals are expected to respect others and respect library property. Following is a list of examples of prohibited behaviors:

**The following list of examples is NOT all inclusive.
Other behaviors judged to be inappropriate by library staff
may lead to Consequences of Misconduct.**

- Disruptive behavior. (Examples of disruptive behavior include any behavior or activity that is unsafe, disrupts the library, disturbs or endangers the perpetrator or others, damages library property or the property of others, interferes with the library business, or is illegal. This includes any activity which results in damage or disruption of library equipment or services.)
- Verbally or physically harass or threaten other patrons, volunteers, or staff. (Examples of harassment may include, but is not limited to, initiating unwanted contact or conversation, impeding access to or within the building, or other actions that an individual reasonably perceives to be hostile, threatening, intrusive, or offensive.)
- Abandon or leaving unattended children or other persons in need of supervision. This includes leaving young children unattended in the library at any time. (“Young children” is defined for this purpose as an individual under the age of ten years old.)
- Abandon or leaving unattended personal property. (The Library is not responsible for theft or for any damages to abandoned/unattended personal property. Such property may be relocated by staff and/or law enforcement may be called to collect such abandoned/unattended personal property.)

**The library reserves the right to inspect all bags, purses, briefcases,
backpacks, personal listening devices, computers, coats, jackets, etc.**

CODE OF CONDUCT DURING EXIGENT SITUATIONS:

During exigent situations, such as a community or natural disaster, a public health crisis, or any similar emergency situation, the Library Director is authorized to institute any reasonable temporary code of conduct requirements as are appropriate to that situation. Failure to comply with such temporary measures may result in an individual being denied entry into the facility and/or a temporary loss of services.

CONSEQUENCES OF MISCONDUCT:

The Executive Director or a designated Natrona County Library staff member will apply these rules and consequences in a fair and equitable manner for the benefit of all. If any of the information is unclear, please ask a member of the library staff for clarifications. The consequences of misconduct may include the following:

- A verbal warning – A staff member of designee will verbally remind the offender of their inappropriate behavior, and request they comply with this Code of Conduct;
- Loss of privileges - Offender loses library privileges for the remainder of the day of misconduct, but can remain on library property;
- Eviction – The offender is asked to leave the premises immediately, for a specified period of time.
- Notification of law enforcement – Law enforcement is called when behavior is illegal, if an individual who has been barred/banned returns to the property, or if the behavior or pattern of behavior is so disruptive that NCL staff feels notifying law enforcement is in the best interest of the general patronage. When law enforcement is called, and at the request of NCPL Staff, the offending individual typically has his/her library privileges permanently revoked. This revocation of privileges is often referred to as “being trespassed.” In addition, the offender may be cited and/or detained by law enforcement.
- A partial loss of library privileges – Offender is barred or restricted from a portion of the library materials, library services, and/or one or more areas of the library. This may partial loss of privileges may range from the remainder of the day to indefinitely;
- A temporary revocation of all library privileges – Offender is barred or restricted from all library materials and services for a set period of time, but not permanently;
- A permanent revocation of all library privileges – Offender is permanently barred or restricted from all library materials and services; or
- Prosecution - The Library reserves the right to prosecute offenders to the fullest extent of the law, should the misconduct so warrant.

If the offender is a less than 18 years of age, NCPL staff will make a reasonable attempt to notify parents/guardians of the misconduct and subsequent consequences of the misconduct.(Attempts will be made using the information we have on file, including phone numbers, address, email, etc.)

When possible, patrons will be notified in writing if the consequence of their misconduct results in a partial loss of library privileges, a temporary or permanent revocation of all library privileges, or prosecution. Such notification will include information on the Patron’s Right to Appeal.

PATRON'S RIGHT TO APPEAL:

Individuals have the right to appeal the suspension or revocation of his or her library privileges.

- **To appeal a trespass or a permanent revocation of privileges:**
A person who has been trespassed or had a permanent revocation of privileges may make an appeal of the decision. The appeal must be in writing, should include an approximate date of the trespass or revocation and the nature of the offense. It should be mailed to:
Executive Director, Natrona County Library
307 East 2nd Street; Casper, Wyoming 82601
- **To request consideration for reinstatement:**
A person who has lost privileges from the library for more than fourteen (14) days may make request for reinstatement of library privileges. The request must be in writing and mailed to:
Executive Director, Natrona County Library
307 East 2nd Street; Casper, Wyoming 82601
- **To reappeal when a request for consideration of reinstatement is denied:**
If an individual's appeal or request for reinstatement is denied by the Executive Director, he/she may reapply for consideration of reinstatement to the Board of Trustees after the passage of 120 days from the Executive Director's decision denying an appeal for reinstatement. The reapplication for consideration must be made in writing, and mailed to:
Natrona County Library Board of Trustees
c/o Natrona County Library
307 East 2nd Street; Casper, Wyoming 82601

The Board of Trustees shall consider the reapplication request at a board meeting that is within 45 days of the date of the reapplication. The Board may consider documentary evidence provided by library staff in regard to the barring of the patron, and may request further information from library staff during its consideration. The Board may also consider the written reapplication request of the patron, as well as any other information it feels is relevant to the decision. A hearing on the request for reinstatement of library privileges may be held if the Board, in its sole discretion, feels one is required in the case. The Board shall issue a written decision in regard to the reapplication request within 45 days of the date the request is considered.

The Board's decision shall be considered a final agency decision.



CHAPTER 7: INTERNET POLICY

Adopted by the Board of Trustees February 1998
Revised Jan. 2000, March 2000, Oct. 2001, June 2002, Dec.
2003, Feb. 2006, Dec. 2009; Aug. 2014; May 2017.
Reviewed April 2021.

1. NCL has no control over content since the Internet is an unregulated global electronic network. The Internet and its available resources potentially contain material of a controversial, offensive or inaccurate nature. NCL is not responsible for the availability, accuracy or content of any accessed information.
2. Minors (who have not reached 18 years of age) may use the filtered Internet computers. Minors may use unfiltered Internet stations only if accompanied by a parent or legal guardian at all times, or if a parent or guardian has completed the Minor's Internet Use Form. The parent or guardian must complete the form in front of library staff. Parents/guardians concerned with their child's access to the Internet should accompany their child to the library to ensure their parental responsibility to approve of what their minor child reads/views. NCL assumes no responsibility for children's use of library computers and the Internet.
3. All computer users must follow the check-in procedure. Violations may result in the loss of privileges.
4. No expectation of privacy is guaranteed for users of NCL Internet.
5. Internet users are expected to respect the needs of other library patrons. If Internet users disrupt other library services, or their behavior is inappropriate for a library setting, the library reserves the right to end the session. Continued violations may result in the loss of computer and/or library privileges.
6. The hard drive is not available for saving files. Files or documents may be saved to an individual's own storage device or to the Cloud. Downloading is done at the user's risk and the library takes no responsibility for any loss of data incurred.
7. Users will not use Internet workstations or NCL wireless service to:
 - Violate copyright or software laws;
 - Violate or attempt to breach the security of any computer system;
 - Engage in illegal activities;
 - Harass others, either at NCL or over the Internet;
 - Alter, remove, or damage configurations, software or hardware of library computers or any other system.

Minor's Internet Use Form

To be valid, this form must be completed by the parent or guardian in front of library staff.

Printed name of parent or legal guardian: _____

Address and Phone Number: _____

Relationship to minor child named below: _____

Printed name of minor child: _____

Child's Natrona County Library card number: 29092 _____

Parent/Guardian to initial each of the following three statements.

_____ I affirm that I am the parent or legal guardian of the minor child named above.

_____ I authorize the above-named minor child to use the Natrona County Library's **non-filtered** Internet stations.

_____ I have received a copy of the policies to read and have discussed them with my child. I accept responsibility for any and all damages, losses or charges arising from my child's use of the Internet computer.

Signature of Parent or Legal Guardian

Date



CHAPTER 8: SERVICE ANIMAL POLICY

Adopted by the Board of Trustees on Jan. 2018;
Reviewed May 2021

In accordance with the Americans with Disabilities Act (ADA) (28 CFR 35.136) and Wyoming State Statute (§ 35-13-201), service animals are welcomed and permitted in all Natrona County Library facilities. The Library also welcomes service animals in training. The Library expects service animals to display proper social behavior skills and manners while in the Library facilities or on the Library grounds. Service animals are expected to work calmly, quietly, and should be on a leash at all times except as indicated below. Similarly, service animal owners are expected to interact with their service animal in a quiet and calm manner.

The Library is not responsible for the care or supervision of a service animal.

Definition of a Service Animal:

According to 28 CFR 35.136, *service animal* is defined as

Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition.

The work or tasks performed by a service animal must be directly related to the individual's disability. Examples of work or tasks include, but are not limited to, assisting individuals who are blind or have low vision with navigation and other tasks, alerting individuals who are deaf or hard of hearing to the presence of people or sounds, providing non-violent protection or rescue work, pulling a wheelchair, assisting an individual during a seizure, alerting individuals to the presence of allergens, retrieving items such as medicine or the telephone, providing physical support and assistance with balance and stability to individuals with mobility disabilities, and helping persons with psychiatric and neurological disabilities by preventing or interrupting impulsive or destructive behaviors. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship do not constitute work or tasks for the purposes of this definition

Examples of service animals include, but are not limited to:

- Hearing dogs, which alert their handlers to sounds such as doorbells;
- Guide dogs, which help those who are visually impaired to navigate safely;
- Psychiatric service animals, which can interrupt self-harming behaviors, remind handlers to take medication, or provide calming pressure during panic attacks;
- Seizure alert animals, which let their handlers know of impending seizures, and may also guard their handlers during seizure activity; and
- Allergen alert animals, which let their handlers know of foods that contain allergens such as peanuts.

In order to help maintain a pleasant, productive, and safe environment for all Library users and staff, the following behavioral guidelines for all service animals are to be observed:

- Service animals must be in the immediate physical proximity of and under control of their handler at all times.
- Service animals may not be left unattended by their handler at any time.
- Service animals must be on a leash or harness at all times, unless the use of a leash or harness interferes with the animal's effective performance of its designated task(s). If the animal cannot be leashed or harnessed, it must be under the handler's control via voice, signals, or other effective means at all times.
- Service animals must not display disruptive behavior such as barking and growling.
- Service animals must be housebroken and their handler is responsible for any upkeep or clean-up of the animal.

In further compliance with 28 CFR 35.136(i), the Library will permit the use of a miniature horse by an individual with a disability if the miniature horse has been individually trained to do work or perform tasks for the benefit of the individual with a disability, and they meet the following assessment factors:

- The miniature horse should range in height from 24 inches to 34 inches measured to the shoulders;
- The miniature horse should weigh between 70 and 100 pounds;
- The handler has sufficient control of the miniature horse;
- The miniature horse is housebroken; and
- The miniature horse's presence in the Library does not compromise legitimate safety requirements that are necessary for safe operation.

Exceptions / Removal of a Service Animal:

If at any time service animal's behaviors or actions pose an unreasonable or direct threat to the health or safety of others, or if the service animal does not conform to these guidelines, it may not remain in a Library facility. In accordance with ADA guidelines, non-compliance of guidelines can be grounds for a request to remove a service animal from a Library facility.

If a service animal is excluded from a Library facility, the individual with the disability is welcomed to stay and participate in the service, program or activity without having the service animal on the premises. The individual with the disability will be reasonably accommodated by Library staff.

Exclusions:

Neither the ADA nor Wyoming's service animal law includes what some people call "emotional support animals": animals that provide a sense of safety, companionship, and comfort to those with psychiatric, emotional disabilities or conditions, or who are lonely. Although these animals often have therapeutic benefits, they are not individually trained to perform specific tasks for their handlers. The effects of an animal's presence as comforting and/or the provision of emotional support, comfort, well-being or companionship do not constitute work or tasks and such animals are not defined as service animals. As such, these animals are not permitted in Natrona County Library facilities.

WS § 35-13-203(b). Misrepresentation of a service or assistance animal; penalties

(b) Any person who knowingly and intentionally misrepresents that an animal is a service animal or an assistance animal for the purpose of obtaining any of the rights or privileges set forth in this article is guilty of a misdemeanor and may be fined not more than seven hundred fifty dollars (\$750.00).

References:

Code of Federal Regulations 28 CFR 35.104; 28 CFR 35.136; 28 CFR 36.104; and 28 CFR 36.302. Wyoming State Statutes: 35-13-201; 35-13-203; 35-13-204; and 35-13-205.



CHAPTER 9: EMERGENCY POLICY

Adopted by the Board of Trustees Oct. 1982

Revised 1999; July 2009; May 2017

Reviewed May 2021

In any emergency, the first goal is to ensure the safety of patrons and staff. The second goal is to preserve the collection and other materials that will provide for continued operation.

Patron Emergencies

Medical Emergency:

In case of medical emergencies such as severe/extreme illness or injury to a patron, ask the patron whom to contact. If this is not possible, call 911 to get appropriate help for the medical emergency.

Disturbance/Disruptive Patron Emergency:

If there is a disturbance or other unusual incident in the operation of the Library, the staff should follow the Code of Conduct Policy.

The staff member shall notify the Director or Public Services Administrator of the emergency at the earliest opportunity.

Facility Emergencies

Other emergencies such as equipment failures are the responsibility of the senior staff member on duty. It is left to the initiative of the person in charge to contact the Maintenance Supervisor.

The Library Director (or senior member present) will declare an emergency situation based on all available information at the time of the event.



CHAPTER 10: CONFIDENTIALITY OF LIBRARY RECORDS AND PATRON FILES POLICY

Adopted by the Board of Trustees October 1988.

Revised in July 1999, Jan. 2000, June 2010,
March 2011, Nov. 2013, Oct. 2017, March 2019

Reviewed May 2021

NCPL protects each library user's right to privacy and confidentiality with respect to information sought or received, and resources consulted, borrowed, acquired or transmitted.

1. Library records are held confidential by Natrona County Library in accordance with Wyoming Statute 16-4-203 D (Right of inspection; grounds for denial; access to news media; order permitting or restricting disclosure; exceptions): "The custodian shall deny the right of inspection of the following records, unless otherwise provided by law: **(ix)** Library patron transaction and registration records except as required for administration of the library or except as requested by a custodial parent or guardian to inspect the records of his minor child."
2. The Wyoming State Librarian is the custodian of ILS Data, and he/she is the only one authorized to release information from the ILS database.
3. Confidential records, files, documentation, and/or information shall not be made available to any individual, organization, or entity agency of federal, state, or local government except as required by law.



CHAPTER 11: VULNERABLE PATRON POLICY

Adopted by the Board of Trustees Nov. 9, 2000,
Reviewed Jan. 2010, Sept.2014,
Revised March 2017
Reviewed May, 2021

Everyone is welcome in our libraries. We are concerned about the safety and welfare of all our patrons, including children. We recognize parent/guardian responsibility for the behavior and well-being of those in their charge, and respect the privacy of all library patrons. We intervene only when we determine a patron is at risk.

A **VULNERABLE PATRON** is anyone whose immediate health and safety is in doubt.

- If a **VULNERABLE CHILD** comes to the attention of library staff, an attempt will be made to contact a parent or guardian. If a parent or guardian cannot be reached, local law enforcement will be contacted.
- If a **VULNERABLE ADULT** comes to the attention of library staff, an attempt will be made to contact a family member or guardian. If a family member or guardian cannot be reached, local law enforcement will be contacted.