



NATRONA COUNTY LIBRARY POLICY MANUAL

2024/2025

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,
Revised Nov. 10, 2021, Revised June 14, 2023

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

Promote literacy, support discovery and creation, and build 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 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: Rules for Public Comments

Purpose:

- a. Public engagement and participation are vital to the democratic process and it assists the Library Board of Trustees in shaping effective policy for the Natrona County Library. The Library Trustees are volunteers appointed by the Natrona County Commissioners to serve as the voice of residents, and recognize that resident participation enhances their positive impact on the organization and this community. To balance public participation during public meetings with the

obligation to complete necessary business, this board has established a set of rules and procedures to manage the public comments process.

- b. Public comments is an opportunity to address the board; however, it is not a debate nor is it a time to ask questions of the board and/or others attending the meeting. Commenters should be aware that while the board values the community participation and will consider the information presented at the appropriate time, board members are asked to not respond to the speaker's questions, comments or information except to ask questions for clarification.

Rules for In-Person Comments:

- c. Agenda: Library Board Meeting Agendas include an opportunity for public comments, and persons wishing to address the board during a Library Board Meeting are limited to doing so during this time.
- d. Sign-up: Speakers may be asked to sign up to speak in the public comments portion of the meeting, and may be asked to provide their name and affiliation.
- e. Speakers & speaker order: No members of the public shall address the board until the presiding board member has recognized and invited him/her to speak. If a sign-up sheet is utilized, the presiding board member may choose to call on speakers in the order in which they signed up or use another method to determine speaker order.
- f. Time Limits:
 - i. Public comments are limited to three (3) minutes per individual.
 - ii. The presiding board member may shorten a speaker's time limit based reasonable factors such as repetition of comments or poor disruptive behavior as set out elsewhere in this policy.
 - iii. Individuals cannot 'donate' their speaking time to another individual.
 - iv. When the presiding board member or appointee indicates the time limit has been reached, the speaker may finish his/her current sentence, but must then stop speaking.
- g. Method: Public comments are limited to presentations of facts, information or opinions, and are not debates.
- h. Addressing the board: Comments should be addressed to the board, not to other members of the audience.
- i. Identification: Speakers shall clearly state his/her name so it can be recorded in the minutes of the meeting.
- j. Disruptive Behavior Prohibited: W.S. 16-4-406 prohibits the disruption of public meetings. "If any public meeting is willfully disrupted by a person or group of persons so as to render the orderly conduct of the meeting unfeasible, and order cannot be restored by the removal of the person or persons who are willfully interrupting the meeting, the governing body may order the removal of the person or persons or group from the meeting room and continue in session, or

may recess the meeting and reconvene at another location..." The presiding board member may limit or end the comments of a person, or may ask for a person to be removed from the meeting, if they are engaging in belligerent, impertinent, threatening, disparaging or disruptive behavior.

- k. Relevance: Public comments should be limited to matters that are relevant to the Natrona County Library, and that fall within the purview of the Library Board.

Reasonable Accommodations:

- l. All public meetings are open to all members of the public. Those wishing to address the Library Board may request reasonable accommodations be made in order for them to do so by contacting the Library's Business Manager at (307) 237-4935 no less than three (3) days prior to the meeting date to submit a request. Reasonable efforts will be made to satisfy the accommodation request.

Public comments during virtual meetings:

- m. Should a member of the public wish to comment during a virtual library board meeting, the desire and intent of the library board remains to provide the public with an appropriate avenue for such engagement. Those wishing to address the board during a virtual meeting shall submit their comment in writing, which must be provided to the Library's Business Manager no less than three (3) hours prior to the start of the public meeting. Said written comments must include the commenter's name. Comments received within the established time frame may be provided to the library board of trustees in advance of the meeting, and will be read aloud at the appropriate time of the open meeting. The commenter's name-will be read along with the text of the comment for up to three minutes per commenter.

Retention of Written Comments:

- n. Written comments will be retained for the required period of time; however, they shall not be considered attachments to the official minutes of the meeting.

SECTION 4: 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 5: 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 6: 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 November 2017.
Revised December 2020, April 2023, February 2024

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. Regarding collection development, it 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.

Collection Evaluation

To ensure that the Library's collection meets 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 some of the methods and tools used to determine how the collection is being used. Using this information, the Library can keep pace with the changing reading and information needs of the community. With these methods, the Director and designees can monitor the collection to ensure it is serving public needs.

Literary classics, regional authors, well-recognized authors, titles in a series, and titles in popular demand are typically retained. Weeding (purposefully removing) 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.)

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. Library managers and collection development staff use a variety of reviewing resources to keep abreast of new titles, formats, and trends.

Selection Tools

Library staff use a wide range of selection tools, including but not limited to award-winning lists, book reviews, local bookstores, newspapers, magazines, publisher catalogs, online bookstores, and standard bibliographies. Patron requests are given serious consideration and are added to the collection per selection criteria and as budget allows.

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 for the express purpose of protecting them from a realistic anticipation of damage or theft.

It is in the public interest for the 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 always suitable for all

readers/viewers. 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.

Digital and Electronic Content

The Library is a member of a consortia for some of its digital and electronic resources. When this is the case, the Library follows the respective consortia's reconsideration policies and procedures.

Requesting the Library Reconsider an Item in the Collection

The Library welcomes feedback regarding our collection from our patrons, but limits who can challenge items in the collection to residents of Natrona County, Wyoming who have a currently NCL library card.

The library is not a judicial body. Laws governing obscenity, subversive materials, and other questionable matters are subject to interpretation by the courts. Consequently, no challenged materials will be removed from the library for complaints of obscenity, pornography, subversiveness, or any other category covered by law until after receipt of an independent court order. Conversely, materials previously judged unlawful will not knowingly be selected.

A patron who finds an item in the NCL collection they believe should either be moved elsewhere in the collection or removed completely will be asked to discuss their concerns with the department manager where the item is shelved.

If after speaking with the department manager the patron still believes the item should be removed or moved elsewhere, the patron will need to present his/her/their concern in writing by submitting a completed Request for Reconsideration of Library Materials form.

When an item is challenged via the Request for Reconsideration process, the decision will apply to all formats of that title in the Library's collection, with the exception of titles belonging to a consortium. (See Digital and Electronic section above.)

Materials submitted for reconsideration will not be removed from the collection pending the final decision.

Upon receiving a properly completed Request for Reconsideration of Library Materials form:

- The Director or designee will appoint a staff member to read or view the material in question, retrieve reviews of the material in question, and to draft a response to the patron's concerns as outlined in his/her/their completed Request for Reconsideration form. The response will be submitted to the Assistant Director, who will make the decision to either remove, relocate, or retain the item in question.
- The Assistant Director or staff member who considered the Request will communicate the decision in writing, and the reasons for it, to the patron who initiated the request

for reconsideration within 30 days from the submission of the form. **If the patron does not appeal the decision made at this level following the process outlined below, this is considered the final decision.**

Appeal:

Only the patron who initiated the request can appeal the decision by submitting a written request for additional review to the Director. This request for additional review must be submitted within 30 days from the date of the original decision. The Director shall conduct an additional review and respond to the individual in writing with a decision within 45 days of the date of the appeal. This decision may be appealed to the Library Board of Trustees. **If the individual does not further appeal the decision to the Library Board of Trustees within 30 days of the Director's decision this is considered the final decision.**

A final appeal to the Library Board of Trustees shall be submitted in writing to the Director who will notify the Board and place the matter on a Board of Trustees meeting agenda, no later than the second meeting following receipt of the final appeal. At that meeting:

- The Board will hear public comments,
- The Board will accept information or documentation presented by the appellant, and
- To allow time for the Board to properly review and consider all information, the Board will place the matter on the agenda of a future regularly scheduled meeting at which their decision will be announced.
- The Board's determination will be whether the request for reconsideration has been handled in accordance with stated policies and procedures. On the basis of this determination alone, the Board may vote to uphold or override the decision of the Director and staff. **If appealed to this level, the decision of the Board is the final decision.**

Unless good cause exists, materials and/or items challenged through this process will not be eligible for subsequent reconsideration(s) for 24 months from the date of the final decision. Patrons who submit a Request for Reconsideration on an item that has already been reconsidered within the 24-month 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.



Natrona County Library Request for Reconsideration of Library Materials

The Board of Trustees has established a materials selection policy and a procedure for gathering input about items in the library's collection. Completion of this form is the first step in that procedure. Forms may be picked up at any service desk. If you wish to request reconsideration of an item, please mail or deliver this form to:

Natrona County Public Library
Attn. Assistant Director
307 E Second St.
Casper, WY 82601

CONTACT INFORMATION (REQUIRED)

Name _____
Date _____ Lib. Card # _____
Address _____
City _____ State/Zip _____
Phone _____ Email _____
Do you represent self? _____ Or an organization? _____ Name of Organization: _____

MATERIAL FOR CONSIDERATION

- Resource on which you are commenting:
Book _____ Newspaper/Magazine _____ Movie/Video/DVD/Game _____
Audiobook/Play-away _____ Music _____ Other: _____
Title _____
Author/Producer _____
- How did this material come to your attention? _____
- Have you examined the entire resource? If not, what sections did you review? _____

- Please describe your concerns regarding this material. If the work purports to be a work of nonfiction, what inaccuracies did you observe?

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

- 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 will not be considered.)

- What action are you requesting the library consider?



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; Revised November 2023

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.

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 and/or their caregivers. These accounts will not go to collections for lost assumed items.

J. NonCirc 01NCIRC and 01JNCIRC

Noncirculating for computer use only. These are temporary passes except they are valid for more than one day. 01NCIRC cards allow access to adult computers and the 01JNCIRC cards are limited to children's and teen computers.

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 materials it does not own, or which fall outside the scope of the library collection, available to individual patrons upon request. The library also makes materials from its collection available to other libraries and their patrons.
- E. Interlibrary loan materials will be checked out according to the lending library's instructions. Charges incurred by the lending library are the responsibility of the patron.

6. Fees and Abuse of Privileges

- A. The library may impose fees for non-returned items ("assumed lost") in order to make appropriate restitution for the non-returned item(s). Failure to return materials may result in the loss of borrowing privileges until materials are returned, replaced, or paid for.
- 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 designees have authority to reduce or forgive 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; Reviewed May 2023

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 donations 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 Trustees 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;
Revised August 8, 2023

The Natrona County Public Library (NCL) offers the use of public spaces for social, cultural, and educational displays and meetings by members of the community. The use of NCL 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 and Bulletin Boards

Non-library displays are for information about civic, cultural, intellectual, or charitable activities of likely interest to the local community. Political candidate electioneering or proposition materials, commercial promotions, or private events (such as yard sales) are not allowed.

- A. Groups or individuals sponsoring displays must prominently post their organization's name, along with the name of a person with contact information somewhere in the display.
- B. NCL is not responsible for theft or damage to displays.
- C. The group or individual sponsoring the display is responsible for maintaining the display.
- D. Displays will be removed on an agreed-upon date.
- E. Failure to comply with NCL policies could result in the revocation of display privileges.

2. Meeting Rooms

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 of charge, and no solicitation of funds is allowed.
- B. Meeting space is available for civic, educational, cultural, intellectual, or charitable activities. The Director or designee has final approval authority.

- C. NCL neither approves nor disapproves of content, topics, subject matter or points-of-view of individuals or groups using the meeting room. Permission to use library space does not constitute an endorsement by NCL. Non-Library organizations will not infer that their programs are sponsored or co-sponsored by NCL.
- D. NCL reserves the right to refuse the use of meeting space by any group.
- E. Use of meeting rooms requires advanced reservation.
- F. Reasonable fees may be assessed for use of rooms. In case the area is not returned to its original condition, cleaning fees may be assessed.
- G. In case of damage to the property, area, or room, appropriate fees for repairs may be assessed.

4. Use of Outdoor Space

GENERAL OUTDOOR SPACES:

The outdoor spaces surrounding NCL are maintained by the Library and are intended for the use and benefit of everyone. These spaces include:

- A. The grassy area near the South entrance,
- B. The Echo Chamber,
- C. The area around the flagpole,
- D. Any inlaid planters around the perimeter of the building,
- E. The Prometheus Courtyard, including the statue and flower bed in the immediate area,
- F. The Bridges to the Future statue and its base,
- G. The landscaped area immediately between the South parking lot and the staircase that is the emergency exit from the basement, including any benches; and
- H. Any other outdoor special use spaces that may be added in the future.

Individuals and/or groups cannot monopolize any of these spaces. To ensure these spaces are available for the use and enjoyment of the community and visitors, the use of these spaces is limited to a brief periods at a time.

SIDEWALKS:

- A. NCL 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, are governed by this policy.

- B. The County sidewalks at NCL 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. NCL waives Natrona County Resolution No 10-16’s Public Forum Permit requirement and instead places the following requirements on those wishing to use the sidewalks as a public forum:

- 1) Use of County sidewalks at NCL is limited to those areas indicated on the Designated Areas Map that is attached and considered to be part of this policy.
- 2) Each of the two areas on County sidewalks at NCL is limited to one individual/group/organization at a time.
- 3) Use of the County Property sidewalks at NCL is available on a first-come, first-served basis.
- 4) Users are required to stay within one of the designated areas.
- 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. (e.g., When NCL is 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 NCL 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.





CHAPTER 6: CODE OF CONDUCT

(Replaces Disruptive Patron Policy)

Adopted by the Board of Trustees September 2017

Revised May 2020; Revised February 2024

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.)
- Abandoning or leaving children or other persons in need of supervision unattended. 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.)

Abandoning or leaving personal property unattended for any length of time. (The Library is not responsible for any patron's unattended property. Patrons are solely responsible for their own property. Unattended property may be relocated to a secure location or disposed of by staff. In certain situations, law enforcement may be called to collect abandoned/unattended personal property.) Items of obvious value — e.g., wallets, cell phones, jewelry, cash, credit cards — will be held in a secure location. In certain situations, patrons will need to supply staff with valid identifying information in order claim their unclaimed property. Unclaimed items will be stored for a specified period of time, after which library staff will determine the appropriate method of disposal including discarding the item, turning it over to law enforcement, or donating it to charity, as appropriate.

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, the Library Director is authorized to implement any reasonable temporary code of conduct changes 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 VIOLATING THE CODE OF CONDUCT:

The Executive Director, a designated Natrona County Library staff member, or contracted security officers will apply these rules and consequences in a fair and equitable manner for the benefit of all. The consequences of violating this code of conduct 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;
- 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 banned” or “being trespassed.”
- 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 partial loss of privileges may range from the remainder of the day to indefinitely, and the offender may or may not be allowed in the library during this loss of privileges;
- A temporary ban – Offender is banned from the library for a set period of time, but not permanently;
- A permanent ban/trespass – Offender loses all library privileges and is permanently trespassed the library; 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 less than 18 years of age, using the personally identifiable information we have on file NCPL staff will make a reasonable attempt to notify parents/guardians of the misconduct and subsequent consequences of the misconduct. (

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 their library privileges. Appeals must include the individual's contact information, specifically their name and either a current mailing address or a phone number. Appeal requests made without providing contact information will not be considered.

Individuals are reminded to either mail the completed form, drop it in the 2nd Street book drop, or have it delivered by another individual. Persons should not violate a trespass order to submit their completed appeal form.

Individuals are eligible to submit an appeal after fourteen (14) days following their loss of privileges, temporary ban or permanent trespass. Requests submitted prior to that time will not be considered and will be shredded.

The appeals process is available to individuals who have:

- lost library privileges ("Losing privileges" means being restricted from certain things or areas in the library. Examples include using computers, the creation station, etc.)
- been temporarily banned, or
- been trespassed (also called a permanent ban).

FIRST APPEAL:

A person who has lost privileges, been temporarily banned, or has been trespassed may submit an Appeal (also called a request for reinstatement). The appeal must be in writing, should include an approximate date of the trespass or revocation and the nature of the offense. When completed, the form should be mailed or delivered to:

Executive Director; Natrona County Library
307 East 2nd Street; Casper, Wyoming 82601

FINAL APPEAL:

An individual whose First Appeal is denied may submit a second (final) appeal to the Board of Trustees. This is a FINAL APPEAL and can be submitted AFTER the passage of 120 days from the decision of the First Appeal. The FINAL APPEAL must be made in writing, must include the approximate date and nature of offense, and the individual's contact information. It must be mailed or delivered 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; Revised June 14, 2023

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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.
 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.
 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; Reviewed June 14, 2023

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; Revised May 10, 2023

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.

Guiding Documents

Library staff should refer to the NCL Crisis Guide and the accompanying Natrona County Emergency Management Emergency Procedures when faced with an on-site emergency.

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, who is responsible for notifying the Library Director and/or Maintenance Supervisor.

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



CHAPTER 10: CONFIDENTIALITY OF LIBRARY RECORDS AND PATRON TRANSACTIONS POLICY

Adopted by the Board of Trustees October 1988.
Revised in July 1999; January 2000; June 2010;
March 2011; November 2013; October 2017; March 2019;
Reviewed May 2021; Revised November 2023

NCPL protects each library user's right to privacy.

Confidentiality exists when a library is in possession of personally identifiable information (PII) about its users and keeps that information private on their behalf.

Article III of the *Code of Ethics of the American Library Association* states that confidentiality extends to "information sought or received and resources consulted, borrowed, acquired, or transmitted," including, but not limited to, reference questions and interviews, circulation records, digital transactions and queries, as well as records or information regarding the use of library resources, services, programs, or facilities.

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 Integrated Library System (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; Reviewed Sept 2014;
Revised March 2017; Reviewed May 2021; Reviewed June 14, 2023

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.



CHAPTER 12: PUBLIC RECORDS REQUEST POLICY

Adopted by the Board of Trustees on April 9, 2025

1. Purpose

The Library is committed to public access to records in compliance with the Wyoming Public Records Act. This policy establishes uniform procedures for requesting and responding to public records requests and delineates associated fees.

2. Public Records Requests

All public records requests shall be submitted to the Library Director or a designated records custodian. Requests must be submitted in writing using the Library's Public Records Request Form, which is available on the Library's website or at the Library's administrative office. Requests submitted through individual Library employees will not be processed.

Applicants must submit a fully completed **Natrona County Library Public Request Form** and a clear description of the records being requested. Requests without the required personal information, open-ended requests, requests for future documents, or overly broad requests may not be fulfilled. Requests must include a specific date range.

Some public records may be confidential, privileged, or subject to statutory exceptions and may not be available for release. Additionally, information readily available on the Library's website will not be reproduced.

Requests will be processed in the order received, and applicants will be notified of the status of their request via email, phone, or mail.

3. Fees and Charges

(a) Electronic Public Records

- There is no fee for inspecting electronic public records.
- If fulfilling a request takes more than 30 minutes, including but not limited to staff time to isolate the information, a charge of \$20.00 per additional 30-minute increment will apply.
- If fulfilling a request requires a storage device of any type (e.g. a flash drive, an external hard drive, etc.) the requestor will be charged the actual cost of the device.
- Size permitting, electronic records can be emailed at no charge.

- Printed hard copies of electronic records:
 - The first five (5) pages are free.
 - Each additional page is \$0.50 per page.
 - Other formats (e.g., maps, photographs) will be provided at actual cost.

(b) Non-Electronic Public Records

- There is no fee for inspecting non-electronic public records.
- If fulfilling a request takes more than 30 minutes, including but not limited to staff time to isolate the information, a charge of \$20.00 per additional 30-minute increment will apply.
- If fulfilling a request requires a storage device of any type (e.g. a flash drive, an external hard drive, etc.) the requestor will be charged the actual cost of the device.
- Size permitting, non-electronic records can be scanned emailed. (Charges for fulfillment apply.)
- Printed hard copies:
 - The first five (5) pages are free.
 - Each additional page is \$0.50 per page.
 - Other formats (e.g., maps, photographs, mailing costs) will be provided at actual cost.

4. Payment

Applicants may request an estimate of costs before the records are produced. Payment is due upon receipt of records. The Library may require prepayment for requests with an estimated cost that exceeds \$20.00.

5. Discretionary Fee Waivers

The Library reserves the right to waive fees at its discretion.

6. Compliance with Other Policies

This policy does not guarantee access to all requested records. The Library will comply with state and federal laws governing public records and may have additional policies addressing access to specific types of information.

Natrona County Library - Public Records Request Form

Pursuant to the Wyoming Public Records Act, members of the public may request access to **certain** public records maintained by the Library. Requestor should refer to **NCL Public Records Request Policy** for more information, including fulfillment costs .

REQUESTOR INFORMATION

Name: _____

Organization (if applicable): _____

Mailing Address: _____

Phone #: _____ Email: _____

RECORD(S) REQUESTED:

Provide a clear and specific description of the records you are requesting. Include relevant details such as dates, titles, or subjects to assist staff in locating the document(s). Use an additional sheet if necessary.

PREFERRED FORMAT/DELIVERY METHOD:

Staff will make every attempt to fulfill this request using the preferred format; however, the availability of certain formats may depend on the nature of the requested record.

ACKNOWLEDGMENT AND AGREEMENT:

Acknowledgment and Agreement

I understand that:

- Access to certain records may be restricted by law.
- The Library may charge reasonable fees for copies or extensive staff time.
- The Library will respond to my request as soon as practicable but no later than the time allowed by law.
- I may be required to provide additional details or clarification regarding my request.

Signature: _____ **Date:** _____

For Library Use Only

Date Received: _____

Response Due By: _____

Processed By: _____

Action Taken:

•

Comments:

For questions regarding this request, please contact the Natrona County Library at [Library Contact Information].