

Policy Handbook

Emil M. Larson Public Library
120 N. Commercial St
Clark, SD 57225
605-532-5571

Adopted:
December 1st, 2020

Emil M. Larson Public Library
Mission and Goal Statements

Mission:

The mission of the Emil M. Larson Public Library is to provide quality materials and services which fulfill educational, informational, cultural, and recreational needs of the entire community in an atmosphere that is welcoming, respectful and businesslike.

The general goals of the Emil M. Larson Public Library shall be:

1. To serve all residents in our community and maintain a program of services that help to increase library attendance.
2. To acquire and make available to all residents such books, periodicals, pamphlets, and other services as will address their needs
 - for information
 - for imaginative and creative expression
 - for the development of skills for career and vocational advancement
 - for the enjoyment of leisure
3. To strive consistently to discover new methods and improvements for better service for library's customers
4. To review, and if necessary, revise these goals in the light of new developments.

Reviewed and adopted by the Library Board of Trustees on December 1st, 2020.

Circulation Policy

There is a large investment of public funds in the library's collection. Rules are established to provide all patrons with an equal opportunity to use the materials and to protect the collections from damage or abuse:

Hours of Operation:

Daily Hours: Monday, Tuesday, Wednesday and Friday from 1:00pm to 5:00pm.

Thursday from 1:00pm to 7:00pm

The Emil M. Larson Public Library will be closed on those days officially designated for the observance of holidays by the City of Clark.

Registration Requirements:

For individuals 18 years of age and older:

- A valid driver's license/state ID with a current address
- A utility bill, rent receipt, lease or checkbook with a current address

For individuals under the age of 18:

- A valid driver's license if of driving age, proof of address (listed above)

AND/OR

- A parent/guardian must be present at time of application. A minor child **MUST** be able sign his/her first and last name. This helps show the importance of taking good care of library materials and following library rules. Parents are financially responsible for any charges on a minor account.

The person whose name appears on the library card account is responsible for the account and any use made of the card, including any charges that occur.

Types of Cards:

Residents of Clark who either live within City Limits or own property within the city limits will have free access to materials in the Emil M. Larson Public Library collections. They must provide photo ID and/or proof of address when applying for their card. Library cards must be renewed or updated every 3 years.

Rural Residents are those living outside of Clark city limits but within Clark County. The same service policies apply to this type of card. They must provide photo ID and proof of address when applying for their card. Cards cost \$1.00 and are renewable every year on date of purchase. No portion of the fee will be refunded.

Institution Cards such as assisted living centers, nursing care centers, government agencies and childcare facilities within Clark County may apply for an institutional card. An individual that has legal authority to sign agreements for the institution must sign the library application. The institution is responsible for all items charged to the institutional card.

Loan Periods:

- Books: 2 weeks
- Periodicals: magazines circulate for one week
- Audiobooks: 2 weeks
- DVD's, CD's, games, puzzles: 2 weeks

Patrons may have a total of 5 items per person checked out at any time. There will be no automatic renewals. Patrons may call, email or stop in to renew items. There will be a maximum of 2 renewals allowed. Renewals are from the date renewed, not the original due date. No renewals for items on Reserve.

DVD's: Parents are encouraged to help younger children select items from the DVD collection. Motion Picture ratings are a guide to help people in their selection of appropriate entertainment. Patrons younger than 16 may borrow any of the movies in our collection, regardless of rating, if a parent or guardian is present at checkout.

Other Types of Loans:

InterLibrary Loans: Interlibrary loan privileges are available to all registered patrons. Return due dates are set by the borrowing library.

Clark County/Historical Collection: Because of the historical value of the collection and the fact that much of the material is irreplaceable, this material will be used within the library. Exceptions may be made with the approval of the Librarian.

Reserved Items:

A patron is permitted to reserve a book that is on loan to another patron. The request may be made by phone, in person or through computer access. Patrons will be notified by phone or email when reserved material is available. There will be a 3 day limit, unless prior arrangements are made, from the time patron is notified before the reserved item is made available to the next person in line.

Fines Policy:

Library material becomes over due at closing time on the due date. The fine shall be increased at the beginning of each 24 hour period thereafter until the material is returned or declared lost and withdrawn. Material returned during the first 48 hours after it becomes over due will have no fine collected. Material returned after the first 48 hours will be charged from the time the material became overdue.

Fines are 25¢ per day per item.

Overdue Notices on items will follow this timeline:

- 1 week overdue: email patron
- 2 weeks overdue: overdue notice mailed
- 6 weeks overdue: a bill for replacement is mailed

If items are not returned in 6 weeks, patrons account will be frozen and replacement of item/s will be charged and a bill mailed through the USPS. Upon payment of replacement cost plus \$2 processing fee, the account will be reactivated. People living at the same physical address as the person with overdue material may have their borrowing privileges suspended until the account is in good standing. Repeat offenses may result in permanent suspension of privileges.

An appeal to the suspension of library privileges can be requested for review by the Library Board at their next regular meeting. Patron must notify the Librarian that they wish to be placed on the agenda for that meeting. Such notice must be given at least seven days prior to the meeting, or the appeal to the Library board will be heard at the next regular meeting and the person so notified.

Damaged Materials: In general, wear and damages sustained through normal use will incur no penalty. Damages occurring through misuse or negligence will be charged as follows:

- If the damage is repairable, no charges will be assessed, but any additional occurrences will be cause for the withdrawal of borrowing privileges, at the discretion of the Librarian.
- If the damage is not repairable and necessitates replacement of item, the charge will be the current retail price of the item, plus a \$2 processing fee. Patrons will be allowed to keep the damaged materials after they have paid for replacing them and after the library staff has withdrawn the material from the collection.

Staff members will inspect all materials, particularly Audio Visual materials, before checking them in to make certain that the materials are in good condition before re-shelving.

Lost Materials: If a patron pays for replacement of a lost or damaged item, no fines will be charged for that item. Patrons will be assessed the current replacement cost of the item, plus a \$2 processing fee. Lost items that have been paid for become the property of the patron. The library does not issue refunds for lost/paid items.

Collection Policy

The purpose of this policy is to guide in the selection of materials and to inform the public of the principles upon which selections are made.

Library Mission

The mission of the Emil M. Larson Public Library is to service all people. This encompasses individuals and groups of every age, education, philosophy, occupation, economic level, ethnicity and human condition. The goal of selection is to provide a collection that meets the informational, educational and recreational needs of our patrons.

Responsibility for Materials Selection

The Emil M. Larson Public Library adopts as part of its policy the following paragraphs from the LIBRARY BILL OF RIGHTS:

- 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 origin, background, or views of those contributing to their creation.
- 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.

Final responsibility for selection of books and library materials is and shall be vested in the librarian. However, the librarian may delegate, to a designated representative the authority and responsibility to interpret and guide the application of the policy in making day to day selections. Print or non-print materials so selected shall be considered as selected by the Library Board.

Criteria For Selection

1. The author's reputation and significance as a writer;
2. The importance of subject matter to the collection;
3. Availability of material in the system, in other libraries, or in print;
4. Timeliness or permanence of the book;

5. Authoritativeness;
6. Inclusion in standard bibliographies or indexes;
7. Price;
8. Format

Scope of the Collection

Materials will be selected which meet the informational, recreational, research and reference needs of the general public. The library recognizes the purposes and resources of other libraries in the community and shall not needlessly duplicate materials.

The Library maintains an interest in local and state history and will strive to acquire print and non-print materials in these areas provided that they are in the public interest. The materials include but are not limited to works about South Dakota and by South Dakota authors and general works relating to South Dakota.

Gifts

Unconditional gifts, donations, and contributions may be accepted by the Librarian or designated representative on behalf of the Library Board. Gifts of donations with specific conditions or restrictions will not be accepted without the approval of the Library Board.

The same standards or selection criteria that govern the purchase of print and non-print materials apply to gifts, donations, and contributions. The Librarian or designated representative may dispose of gifts at their discretion and in accordance with library procedures.

The library staff will not provide appraisals of donated material.

Maintaining the Collection

Systematic withdrawal of materials no longer useful is necessary in order to maintain relevant resources. The same criteria will be used in weeding materials from the collection as are used in the acquisition. The decision to withdraw library material shall be based on the physical condition, use of the material as determined by last date of loan or by number of loans in the last five years, and age of the material as a misinformation factor, especially in the area of the sciences. The Librarian or designee shall withdraw materials from the library collections.

Legal Responsibilities and Intellectual Freedom:

The selection of library books and materials is predicated on the library patron's right to read or to have access to any form of information and, therefore, his freedom from censorship by others. Many books and other materials are controversial and any given item may offend some persons. Selections for this library will not, however, be made on the basis of anticipated approval or disapproval, but solely on the merits of the material in relation to the building of the collection and to serving the interest of the library's clientele. This library holds censorship to be a purely individual matter and declares that – while anyone is free to reject individually books and other materials of which the individual does not approve – the individual cannot exercise the right of censorship to restrict the freedom of others.

South Dakota State Law 22-24-56 requires that all libraries in South Dakota develop and implement, by January 1, 2025, a local policy that establishes measures to restrict minors from

accessing obscene matter or materials. South Dakota State Law 22-24-27(11) defines obscene materials as:

- (a) The dominant theme of which, taken as a whole, appeals to the prurient interest; - 7 -
- (b) Which is patently offensive because it affronts contemporary community standards relating to the description or representation of sado-masochistic abuse or sexual conduct; and,
- (c) Lacks serious literary, artistic, political, or scientific value.

In compliance with South Dakota law, the library does not collect materials found to violate Section 2224-27(11).

Parental Responsibility: Parents and guardians are solely responsible for monitoring and managing their children's access to library materials, including those accessed on Library computers and devices. The library encourages parents/guardians to discuss with their children what is appropriate content based on family values and individual maturity levels. Library staff are available to assist parents and children in selecting appropriate materials but are not responsible for supervising or enforcing individual restrictions on minors.

Selection will not be inhibited by the possibility that books may inadvertently come into the possession of minors. We ask all patrons to use the Library responsibly and considerately, in a way that ensures a positive experience for everyone.

The Emil M. Larson Public Library abides by all current copyright legislation and does not take responsibility for the actions of individuals in their use of library materials. It is the right of any citizen of Clark County to recommend library materials for selection consideration by the Emil M. Larson Public Library, and it is the obligation of the library director to consider such recommendations with the same evaluative criteria established above. Such recommendations should be made in writing on the Citizen Request Form for Purchase of Materials. It is also the right of any citizen of Clark County to question any library material selected by the Emil M. Larson Public Library, since opinions may differ in our democracy. Such questions should be presented in writing on the Citizen's Request for Reconsideration of Library Materials form.

Confidentiality Policy

The Emil M. Larson Public Library adheres to South Dakota Codified Law 14-2-51. All Public library records containing personally identifiable information are confidential. Any information contained in public library records may not be released except by court order or upon request of a parent of a child who is under 18 years of age. As used in this section, "personally identifiable" means any information a library maintains that would identify a patron. Acts by library officers or employees in maintaining a check out system are not in violation of this section.

It is the policy of the Emil M. Larson Public Library to protect the privacy of those who use the library. Staff and volunteers shall protect information about library patrons, their requests for information and material, the online sites and resources they access, and their loan transactions. Such information will not be transmitted to individuals or to any private or public agency without an order from a court or as otherwise required by law.

Code of Conduct Policy

The following actions are examples, but not a complete list, of conduct not allowed on Library property:

- Failing to comply with a reasonable staff request
- Being under the influence of alcohol or controlled substances
- Using tobacco or vaping products in the building
- Verbally, physically, or sexually threatening or harassing other users, volunteers, or staff, including stalking, staring, lurking, bullying, obscene language, offensive touching, and obscene acts such as indecent exposure
- Stealing, damaging, altering, or any inappropriate use of library property, furniture or equipment
- Fighting, running, roughhousing, pushing, shoving or throwing things
- Creating disruptive noises and/or disturbances which interfere with others use of the library
- Blocking aisles, exits or entrances
- Selling and/or soliciting for money, items or services except as authorized by the Library Director
- Trespassing in non-public areas or being in the Library without permission of an authorized Library employee before, during or after Library operating hours
- Entering or being in the Library with inadequate clothing so as to be disruptive to the Library environment or an issue of patron safety
- Carrying firearms and dangerous weapons of any type, unless authorized by law
- Leaving backpacks, packages, or any other personal items unattended. The library is not responsible for missing or lost property.
- Bringing animals that disrupt the library environment, other than service animals as defined by the ADA.
- Engaging in any activity in violation of federal, state, local, or other applicable law or Library policy.

For the safety and comfort of patrons and staff, patron behavior will be held to the standards outlined above. Conduct violations may result in removal from the library. Removal for longer than a day is determined by the Librarian. Decisions will be made based upon frequency and severity of the disruption to the library environment. All appeals must be made to the Library Board.

Should a patron violate this policy, library staff may issue warnings except for conduct listed below, which will result in immediate removal from the library for the day. Severity of conduct not listed below may also result in immediate removal as determined by library staff.

- Being under the influence of alcohol or controlled substances
- Stealing, damaging, altering, or inappropriate use of library property, furniture, or equipment
- Carrying firearms and dangerous weapons of any type, unless otherwise authorized by law
- Engaging in any activity in violation of federal, state, local or other applicable law or Library Policy.

Removal Process:

1. Staff notify patron of conduct violation
2. Patron give second notification with notice that one more violation may result in removal from the library
3. Staff notify patron of conduct violation and may ask patron to leave the library.

4. Library staff will document all conduct violations.
5. Repeated violations on different days may escalate this process. Severe incidents may result in more extended loss of privileges or contacting law enforcement.

Children in the Library

The Emil M. Larson Public Library welcomes children to use its facilities and services. The Library staff is committed to helping children with activities related to the library. For the protection and well-being of children who use the library, the following policy has been established:

- Children using the Library on their own must follow the Library Code of Conduct.
- The responsibility for the care, safety, and behavior of children using the library rests with the parent/caregiver or responsible caregiver. It is not the responsibility of the library staff to supervise children.
- Children under the age of 8 years old must be accompanied by a parent/caregiver. A parent or caregiver must remain in the building while children under the age of 8 are attending story times or special events.
- In the event of an unattended or misbehaving child in the library, staff will make reasonable attempts to contact a parent/guardian. If a parent/guardian or responsible caregiver cannot be located and the misbehavior continues, the police will be called.
- Behavior of a child is deemed to be the behavior of the parent/guardian or caregiver. Disruptive behavior by a child that merits suspension or removal from the library building will also merit suspension or removal of the parent/guardian and responsible caregiver.
- Parents/guardians or caregivers are responsible for picking up children prior to closing time. In the event that a child is left after Library hours and no one can be contacted to provide transportation, the staff will call the Clark Police Department for assistance. Staff may not transport children home or to any other destination under any circumstances.

Photography/Videography Permission Policy

The Library frequently uses photos/video of patrons in its display spaces, social media and/or publications to promote the value, and use of, library products and services.

Photographing Groups of Adults/Children Using the Library

No permission is needed to take photos of crowds using the Library or attending programs.

Photographing Adults

If photographing one adult or a small group (3 or less), ask first. No written consent is needed. Let the adult know that the photo may be used in future library publications, on the library website, social media outlets or in the local paper.

Photographing Children Under the Age of 18

If photographing one child or a small group (3 or less), get parental consent prior to taking the photo. Let the parent know that the photo may be used in future library publications, on the library website, social media outlets or in the local newspaper. In order to publish the child's name in conjunction with the photo, verbal consent from the parent must be obtained and documented.

Library customers may take photos in the library with no permission. Local News organizations must contact the Librarian or a Library Department Head.

At the beginning of library events, and in lieu of photo release forms, programmers will announce "library staff will take photographs which may be used for library promotional purposes. Notify library staff if you do not wish to be photographed."

Library Volunteer Policy

The Emil M. Larson Public Library Volunteer Program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff, or assist with special projects. Volunteers are expected to act in accordance with all library policies and to reflect positive customer service attitudes to all library patrons.

Volunteers are not "employees" of the City and will be recruited for specific tasks or functions rather than on a general basis. Volunteers must be at least 14 years of age and must meet the age requirements of the volunteer opportunity for which they are seeking enrollment. Any volunteer under the age of 18 must have written permission from a parent/guardian and in some cases, their teacher.

A volunteer's schedule and specific time commitment will be mutually arranged in advanced by the volunteer and the Librarian. Volunteers will receive specific training in their assigned duties from the library staff. All reasonable care will be taken to ensure the safety of volunteers.

Volunteer's are subject to the Library's Code of Conduct Policy at all times when on Library premises, as either patron or volunteer. Volunteers will be not be alone with an underage child and/or vulnerable adult, except when in full view of staff (i.e., Volunteer will not accompany a child or vulnerable adult in supply room, bathroom, etc.) Further, volunteers will not agree to meet with an underage child and/or vulnerable adult outside of the Library setting.

The Emil M. Larson Public Library does not compensate volunteers for time spent. Volunteers cannot bind or represent themselves as City employees.

Internet Use Policy

It is assumed that use of the electronic resources at the Emil M. Larson Public Library constitutes acceptance of library policies.

The Library provides internet access and internet resources alongside its many physical resources. The Library believes that the Internet is an essential research and learning tool for our patrons. At the same time, by not being a full service Internet provider, the Library recognizes that it cannot control and is not responsible for Internet content viewed intentionally or inadvertently by our patrons. Rather, each patron (and, for minor patrons, their parent/guardian) is wholly responsible for his or her own Internet use and any consequences that may result, including those that impact the Library, other patrons, and third parties. Patrons are therefore responsible for determining appropriate Internet access for themselves as well as their dependent minors. Parents/caregivers are encouraged to use the Internet **WITH** their children.

Terms of Use:

While using Library Internet and computer resources, all patrons must:

- Refrain from engaging in or facilitating illegal activity (e.g., identity theft, harassment, pornography, etc)
- Avoid unauthorized copying of copyrighted or licensed works-music, games, software, e-books, movies, etc.

- Not view, display, print, send, or receive material that may reasonably be construed as obscene, including from any website that posts a warning stating materials are for person over a legal age.
- Stop using Internet and computer resources if, at any time, Library staff deem the use disruptive to the quiet enjoyment of the Library.
- Respect the privacy of other by not misrepresenting oneself as another user; by not attempting to modify or gain access to files, passwords or data belonging to others; by not seeking unauthorized access to any computer system, or damaging or altering software or hardware components or any networks or databases, including those at the Library.
- Downloading anything on Library computers is *strictly* prohibited. Violators will be banned from further use of library computers indefinitely. No exceptions.
- Computer Stations will be available on a first come, first serve basis.
- Use will be limited to One Hour. If there are others waiting, use will be limited to 30 minutes. Printing is available at the cost of: \$.25 per page for B/W copies, \$1 per page for color copies.
- The Library's Code of Conduct Policy will be applied. No more than 2 people will be allowed per computer.
- Misuse or abuse of computer Internet access will result in suspension of Internet access privileges. Persons using this equipment agree not to make any changes in the setup or configuration of the software or hardware.
- Library staff is available to assist in the use of these resources, but may not be familiar with every application patrons may wish to use.

Wireless Internet access is available throughout the Library. All users of electronic resources are expected to use those resources in a responsible manner and to comply with the guidelines established above. Library staff can offer limited support in configuring Internet access for web-enabled devices. Internet users are responsible for their own computer safety while using Internet access at Emil M. Larson Public Library. The Library does not guarantee a secure connection the Internet in a wireless environment.

Any failure to adhere to these terms may result in loss of library privileges.

Website Policy

The target audience of the Emil M. Larson Public Library's website is library users who are not presently at the library. The purpose of the website is to promote library services and events, provide general library information and provide links to selected sites.

Website Content

The links included within the Emil M. Larson Public Library web page may allow a user to leave the Emil M Larson site. Links are limited to those that meet library purposes. The linked sites are not under the control of the Emil M. Larson Public Library, and Emil M. Larson is not responsible for the content of any linked site or of any link contained in a linked site, or any changes or updates to such sites.

Social Media Policy

Emil M. Larson Public Library participates and uses social media in different forms. Library staff will maintain and edit content of Emil M. Larson Public Library hosted sites to comply with all library policies.

The Emil M. Larson Public Library is not responsible for or liable for any content posted by any participant in a library social media forum who is not a member of the library's staff. Comments and postings by participants other than library staff moderators do not necessarily reflect the official position of the Emil M. Larson Public Library or its staff. The library reserves the right to reproduce comments, posts, and messages in other public venues; such reproduction may be edited for space or content while retaining the original intent of the post.

Emil M. Larson Public Library welcomes the comments, posts, and messages of the community, and recognizes and respects differences in opinion. However, all comments, posts, and messages are subject to review, and Emil M. Larson Public Library reserves the right to, but is not required to, remove any comment, post, or message that it deems inappropriate.

If you violate one or more of these guidelines, you may have your content removed or be blocked from further participation.

Content including, but not limited to, any of the following will be removed from any Emil M. Larson Public Library social media forum:

- Profane or vulgar language or content
- Content that degrades others on basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation
- Personal attacks, insults, or threatening language
- Content that reveals private, personal information without permission (doxing)
- Potentially libelous statements
- Falsification of identity
- Copyright, trademark and intellectual property violations
- Comments, links, or information unrelated to the purpose of the forum
- Duplicated posts by an individual user
- Spam, or other commercial, political or proselytizing messages
- Solicitations for commerce or fundraising
- Sexual content or links to sexual content
- Inappropriate photographs, including but not limited to: photos involving alcohol, nudity, and scenes of graphic violence
- Information that may tend to compromise the safety or security of the public or public systems

Individual user complaints must be submitted directly to the library staff so they can be addressed quickly and specifically. Social media is not the mechanism used by the Library to document or address Library user problems and concerns, or influence Library policy, procedures or programs.

Outreach Services Policy

Outreach services may be provided to residents within the city limits of Clark. Individuals, who are home-bound and unable to access the library on their own, may apply for outreach services.

The loan period and number of items to be checked out shall be agreed upon and approved by the Librarian at the time of application and may be updated at any time.

Outreach patrons shall be responsible for any materials loaned to them. The library will pick up and return the borrowed material within the city limits of Clark. Delivery will be based on Staff or volunteer availability.

The library reserves the right to refuse to deliver materials.

Meeting Room

The Emil M. Larson Public Library does not have its own meeting room space.

The Ulliyot Building has a wonderful Community Room available for rent and is managed by the Finance Office at City Hall. You can inquire about rental reservations by calling 532-5665.

Cell Phone Use

Cell phones are to be turned to SILENT mode while in the Library. If a patron must take a call, it must be put on hold and patron should move to the Entryway to finish the conversation. No one should initiate a call while in the library.

Food

Food and drinks are permitted in the library. Drinks must be in a covered container. There will be no drinks allowed in the Computer Area.

Emil M. Larson Public Library

Emergency Procedures Policy

Purpose

The Emil M. Larson Public Library promotes the safety of all patrons and staff. In case of disaster, the following policy will be followed:

For Emergency Situations:

- In case of Fire: Call the fire department at 532-3113 or 911 and clear the building. Library staff should evacuate the patrons and after ensuring that everyone has safely left the building, meet in the West Parking Lot. If the fire is small, in a contained area and of no danger to staff, an attempt to put out the fire with an extinguisher may be made.
- In case of Tornado:
 1. Watch-Patrons will be advised of the situation and conditions will be monitored.
 2. Warning-If the town alarm sounds, patrons and staff will move to restrooms/interior rooms with no windows. Patrons and staff will remain there until an All Clear has been given.
- In the event of an earthquake: patrons should be evacuated out of the building and staff should meet in the West Parking Lot.
- In the Case of a Health Emergency: Staff members and volunteers should exercise caution when administering First Aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. The sick or injured patron should be made comfortable and protected from needless disturbance until medical help arrives. The Clark Ambulance (532-5656) or 911 should be called IMMEDIATELY in the event of a head injury or other serious problem. No medication-including aspirin-should ever be dispensed to the public.
- In the event of a severe snowstorm: In the event the public schools close or the weather is of a nature that is dangerous to the staff members, the library may close. Changes in hours should be posted on all library doors. The Librarian will also post closures on all social media. Whenever possible, known cancellations or closures should be posted ahead of time.
- In case of power outage: The library may close after a 2 hour power outage, for safety of the staff and library patrons. The library will remain closed if an outage happens before regular business hours, but will make every effort to open when power is restored.
- In case of a bomb threat: If you receive a bomb threat by phone, remain calm, write down the caller's exact words, and note the time of the call. Check for a caller ID number. Write down all the information you receive. Pay particular attention to peculiar background noises such as motors running, traffic, birds, background music and any other noises, which may indicate where the call is coming from. Listen closely to the voice (male or female), voice quality (calm, angry, excited, nervous) accents and speech impediments. Immediately after the call is complete, call 911 from a landline phone to relay the information to the dispatcher. Evacuate patrons and staff as quickly and calmly as you can. If you receive a bomb threat in written form, notify 911 immediately.
 - Do a quick visual inspection of your area. Do not touch or move suspicious objects.
 - Do not use radios, pagers, or cell phones as they can trigger an explosive device.
 - Evacuate

- In case of active shooter: 1) Run! Know your exits. Leave your personal belongings. Keep hands visible as you exit. 2) Hide! If you cannot exit the building, hide. Barricade yourself. Completely silence cell phones. 3) Fight! Only as a last resort. Once you commit to this step, you must follow through. 4) When it is safe, call 911. Give as many details as possible!

For dangerous or problem behaviors by individuals:

1. Intoxicated, abusive or irate patrons: Abusive behavior does not have to be tolerated. Your personal safety is always a priority! The following is a guideline to help you evaluate your risk:
 - Level One: Patron is showing signs of irritation, frustration or dislike. There is no threatening behavior at Level One. Level one behavior is usually handled by a single employee unless it is clear that the patron is escalating to Level Two.
 - Level Two: Patron may be loud, aggressive or angry. Their behavior becomes very defensive in nature. This level is handled by at least two employees.
 - Level Three: This patron is physically or verbally abusive or is menacing by word or action. Any person who is armed, intoxicated or extremely mentally unstable should be considered in the level three category regardless of their behavior. This is because of the unpredictability in these situations. Call 911 immediately and plan to evacuate or shelter in place if needed. After calling 911, staff should attempt to notify staff in other offices. Staff and patrons should then proceed to evacuate the building or shelter in place.
 - a. If a library patron becomes abusive, remain calm and keep your voice low and firm. Such behavior is usually in response to library policy, not your policy. Ask another staff person to assist you.
 - b. Ask the offender to leave the library. If you observe another colleague in this situation, ask if you can be of help.
 - c. Advise the patron that the police will be called if the behavior does not cease. Do not hesitate to call the police when the patron has reached Level Three risk. After calling 911, staff should attempt to warn staff in other offices of a potential situation. If needed, staff and patrons should evacuate the building or shelter in place.

An incident form should be filled out for all of the above behaviors.

Revision of Library Policies

The preceding statements of Emil M. Larson Public Library's policies shall be subject to review and needed revision at least every five years by the Library Board. Individual policies will be reviewed or added as needed.

Adopted: December 1, 2020

Reviewed: December 11, 2024

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS OR RESOURCES

Date

Name

Phone

Address

City, State, Zip

If you are representing someone other than yourself, please identify the individual or group

Type of work or resource

Title

Author or producer

Publisher

Date of publication

Please answer the following questions, being as specific as possible. Use additional pages if necessary.

Have you examined the entire resource or work?

What do you find objectionable about the resource or work?

What concerns you about the resource or work?

Are there other resources you recommend to provide additional information and/or other viewpoints on this topic?

Any further comments

Signature