

# Crete Public Library Policies Handbook

## 500 Library Volunteers

The library benefits from the efforts of volunteers of all ages. In all instances, volunteers will be held to the same standards as paid library staff. Volunteers will be accepted and utilized when a need for such assistance has been determined by the Director. (See Appendix B2 for Volunteer Application.)

Reviewed 2.9.15

## 600 General Policy Statements on Library Services

Library services will be available to all sectors of the community, although it is probable that not all sectors use the library-and the services it offers-on an equal basis. Therefore, the library, through its staff and Board, must be aware of the changing structure of the community and continuously study the needs of the community. The library will keep in touch with, and cooperate with, other community agencies and organizations, as well as individuals, in order to help determine these educational and informational needs of the community. As it is impossible for a library to be all things to all people, these needs shall be used to set priorities to be used in the purchase of materials, planning and implementation of programs, the setting of library hours, hiring of staff, and utilization of the building. The library will inform the community about what it does have available and will stimulate the use of library materials through judicious use of programs, exhibits, the media and outreach efforts.

Reviewed 2.9.15

### 600.1 Confidentiality of Certain Library Records

All registration and circulation records of Crete Public Library, except statistical reports of registration and circulation, shall be confidential information. Except in accordance with proper judicial order, no person shall make known in any manner, any information contained in such records. As used in this section, the term "registration records" includes any information which a library requires a patron to provide in order to become eligible to borrow books and other materials, and the term "circulation records" includes all information which identifies the patrons borrowing particular books and other materials and using library technology.

Reviewed 2.9.15

### 600.2 Procedures for Maintaining Confidentiality of Library Records

- A. The library staff member receiving the request for information pertaining to Library records, will immediately refer the person making the request to the Director. The Director shall then explain the confidentiality policy.
- B. The Director, upon receipt of such process order, or subpoena, shall consult with the City Attorney to determine if such process, order, or subpoena is in good form and if there is a showing of good cause for its issuance.
- C. If the process, order, or subpoena is not in proper form or if good cause has not been shown, the library will not provide any records and will advise City Attorney of the situation.
- D. Any threats or unauthorized demands (i.e. those not supported by a process, order, or subpoena) concerning circulation and other records identifying the names of library users shall be reported to the City Attorney.
- E. Any problems relating to the privacy of circulation and other records identifying the names of library users which are not provided for above shall be referred to the Director.

(See Appendix A5 for ALA Confidentiality Policy and Procedure. Also see Appendix A6 for Patriot Act Resolution.)

Reviewed 2.9.15

## **600.3 Guidelines for Handling Accidents**

### **A. General Statement**

1. It is the policy of the Crete Public Library to maximize service to the public. The concern of the Library Board extends to the safety of its patrons. In order to obtain an accurate account of an event that occurs in the library, the Accident/Incident Report must be used. Library staff members must complete such reports to describe any accident/incident requiring more than routine handling, e.g. expulsion from the library due to disruptive behavior, accidents that result in injury to a patron or any other similar situations.

### **B. Steps to Follow in Dealing with Accidents**

1. Offer immediate assistance-calling the rescue unit, and/or calling a family member.
2. Calm the accident victim and try to keep the person from moving around or leaving the premises until status of said person is sufficiently established.
3. Do not give medical advice.

### **D. Procedure for Reporting**

1. Fill out the Accident/Incident report form as completely as possible. (See Appendix B3)
2. Return the form to the Director. If the Director is not available, notify the Assistant Library Director for instructions on how to proceed.

Reviewed 1.12.15

#### **600.4 Video Surveillance Policy**

Library staff are unable to directly supervise all library areas continuously. Therefore, video security cameras have been installed in selected areas for the security of library patrons, library staff, library resources and the library building. The cameras record images but not sounds and are motion activated.

#### **Locations**

Video cameras will be placed in public areas at the direction of the Library Director. No cameras will be placed in areas where patrons and staff have expectations of privacy (for example, restrooms). No cameras will be placed for the purpose of compiling patron reading, listening or viewing interests.

#### **Access to Video Recordings**

The Library Director and other staff designated by the Director may access video recordings. Service providers may access the records when accompanied by an authorized staff member.

#### **Use & Disclosure of Video Recordings**

Video recordings will be used to identify criminal activity, abuse of library policy and the Patron Code of Conduct.

Video recordings may be shared to assist law enforcement agencies in accordance with library policy and all applicable state and federal laws.

Video recordings of library policy violation or criminal activity may be kept as long as deemed necessary by the Director.

Typically, recordings are viewed by the Director and designated staff to obtain information regarding a specific, defined, previously occurring situation. Normally, images will not be routinely monitored in real time.

Only the Director is authorized to release any video recording or still frame photo to anyone, whether that is designated library staff or law enforcement. Law enforcement requests for recordings must be in accordance with all applicable state and federal laws. Requests by patrons, other persons or the media will not be fulfilled.

#### **Retention and Storage of Video Recordings**

Recording images will be stored digitally on hardware located in the library. Images will be retained for 30 days, at which point the software will begin overwriting itself.

Reviewed 1.12.15