



# City of Appleton

225 N. Oneida Street  
Appleton WI, 54911

## Meeting Agenda - Final Library Board

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Monday, November 6, 2017

3:00 PM

225 N. Oneida Street

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### Personnel & Policy Committee

1. Call meeting to order
2. Roll call of membership
3. **Action Items**
  - A. [17-1718](#) Library Director's 2017 End of Year Performance Evaluation
  - B. [17-1719](#) City of Appleton Salary Administration Policy - Request Approval of Sections 5D - 5H: Compensation Plan Components through Overtime  
  
**Attachments:** [Salary Administration Policy 5D-H.pdf](#)
  - C. [17-1720](#) Recommendation for the Following Policy Changes:
    - i. Approval of the Security and Safety Policy
    - ii. Eliminate the Unattended Children's Policy as a Stand-Alone Policy as this Policy has Been Incorporated into the Safety and Security Policy  
**Attachments:** [Memo on Security Policy Updates 2017.pdf](#)  
[Security Policy November 2017 markup.pdf](#)  
[Security Policy November 2017 FINAL.pdf](#)  
[Current Unattended Childrens Policy Approved 07 - eliminate.pdf](#)
  - D. [17-1721](#) Customer Service Policy  
  
**Attachments:** [Customer Service Policy November 2017 Markup.pdf](#)
  - E. [17-1722](#) Reference and Reader's Advisory Policy  
  
**Attachments:** [Reference and Readers Advisory November 2017.pdf](#)

### Closed Session

*The Committee may meet in Closed Session pursuant to WI statute 19.85(f)(c) to discuss personnel matters and then may resume meeting in Open Session.*

4. Adjournment

*Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.*

<b>CITY OF APPLETON PERSONNEL POLICIES</b>	<b>TITLE: SALARY ADMINISTRATION</b>	
<b>ISSUE DATE:</b> February 18, 2005	<b>LAST UPDATE:</b> September 4, 2001      February 2006 September 10, 2003    October 2006 February 18, 2004      July 2008 February 17, 2005      August 2009 December 2011          September 2012 September 2013        July 2014	<b>SECTION:</b> Human Resources
<b>POLICY SOURCE:</b> Human Resources Department	<b>AUDIENCE:</b> All regular full and part-time benefited employees covered by the Non-represented compensation plan. Excludes represented employees.	<b>TOTAL PAGES:</b> 7
Reviewed by Legal Services Date: December 2000 September 12, 2003 February 2006 September 2009 August 2013 July 2014	<b>Committee Approval Date:</b> March 9, 2000 September 24, 2003 May 12, 2004 February 9, 2005 February 22, 2006 July 23, 2008 October 28, 2009 December 12, 2011 September 24, 2012 September 9, 2013 August 11, 2014 October 6, 2014	<b>Council Approval Date:</b> March 15, 2000 October 1, 2003 May 19, 2004 February 16, 2005 March 1, 2006 August 6, 2008 November 4, 2009 December 21, 2011 October 3, 2012 September 18, 2013 August 20, 2014 October 15, 2014

#### **I. PURPOSE**

To outline the guidelines utilized for administration of the compensation plan.

#### **II. POLICY**

It is the policy of the City of Appleton to provide competitive compensation to attract and retain competent staff and to encourage and reward superior performance within the financial resources available.

#### **III. DISCUSSION**

This policy provides the current salary administration guidelines. This policy is subject to change with approval of the Common Council. The Human Resources Director shall be responsible for the administration of the compensation policy.

#### **IV. DEFINITIONS**

- A. Fair Labor Standards Act (FLSA): A federal act that sets minimum wage, overtime pay, equal pay, record keeping and child labor standards for employees who are covered by the act and who are not exempt from specific provisions. An employee classified in the compensation plan as “Exempt” is

not eligible for the overtime compensation provisions of FLSA.

B. Base Pay: An employee's initial rate of compensation, excluding extra lump sum compensation, shift differential etc. An employee's base pay can be expressed as a base hourly rate of pay or as an annual salary.

C. Compensation Plan: A schedule of pay ranges listing the job classifications Minimum, Maximum and Control Points. All regular positions shall be placed in one of these ranges based on a job questionnaire and point factor job evaluation.

~~C.D.~~ Emergency: For purposes of this policy, an emergency shall be defined as an unplanned, significant event that affects the operation, or service level of the department (as determined by the Department Director and/or the Mayor) or impacts the staffing level for a 24/7 department.

~~D.E.~~ Interim Assignment: When an employee is assigned to a different position on a temporary basis, because of a vacancy.

~~E.F.~~ Job-Questionnaire (JQ): A job analysis that outlines the responsibilities and the requirements necessary to perform the functions of the position. The JQ is utilized to evaluate the position responsibilities using the City's point factor job evaluation system for allocation to the appropriate pay grade. A JQ also functions as the key document for pay plan maintenance.

~~F.G.~~ Non-base pay adjustment: Pay adjustments generally in the form of a lump sum or other forms that do not increase the employee's base pay.

~~G.H.~~ Red-circled: The maintenance of an employee's pay rate above the established range maximum. An employee whose pay rate is at or above the range maximum ~~shall not be eligible for general pay adjustments but may be eligible for a non-base performance adjustment. Exception: Employees who are above the maximum of the assigned pay grade as a result of implementation of the 2013 pay plan shall be eligible for a general pay adjustment and for a non-base performance adjustment until the employee changes positions or leaves City employment.~~

## V. PROCEDURES

### A. DETERMINATION OF PAY RANGES

The compensation plan shall be based on the principle of equal pay for equal work. Pay ranges within the compensation plan shall be determined with regard to factors including, but not limited to: uniformity of pay for each class; relative difficulty, complexity, and responsibility of work; competitive recruiting, education and experience requirements; and prevailing rates of pay for similar jobs in public and private employment as determined by the City.

### B. ENTRANCE PAY RATE

The entrance pay rate shall be within the Minimum and the Control Point of the pay range. All appointments (including department heads) above the Control Point must be authorized, in advance, by a majority of the Mayor, Human Resources Committee Chair and Human Resources Director.

### C. RECLASSIFICATION

The Position Classification Review Process is the method for determining pay range assignment of new positions or reclassification actions involving substantial changes in the duties and responsibilities of an existing position.

(a) Classification or Reclassification Consideration

A request for reclassification of a current position or the classification of a new position may be initiated by a staff member seeking reclassification, by the staff member's department director, or by the Human Resource Director. Requests for reclassifications may occur throughout the year as positions are created or become vacant.

Reclassification consideration for existing positions requires that the employee and the department director document substantial changes in existing duties since the most recent review. Duty changes may be from substantial, immediate reassignment of duties due to reorganization, or may be the result of a logical and gradual change of responsibilities over a period of time.

To be considered for reclassification, changes should be stable and typically should have been in effect for at least six months preceding the reclassification request so that it is clear that the changes that exist are likely to remain for some period of time. Reclassification will not be considered for temporary changes in duties.

A request for classification or reclassification consideration must be in writing and include a new JQ with notes indicating duties that have changed since the last review. The Questionnaire must be completed and signed by the employee, then reviewed and signed by the supervisor and department director. The supervisor and department director must verify or comment on the accuracy of the responses.

(b) Review of Requests

Following internal review by the Human Resource Director, the Human Resource Director may submit the Questionnaire and any supporting documentation to the consultant for evaluation if the criteria for reclassification is met. If the reclassification is appropriate, the consultant will recommend a grade assignment for the position. The consultant may request further information from the Human Resource Director and may request that other positions affected by the reclassification changes be reviewed as well.

(c) The Employer's Response to the Consultant's Recommendations

The employee and the department director will be informed of the final decision in writing, ~~and the consultants recommendation will be reported out informationally to the Human Resources Committee. Classification decisions for existing positions will normally take place on the first pay period following approval by the employer.~~ The effective date of any compensation changes will be based on the specific circumstance of the reclassification.

D. COMPENSATION PLAN COMPONENTS

(a) ~~General~~ Pay Range Adjustment

~~General~~ pPay Range adjustments are typically made on an annual basis. The Human Resources

Director shall recommend such adjustments to the Mayor and Finance Director ~~Common Council~~ based on the general level of pay adjustments in the job markets where the City competes for its staff, as well as internal adjustments (e.g. collective bargaining settlements). These adjustments are also made in consideration of general changes in cost-of-living indices.

The adjustment takes the form of an adjustment to pay ranges ~~and will generally be made to the employee's base pay.~~ With the goal of maintaining market competitiveness of the pay plan.

**No increase will be made to an employee's pay as a result of a pay range adjustment.**

~~Employees must be rated at least "on target" in each of the goals and competencies to be eligible for a General Pay Adjustment.~~

~~General Pay Adjustments for those employees, who are eligible, will be effective January 1 each year~~

~~An employee, who falls below target in any of the goal and competencies, will be required to have a development plan and will not be eligible for a General Pay Adjustment until after 90 days of sustained "on target" performance. If an employee's performance reaches the "on target" level, (after 90 days) the employee may be eligible for a general pay adjustment at that time. Such General Pay Adjustments shall not be retroactive.~~

~~New Hires after July 1 of the current year may be eligible for a General Pay Adjustment if proper documentation (memo, e-mail etc. to indicate the GPA is warranted) is submitted by the supervisor and approved by the department director and Human Resources.~~

(b) Pay for Performance Adjustments

The amount allocated for performance pay adjustments shall be established each year by the Mayor and included in the annual budget, subject to approval by the Common Council. Upon approval of the budget the amount will be divided and allocated to each individual department based on total base wages of eligible employees within the plan. Upon conclusion of the annual employee performance review process, individual department directors will then divide the allocated amount to individual employees within their department based on the employee's annual performance evaluation score. Employees shall be eligible for pay for performance adjustments as follows:

- ◆ ~~Employees who have a pay rate at or below the Control Point shall be eligible for the following:~~

<del>Performance Rating</del>	<del>Adjustment</del>
<del>90-100%</del>	<del>1.5 of a performance adjustment</del>
<del>75- below 90%</del>	<del>1 performance adjustment</del>
<del>60- below 75%</del>	<del>.5 of a performance adjustment</del>
<del>Below 60% of</del>	<del>Not eligible</del>

- ◆ ~~Employees who have a pay rate above the Control Point shall be eligible for the following:~~

<del>90 to 100%</del>	<del>1 performance adjustment</del>
<del>75- below 90%</del>	<del>.5 of a performance adjustment</del>
<del>60- below 75%</del>	<del>Not eligible</del>
<del>Below 60%</del>	<del>Not eligible</del>

Lump sum ~~Non-base~~ adjustments will be used for employees who are at the maximum of their pay range. Lump sum ~~Non-base~~ adjustments may also be used in unique circumstances, to recognize a one-time adjustment or a circumstance that would deviate from our general policy guidelines.

Employees who fall below target in any of the goals or competencies, will be required to have a development plan and will not be eligible for a performance adjustment for that year (regardless of their % score).

An employee, who meets the required percentage for a particular level of performance, will be eligible for a base performance adjustment. If a Department Director recommends the employee receive the higher level performance adjustment, the Department Director must submit justification in writing to Human Resources. If the additional level of adjustment is approved by Human Resources, it shall be in a lump sum. (Example: an employee above the Control Point is rated 89% will receive .5 of a performance adjustment applied to their base and .5 performance adjustment in a lump sum).

All pay for performance adjustment requests will require supporting documentation through the performance evaluation process (goals & competencies) as outlined in the Performance Management Policy. All supporting documentation will be reviewed and verified by the Human Resources Department.

#### ~~E. ADMINISTRATION OF PERFORMANCE ADJUSTMENTS~~

##### ~~(a) Existing Employees~~

Pay for Performance Adjustments for those employees who are eligible, will be effective on January 1 each year.

Employees promoted throughout the year generally will not be eligible for pay for performance for that year.

##### ~~(b) New Employees~~

A new employee who is hired before July 1 will be eligible to receive a pro-rated performance adjustment on January 1 of the next year based on the number of months they worked in that previous year.

#### F. PAY RATE ADJUSTMENTS

The Human Resources Director and the applicable Department Director shall determine the pay status of an employee based on the following:

- (a) Transfers - When an employee is transferred from one class to another with a common pay range, he/she shall continue to receive the same pay rate unless a different rate is deemed appropriate.
- (b) Promotion - When an employee is promoted from one class to another having a higher pay range, he/she shall receive an increase as deemed appropriate but not to exceed the Control Point of the range unless approved by the Committee as outlined in the above Entrance Pay Rate section. If the employee's pay rate is higher than the control point of the new position prior to promotion, no authorization is needed from the Committee. For consideration of placement into the new salary range, such factors as the average value of overtime lost, average value of extra hours

worked in a non-exempt capacity as well as other internal and external factors shall be considered.

- (c) Demotion - When an employee accepts a position in a lower pay grade for any reason, a rate of pay shall be determined. For consideration of placement into the new salary range, such factors as experience, qualification, length of service, average value of overtime lost and the level of pay similar to employees in the pay range shall be considered.
- (d) Upward Re-Classification - When an employee's position is reclassified into a higher pay grade, the reclassification shall be treated the same as a promotion under (b) above.
- (e) Downward Re-Classification - When an employee's position is reclassified into a lower pay grade, the reclassification shall be treated the same as (c.) above.

~~(f) Career development - Employees covered under a Council approved Career Development Plan shall be treated the same as an upward reclassification under (d) above.~~

#### (f) Equity Adjustments

Equity adjustments are salary changes outside of the normal salary programs (as listed above) to remedy salary issues such as external pressure in high demand areas, internal salary compression, and/or retention considerations.

### G. MINIMUM AND MAXIMUM RATES

Generally, an employee shall be paid within the pay range of his/her position.

An employee may be paid below the minimum of his/her pay range as the result of not receiving a ~~general~~ pay adjustment due to their performance ~~not meeting expectations~~.

An employee who receives a base pay adjustment cannot exceed the maximum of their pay range.

In the event of a reclassification, or re-evaluation of a pay range that results in an employee's pay falling outside the maximum of the newly assigned pay range, such employee's pay rate may be red-circled.

### H. OVERTIME

- (a) Employees in the Compensation Plan who meet the exemption under the Fair Labor Standards Act shall be exempt from all premium pay provisions except as otherwise outlined in this policy.
- (b) Employees who are required to work Sunday, not part of their regular schedule, shall receive double time pay. Utility Department employees who work Sunday, as part of their regular schedule, shall receive double time pay.
- (c.) All non-represented non-exempt employees in the Compensation Plan shall be paid no less than the minimum compensation required pursuant to the FLSA, including ~~eligible for~~ overtime compensation on a time and one half basis, for all hours worked in excess of 40 hours per week subject to the following: ~~(For purposes of determining overtime pay under this policy, all authorized paid leaves with the exception of PTO Sick and Sick leave shall be considered as time worked for the purpose of computing overtime.) Double time may be paid for all hours worked on Sundays and holidays, only if indicated in departmental policy.~~

1. Compensatory Time, Sick leave and PTO Sick hours shall not be counted as hours



worked for purposes of computing overtime compensation; and,

2. Scheduled City holiday hours, vacation and PTO (except PTO Sick, see #1 above) may be counted as hours worked for purposes of computing overtime compensation (except when employee is called to work, then see #3 below); and,
3. Hours worked and paid at a Sunday or Holiday double time rate\*, where the employee is also paid an additional call pay premium, shall not be counted as hours worked for purposes of computing overtime compensation.

\*Holiday double time rate refer to Fringe Benefit Policy.

- (c) Battalion Chiefs and Deputy Fire Chiefs who fill in for other Chief Officers, when overtime would otherwise be required, shall receive straight time pay for all such hours worked in addition to his/her regular bi-weekly rate. Operations Battalion Chiefs who are required by the Chief to attend extended (generally more than four (4) hours) training on his/her off-duty time may be eligible for straight time pay for attendance at such training at the discretion of the Fire Chief.
- (d) Police Lieutenants and Captains will receive compensation at time and one half of the top senior sergeant rate ~~(effective 10/30/2014)~~ when working beyond their normal schedule for Grants, Off-Duty Police Services, ~~and~~ Avenue Detail and special events.
- (e) Overtime shall be approved in advance by the Department Director or supervisor and reviewed periodically by the Department Director. Overtime shall be kept to a minimum and shall be utilized to relieve specific occasional peak workloads or emergencies.
- ~~(f) Overtime shall be scheduled based on an employee's qualifications to perform the job pursuant to departmental policies or guidelines.~~

## I. SHIFT DIFFERENTIAL

Non-exempt employees ~~designated by departmental policy may~~ shall receive a shift differential of \$.30 per hour between the hours of 5:00 PM and 5:00 AM. This shall not include Library employees, an extension of the workday or employees working a modified schedule.

## J. HIGHER RATE OF PAY

Employees of the Public Works Department assigned for one week or longer shall be paid a higher rate differential of \$1.00 per hour for all actual hours worked performing the approved eligible tasks as-listed below ~~of the Public Works Department shall be eligible for higher rate of pay per departmental policy.~~

Mason work (dig, form and pour)

Water construction work (dig, pipe installation or repair)

Forestry work (tree removal while climbing or in aerial)

Asphalt paver operation

Laborer plowing snow (off-site)

Loader operation (off-site)

Grader operation (off-site)

Backhoe operation (off-site)

Sewer truck operation (Leader)

Parking Operator I temporarily assigned to Supervisory duties

Parking Ramp Attendant temporarily assigned to Parking Enforcement

Wood Hog Chipper

## K. CERTIFICATION PAY

### 1. Public Works Department

Assessor Certification – any Inspection employee who obtains this certification will be paid a \$100.00 lump sum payment at the initial certification and any subsequent required re-certifications.

### 2. Lead Community Service Officer

Animal Control Certification – the Lead Community Service Officer shall be paid an additional \$.25 per hour to obtain and maintain the Animal Control Certification. The employee must receive approval by their supervisor prior to obtaining the certification.

~~2. Competent Person Trenching/Shoring Certification – any employee who is required to obtain this certification will be paid a \$100.00 lump sum payment at the initial certification and any subsequent required re-certifications. The City shall determine how many employees will get this certification.~~

~~3. Pesticide Application Certification – any employee who is required to obtain this certification will be paid a \$100.00 lump sum payment at the initial certification and any subsequent required re-certifications.~~

### 2. Utilities Department

Advanced Wastewater Certifications - A \$1.00 certification premium will be applied to the base wage of any Wastewater operations employee who successfully passes and maintains the Advanced General Wastewater exam and the advanced subclass exams for:

- Advanced General Testing
- A1 - Biological Treatment – Suspended Growth
- B – Solids Separation
- C - Biological Solids/Sludge Handling and Processing
- D - Disinfection
- L - Laboratory
- P - Phosphorus
- SS - Sanitary Sewer Collection System\*

\*Currently not available, will be required after re-issuance of WPDES permit, requiring the subclass SS (i.e., > year 2020). As in the past, it is the employee's responsibility to manage their own certification requirements.

## K.L. TELEPHONE CALL

Non-exempt employees who are called by a supervisor on the telephone, outside of his/her regularly scheduled hours, to provide information related to the operation of the department shall be paid for the time actually spent on the telephone, but not less than one hour's straight time pay in either pay or time off to be determined by his/her supervisor. This does not apply to employees receiving the Stand-by Duty pay.

#### L.M. EMERGENCY CALL-IN/EMERGENCY SHIFT CHANGE

Non-exempt employees who have left the worksite or are in a paid leave status, and who are called to return to work outside of their regularly scheduled hours to handle emergency situations that could not be anticipated, will be eligible for (3) three hours call-in pay. ~~in or whose shift is changed may be eligible for call time or shift change allowance as designated by departmental policy.~~

#### N. EMERGENCY SHIFT CHANGE

When a non-exempt employee is scheduled for required to work outside their assigned shift as a result of an emergency, of his/her range of typical hours, he/she will be paid a call-time allowance of two (2) hours at straight time in addition to the applicable pay for the time actually worked. The employee shall be eligible for a two (2) hour call time each day that the employee is assigned to work outside their normal shift as a result of the emergency. This will not include extensions to a shift. Notice of the scheduled work will be provided prior to the end of their shift.

#### O. SCHEDULE CHANGE

When a non-exempt employee is scheduled for work outside his/her range of typical hours, for more than (1) work week, this will be considered a schedule change. Therefore, he/she will be paid a call time allowance of two (2) hours at straight time on the first day of the new schedule. and again when returning from the schedule change. This will not include snow and ice operations.

#### M. P. STAND-BY DUTY

~~Emergency locators and utility maintenance staff,~~ Non-exempt employees who are required by his/her department director to be on stand-by duty (required to remain within a one (1) hour response area, accessible by phone or pager, etc.) shall receive one hour's pay for each day of stand-by and (2) two hours if on the actual holiday (does not include the observed holiday).

All employees required to be on stand-by must remain physically fit and ready for duty and must continue to abide by City policies (i.e., Drug-Free Workplace).

#### N.Q. CALL DUTY - EMERGENCY RESPONSE (Excludes Directors ~~and~~ Deputy Directors and Assistant Police Chief)

Any exempt employee, who is required to report to duty for emergency operations (e.g. snowplowing, water main breaks, facilities and grounds and technology issues, storms & other disasters, police investigations, SWAT calls etc.) may be eligible for additional compensation in the form of a bonus as outlined below:

- ◆ If the employee reports for work and works more than one (1) hour but less than four (4) hours, the employee shall be entitled to \$50.00 for each report.

- ◆ If the employee reports for work and works four (4) hours or more, shall be entitled to \$100.00 \$200.00 for each report.
- ◆ ~~Police Captains and Lieutenants, who report for work and work four (4) hours or more, shall be entitled to \$200.00 for each report.~~

#### ~~O. SPECIAL CONDITIONS~~

~~It is recognized that external forces such as unique market conditions and compression of wage differentials between employees in the compensation plan and those they supervise can jeopardize the integrity of the plan. The Human Resources Director shall develop appropriate means to address such situations on a case-by-case basis, subject to the approval of the Common Council.~~



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**APPLETON PUBLIC LIBRARY**

225 North Oneida Street  
Appleton, WI 54911-4780  
(920) 832-6170 | FAX: (920) 832-6182

**TO:** Appleton Public Library Board of Trustees

**FROM:** Colleen Rortvedt, Library Director

**DATE:** October 31, 2017

**SUBJECT:** Summary of changes to the Security Policy

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Staff have completed a thorough review of the Security Policy and would like to recommend:

1. The attached Safety and Security Policy for approval
2. The elimination of the Unattended Children's Policy as a stand-alone policy

A summary of the changes are as follows:

- a. Changes Security Policy to "Safety and Security Policy"
- b. Includes language about what appropriate library conduct and activities are
- c. Incorporates the Unattended Children Policy to stress its importance in safety and eliminates it as a stand-alone policy
- d. Adds language regarding juvenile patrons
- e. Adds language regarding the use of policy for delivery of library restrictions when warranted
- f. Adds delivery of restrictions by certified mail when not delivered by staff or police in person
- g. Includes video surveillance which wasn't addressed in previous versions
- h. Incorporates the "Rules of Conduct" into section 6, "Classes of Behavior and Response." In 2018 after a transition period we anticipate returning with a request to eliminate that as a stand-alone policy
- i. Classes of behavior now more accurately reflect what is in the Rules of Conduct Policy
- j. Clarifies language about harassment
- k. Adds more specific language about bags and possessions
- l. Updates the Appeals process
  - a. Appeals must be in writing
  - b. Follow bylaws appeals process
  - c. Juvenile circumstances
- m. Trespassing language provides more clarity for staff
- n. Sections are rearranged to flow in cases where it improved readability of the policy

# SECURITY AND SAFETY POLICY

## I. PURPOSE

The purpose of this policy is to maintain a safe, welcoming and secure environment for ~~the staff of the Appleton Public Library ("Library") and the public~~ all Appleton Public Library ("APL" or "library") users and staff, as well as ensure equitable access to materials and services for all library users in accordance with the Library's Rules of Conduct Policy.

## II. POLICY

1. Overview. The library welcomes all and is dedicated to free and equal access to information. The library is in a unique position to educate and serve as a gathering place for the community.

In order to facilitate an environment conducive to the library's mission, patrons shall be engaged in activities typically associated with the use of a public library while in the building. No individual may engage in inappropriate conduct on library premises. Inappropriate conduct includes any individual or group activity which is unreasonably disturbing to other individuals lawfully using library facilities, materials, equipment and/or premises or is otherwise inconsistent with activities such as reading, studying, properly using library materials and other similar conduct typically associated with a public library.

When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies. In situations where library staff members feel that the health, safety or security of library users or staff members are threatened, they make take any and all appropriate action including, but not limited to, calling the police for assistance.

2. Monitoring. Library staff will monitor public behavior using staff and security equipment, subject to provisions of Wis. Stat. § 43.30 and the library's Privacy Policy. The library reserves the right to inspect bags, briefcases, backpacks or other personal items.

3. Enforcement. Enforcement of this policy is the responsibility of all Library staff. Staff members are expected to ~~deal with~~ address any inappropriate behavior they encounter. Supervisors, professional librarians and ~~o~~perations ~~c~~lerks are expected to have a greater awareness of this policy and exhibit a willingness to step in and serve as a resource in helping other staff deal with problems.

a. Asking for Help. Staff members have the right to ask other staff members, security and/or the police for assistance and should provide assistance to other staff when able and requested.

b. Contacting Police. Staff members may contact the Appleton Police Department (“APD”) at any time to preserve his or her own safety, the safety of the public, and to request assistance in enforcing this policy and preserving the library environment as defined by the policies adopted by the Library Board of Trustees (“library board”).

c. Using Judgment. Staff members who have acted with reasonable judgment in addressing violations of library policies and any other law, rule or regulation will be supported by their supervisor, the librarian in charge and the administration.

4. Responses to Inappropriate Behavior. Inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.

a. Eviction. The library reserves the right at all times to immediately evict a patron that is dangerous or in any way threatening library staff or other patrons. Additionally, all staff have the ability to evict patrons for the remainder of the day should patrons ignore staff requests to comply with library policies., with the exception of the Class 1 behavior, as defined in Section 5(a) below, which requires the APD be contacted immediately, followed by contacting the librarian in charge or their supervisor.

b. ~~———— Juvenile Patrons~~. If a juvenile patron violates a Rule of Conduct, or any other rule or regulation, staff may contact their parent/guardian.

c. ~~————~~

b. Restriction.

i. ~~———— Authority~~. The library board delegates authority to restrict people from the library to the Library Director and aAssistant Director. If the Director and aAssistant Director are unavailable, a Section-sSupervisor may restrict an individual for up to fourteen (14) consecutive days. The library board may also restrict individuals from entering the library for a specified limited time, indefinitely, pending some specified legal condition or ruling, or permanently. Evictions will generally be from the Library building as a whole, not just an area, and is generally for the balance of the day. The library board may also restrict individuals from entering the library a specified limited time, indefinitely, pending some specified legal condition or ruling, or Permanently.

ii. Length. The length of a restriction will depend on be proportionate to the severity of the offense, whether there are prior offenses, and the safety of staff and patrons, as applicable, though other factors may be considered.

iii. Notice. ~~When a patron receives a library restriction,~~ The patron and the APD must be notified within 2 business days of the decision to restrict. The notice must include the duration of the restriction. The notice may be delivered by the ~~of the restriction in writing by the Library Director, or designee~~ assistant director, the librarian in charge, the police, or delivered by certified mail, and the information must be made available to library staff. Should a restricted patron return to the library in violation of the restriction, staff should contact the APD and the individual may be cited for trespassing.

iii. Documentation. The notice of restriction and all related records will be maintained in accordance with the library's Privacy Policy and Records Retention Schedule.

iv. Scope of Authority. This policy refers to restrictions and consequences imposed by the library but does not preclude or supersede other consequences or penalties that may be imposed by federal, state or local law.

v. Juvenile Patrons. If a juvenile patron violates this policy, or any other rule or regulation, staff may contact their parent/guardian.

1. As an alternative to restricting a juvenile, they may be restricted from independent use of the library for a specified period of time depending on the severity of the violation. During this time the juvenile whose library use is restricted may use the library only when the juvenile is accompanied by a responsible parent or guardian.

2. The juvenile's parent or guardian must be notified of the restriction via certified mail or the notice may be delivered by the APD. Failure to abide by the restriction may lead to restricting the juvenile from the library completely and they may be cited for trespassing by the APD.

cd. Use of Equipment. Staff members may stop a patron from using Library equipment, or may contact a supervisor about a patron's use of equipment, if the use violates a rule or policy. Supervisors may restrict patrons from using public access computers for 30 days if a violation is found. Should the violation warrant, the library director or assistant director may determine to restrict a patron's from using the Library in its entirety. Misuse or abuse of computers or internet access may result in suspension of internet access, restriction from the library in its entirety as described in this policy and may also be subject to prosecution by local, state or federal authorities. ~~if the patron violated a rule or policy by placing the reason and length of the restriction in writing and providing it to the patron.~~

de. Warnings. Staff members may issue a verbal warning or may refer a problem to ~~a operations staff monitor, supervisor or~~ the librarian in charge or a supervisor, unless it involves a Class 1 offense pursuant to sections 65(a) herein, in which case the APD must be contacted.

ef. Identification. Staff members are authorized to request identification from library patrons as necessary and appropriate for safety and security, or when library rules have been violated. Refusal to identify oneself under these circumstances may be grounds for contacting the APD.



f. Communication. Library staff will communicate disciplinary actions with one another, including reports to the supervisor, operations staff or the librarian in charge. All disciplinary actions must be documented by library staff.

5. ~~g. Photographs. Staff members have the right to take photographs of patrons as needed to identify them for security purposes.~~ Video Surveillance and Photography. Security cameras are used to enhance the safety and security of library users and staff to discourage violations of this policy, to assist library staff in preventing the occurrence of violations and when necessary, to provide law enforcement assistance in the investigation of a criminal occurrence on library property and in prosecuting criminal activity.

a. Video cameras may be located in indoor or outdoor locations where individuals lack a reasonable expectation of privacy. Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy such as private offices or restrooms.

b. The City of Appleton ("City") may mount cameras on the exterior of the library building that provide surveillance of public spaces. These cameras are not library cameras and are not covered by this policy.

c. Video footage and photographs are used in accordance with the library's Privacy Policy and Record's Retention Schedule.

d. Cameras are not continuously monitored. Personal safety is the responsibility of the individual and the City is not responsible for lost or stolen property.

e. Staff members have the right to take photographs of patrons as needed to identify them for security purposes.

~~k. Communication. Library staff will communicate disciplinary actions with one another, including reports to the supervisor, operations staff or librarian in charge. Disciplinary actions beyond verbal warnings must be documented by library staff.~~

65. Classes of Behavior and Response.:- No policy can list all prohibited behaviors. Therefore, the guiding principle for acceptable behavior is: **Everyone has the right to use the Appleton Public Library without being disturbed by others. Disruptive, unsafe, illegal or damaging behavior is not allowed.**

a. Class 1 - Serious Danger or Overt Criminal Behavior. Staff response must include calling the APD and may result in the patron being immediately restricted from the library. **Violating federal, state or city ordinance is not allowed in the library.** Examples include, but are not limited to:

- i. Fighting or combative behavior,
- ii. Exhibitionism,
- iii. Any sexual behavior regardless of if it is unwelcome or consensual,  
~~Inappropriate, overt, and/or unwelcome sexual behavior,~~
- iv. Threats,
- v. Refusal to leave when asked,
- vi. Physical abuse,
- vii. Stalking,
- viii. Possession of illegal drugs,
- ix. Possession of firearms or other weapons that pose a threat to staff or the public,
- x. Child pornography,
- xi. Theft, including theft of library materials,
- xii. Vandalism,
- xiii. Intentional entry into restricted areas of the building.-

b. Class 2 - Potentially Serious Behavior. Staff response will vary according to the severity of the disruption or threat, ranging from a warning to calling the APD to immediate restriction from the Library. Examples include, but are not limited to:

- i. Alcohol or drug intoxication,
- ii. Possession of weapons ~~that do not fall into Class 1,~~
- iii. Possession of alcohol, except as part of an approved program,
- iv. Verbal abuse of staff or other patrons,
- v. Loitering in a manner that interferes with others,
- vi. Excessively emotional, hostile, threatening or uncontrolled behavior,
- vii. Use of loud profanity, obscenity or obscene gestures,
- ~~viii. Intentional entry into restricted areas of the building,~~
- ~~viiiix. Panhandling,~~
- ~~ix. Taking library materials into restroom.~~x. Using another person's card without permission to check out materials,
- x. Using another person's card to use the internet computers,
- xi. Leaving bags and other personal items unattended.
- xi. Harassing and intrusive behavior, including staring at, ~~stalking~~ or following staff or patrons with the intent to annoy, ~~harass them or harass,~~ violating privacy, or interfering with staff performance of duties or patrons use of the library.

c. Class 3 — Annoying or Disruptive Behavior. Staff response will vary according to the severity of the disruption, ranging from tolerance to warning. In severe or repeated cases, eviction, calling the APD or a library restriction may follow. Examples include, but are not limited to:

- i. Bodily hygiene which is so offensive that it is a nuisance to patrons and staff,
- ii. Loudness ~~and/or talking in monologues,~~

- iii. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties. This includes engaging in conversation or behavior that monopolizes the attention of a staff member for an inappropriate amount of time, making inappropriate personal comments or refusing to comply with staff requests,
- iv. Inappropriate public displays of affection,
- v. Blocking the library entry, ~~or~~ sidewalk in front of the building or otherwise interfering with free passage of APL staff or users,,<sup>7</sup>
- vi. Loud profanity or obscenity in front of the building or in the parking lot,
- vii. Bringing in more than three bags, backpacks, boxes or wheeled conveyances. Personal belongings cannot exceed 32 by 18 by 15 inches individually or collectively. Exceptions are made for wheelchairs, strollers and musical instruments that do not violate library policies. Bedrolls, pillows, sleeping bags, shopping carts and garbage bags are not allowed. Exceptions are also made for items used in conjunction with programs or events.
- viii. Sleeping, napping or dozing in or on library premises,<sup>7</sup>
- ix. Unhygienic behavior such as spitting or changing diapers in public areas,
- x. Bathing, shaving, washing hair or washing clothing,
- xi. Use of any cellphones or other communication or entertainment devices at a volume that disturbs others, with or without headphones,
- xii. Vaping and use of tobacco products in violation of the Smoking and Tobacco Use Policy,
- xiii. Entering the library without being fully clothed. Shoes and shirt must be worn,
- xiv. Neglecting to clean up any personal trash,
- xv. Rearranging furniture or utilizing it in a manner other than it was designed for. Furniture is limited to the number of people it was designed for,
- ~~vix~~<sup>viii</sup>. Other violations of ~~the Rules of Conduct Policy~~ library policies.

## 6. \_\_\_\_\_

7. Unattended Children. The library welcomes and encourages children to use materials and services and strives to provide a welcoming and safe environment.

- a. Monitoring. Responsibility for the welfare and the behavior of children using the library rests with the parent, guardian, or responsible caregiver. While staff will always respond with care and concern, they cannot assume responsibility for children's safety and comfort when they are unattended.
- b. Supervision of children.
  - i. Children under age 8 must be accompanied by an adult or a caregiver who is able to supervise them. Children 8 years of age and over who do not require additional supervision may use the library more independently but parents or caregivers of children under 8 are expected to remain in the library while children are attending library programs.
  - ii. Children 8 years of age and over who are able to maintain proper library behavior may use the library unattended, otherwise they should be adequately supervised by a parent, guardian, or responsible caregiver. All parents, guardians and caregivers are encouraged to use the library with their children.
  - iii. The City assumes no liability with regard to unattended children. Parents, guardians and caregivers acknowledge the risk of leaving a child unattended in the library and release the City from all claims which they may have.
- c. Response.

- i. Staff may, as needed, notify parents, guardians, or responsible caregivers whose children need additional supervision or contact authorities such as the police either to assist with the enforcement of discipline in the library or to ensure the safety of an unattended child.
- ii. Staff will make a reasonable effort to assure that children leave the library comfortably and safely at closing time. At least two staff members will remain in the library if a minor child is in the building after closing. If any children remain at the library 15 minutes after closing, staff will contact the APD to ensure safe transport.

8. Appeals.

- a. Individuals who are restricted from the library or from using library equipment may submit a written request for a reconsideration of their restriction ~~from the Library Director~~ to: Library Director, Appleton Public Library, 225 N. Oneida Street, Appleton, WI 54911. The written request must describe the reasons for reconsideration of the restriction and include a return mailing address.
- b. At the request of the parent or guardian, the library director may consider allowing the juvenile patron access to the library when in the direct supervision of a designated parent or guardian. The library director must approve the adult that will provide supervision. ~~The request for reconsideration may be made in writing or orally. The person requesting the reconsideration may present relevant information to the Library Director to support their request.~~
- c. The library director will respond to the reconsideration request in writing within fourteen (14) regular business days. The length of the restriction from the library shall remain as stated in the "Restriction from Library" notice unless the director issues a written determination altering the terms of the restriction.
- d. If the person ~~is dissatisfied with~~ wishes to contest the decision of the library director, he/she may appeal to the library board pursuant to the library board's Bylaws.
- e. Patrons may not enter the building without permission of the library director during the appeals process.

9. Non-Compliance with restriction – Trespassing. If a restricted individual enters the library before the return date listed on the "Restriction from Library" notice, APD will be called and the individual may be cited for trespassing under Appleton City Ordinance AC 10-26.

*Approved: 5/02. Amended: 4/05; 6/07; 8/16; 12/16; 11/17*

## SECURITY AND SAFETY POLICY

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### I. PURPOSE

The purpose of this policy is to maintain a safe, welcoming and secure environment for all Appleton Public Library (“APL” or “library”) users and staff, as well as ensure equitable access to materials and services for all library users in accordance with the library’s Rules of Conduct Policy.

### II. POLICY

1. Overview. The library welcomes all and is dedicated to free and equal access to information. The library is in a unique position to educate and serve as a gathering place for the community.

In order to facilitate an environment conducive to the library’s mission, patrons shall be engaged in activities typically associated with the use of a public library while in the building. No individual may engage in inappropriate conduct on library premises. Inappropriate conduct includes any individual or group activity which is unreasonably disturbing to other individuals lawfully using library facilities, materials, equipment and/or premises or is otherwise inconsistent with activities such as reading, studying, properly using library materials and other similar conduct typically associated with a public library.

When possible, staff will first educate individuals about the applicable policies before taking stronger measures to enforce those policies. In situations where library staff members feel that the health, safety or security of library users or staff members are threatened, they make take any and all appropriate action including, but not limited to, calling the police for assistance.

2. Monitoring. Library staff will monitor public behavior using staff and security equipment, subject to provisions of Wis. Stat. § 43.30 and the library’s Privacy Policy. The library reserves the right to inspect bags, briefcases, backpacks or other personal items.

3. Enforcement. Enforcement of this policy is the responsibility of all library staff. Staff members are expected to address any inappropriate behavior they encounter. Supervisors, professional librarians and operations clerks are expected to have a greater awareness of this policy and exhibit a willingness to step in and serve as a resource in helping other staff deal with problems.

- a. Asking for Help. Staff members have the right to ask other staff members, security and/or the police for assistance and should provide assistance to other staff when able and requested.
- b. Contacting Police. Staff members may contact the Appleton Police Department (“APD”) at any time to preserve his or her own safety, the safety of the public, and to request assistance in enforcing this policy and preserving the library environment as defined by the policies adopted by the library Board of Trustees (“library board”).
- c. Using Judgment. Staff members who have acted with reasonable judgment in addressing violations of library policies and any other law, rule or regulation will be supported by their supervisor, the librarian in charge and the administration.

4. Responses to Inappropriate Behavior. Inappropriate behavior will be addressed with a response proportionate to the severity of the behavior.

a. Eviction. The library reserves the right at all times to immediately evict a patron that is dangerous or in any way threatening library staff or other patrons. Additionally, all staff have the ability to evict patrons for the remainder of the day should patrons ignore staff requests to comply with library policies.

b. Restriction. The library board delegates authority to restrict people from the library to the library director and assistant director. If the director and assistant director are unavailable, a supervisor may restrict an individual for up to fourteen (14) consecutive days. The library board may also restrict individuals from entering the library for a specified limited time, indefinitely, pending some specified legal condition or ruling, or permanently.

i. Length. The length of a restriction will be proportionate to the severity of the offense, whether there are prior offenses, and the safety of staff and patrons, as applicable, though other factors may be considered.

ii. Notice. The patron and the APD must be notified within 2 business days of the decision to restrict. The notice must include the duration of the restriction. The notice may be delivered by the library director, assistant director, the librarian in charge, the police, or delivered by certified mail and the information must be made available to library staff. Should a restricted patron return to the library in violation of the restriction, staff should contact the APD and the individual may be cited for trespassing.

iii. Documentation. The notice of restriction and all related records will be maintained in accordance with the library's Privacy Policy and Records Retention Schedule.

iv. Scope of Authority. This policy refers to restrictions and consequences imposed by the library but does not preclude or supersede other consequences or penalties that may be imposed by federal, state or local law.

v. Juvenile Patrons. If a juvenile patron violates this policy, or any other rule or regulation, staff may contact their parent/guardian.

1. As an alternative to restricting a juvenile, they may be restricted from independent use of the library for a specified period of time depending on the severity of the violation. During this time the juvenile whose library use is restricted may use the library only when the juvenile is accompanied by a responsible parent or guardian.

2. The juvenile's parent or guardian must be notified of the restriction via certified mail or the notice may be delivered by the APD. Failure to abide by the restriction may lead to restricting the juvenile from the library completely and they may be cited for trespassing by the APD.

c. Use of Equipment. Staff members may stop a patron from using library equipment, or may contact a supervisor about a patron's use of equipment, if the use violates a rule or policy. Supervisors may restrict patrons from using public access computers for 30 days if a violation is found. Should the

violation warrant, the library director or assistant director may determine to restrict a patron from using the library in its entirety. Misuse or abuse of computers or internet access may result in suspension of internet access, restriction from the library in its entirety as described in this policy and may also be subject to prosecution by local, state or federal authorities.

d. Warnings. Staff members may issue a verbal warning or may refer a problem to operations staff, the librarian in charge or a supervisor unless it involves a Class 1 offense pursuant to sections 6(a) herein, in which case the APD must be contacted.

e. Identification. Staff members are authorized to request identification from library patrons as necessary and appropriate for safety and security, or when library rules have been violated. Refusal to identify oneself under these circumstances may be grounds for contacting the APD.

f. Communication. Library staff will communicate disciplinary actions with one another, including reports to the supervisor, operations staff or the librarian in charge. All disciplinary actions must be documented by library staff.

5. Video Surveillance and Photography. Security cameras are used to enhance the safety and security of library users and staff to discourage violations of this policy, to assist library staff in preventing the occurrence of violations and when necessary, to provide law enforcement assistance in the investigation of a criminal occurrence on library property and in prosecuting criminal activity.

a. Video cameras may be located in indoor or outdoor locations where individuals lack a reasonable expectation of privacy. Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy such as private offices or restrooms.

b. The City of Appleton ("City") may mount cameras on the exterior of the library building that provide surveillance of public spaces. These cameras are not library cameras and are not covered by this policy.

c. Video footage and photographs are used in accordance with the library's Privacy Policy and Record's Retention Schedule.

d. Cameras are not continuously monitored. Personal safety is the responsibility of the individual and the City is not responsible for lost or stolen property.

e. Staff members have the right to take photographs of patrons as needed to identify them for security purposes.

6. Classes of Behavior and Response. No policy can list all prohibited behaviors. Therefore, the guiding principle for acceptable behavior is: **Everyone has the right to use the Appleton Public Library without being disturbed by others. Disruptive, unsafe, illegal or damaging behavior is not allowed.**

a. Class 1 - Serious Danger or Overt Criminal Behavior. Staff response must include calling the APD and may result in the patron being immediately restricted from the library. Violating federal, state or city ordinance is not allowed in the library. Examples include, but are not limited to:

i. Fighting or combative behavior,

- ii. Exhibitionism,
- iii. Any sexual behavior regardless of if it is unwelcome or consensual,
- iv. Threats,
- v. Refusal to leave when asked,
- vi. Physical abuse,
- vii. Stalking,
- viii. Possession of illegal drugs,
- ix. Possession of firearms or other weapons that pose a threat to staff or the public,
- x. Child pornography,
- xi. Theft, including theft of library materials,
- xii. Vandalism,
- xiii. Intentional entry into restricted areas of the building.

b. Class 2 - Potentially Serious Behavior. Staff response will vary according to the severity of the disruption or threat, ranging from a warning to calling the APD to immediate restriction from the library. Examples include, but are not limited to:

- i. Alcohol or drug intoxication,
- ii. Possession of weapons that do not fall into Class 1,
- iii. Possession of alcohol, except as part of an approved program,
- iv. Verbal abuse of staff or other patrons,
- v. Loitering in a manner that interferes with others,
- vi. Excessively emotional, hostile, threatening or uncontrolled behavior,
- vii. Use of loud profanity, obscenity or obscene gestures,
- viii. Panhandling,
- ix. Using another person's card without permission to check out materials,
- x. Using another person's card to use the internet computers,
- xi. Leaving bags and other personal items unattended.
- xi. Harassing and intrusive behavior, including staring at, stalking or following staff or patrons with the intent to annoy or harass, violating privacy, or interfering with staff performance of duties or patrons use of the library.

c. Class 3 – Annoying or Disruptive Behavior. Staff response will vary according to the severity of the disruption, ranging from tolerance to warning. In severe or repeated cases, eviction, calling the APD or a library restriction may follow. Examples include, but are not limited to:

- i. Bodily hygiene which is so offensive that it is a nuisance to patrons and staff,
- ii. Loudness,
- iii. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties. This includes engaging in conversation or behavior that monopolizes the attention of a staff member for an inappropriate amount of time, making inappropriate personal comments or refusing to comply with staff requests,
- iv. Inappropriate public displays of affection,
- v. Blocking the library entry, sidewalk in front of the building or otherwise interfering with free passage of APL staff or users,
- vi. Loud profanity or obscenity in front of the building or in the parking lot,
- vii. Bringing in more than three bags, backpacks, boxes or wheeled conveyances. Personal belongings cannot exceed 32 by 18 by 15 inches individually or collectively. Exceptions are made for wheelchairs, strollers and musical instruments that do not violate library policies.



Bedrolls, pillows, sleeping bags, shopping carts and garbage bags are not allowed. Exceptions are also made for items used in conjunction with programs or events.

- viii. Sleeping, napping or dozing in or on library premises,
- ix. Unhygienic behavior such as spitting or changing diapers in public areas,
- x. Bathing, shaving, washing hair or washing clothing,
- xi. Use of any cellphones or other communication or entertainment devices at a volume that disturbs others, with or without headphones,
- xii. Vaping and use of tobacco products in violation of the Smoking and Tobacco Use Policy,
- xiii. Entering the library without being fully clothed. Shoes and shirt must be worn,
- xiv. Neglecting to clean up any personal trash,
- xv. Rearranging furniture or utilizing it in a manner other than it was designed for. Furniture is limited to the number of people it was designed for,
- xvi. Other violations of library policies.

7. Unattended Children. The library welcomes and encourages children to use materials and services and strives to provide a welcoming and safe environment.

a. Monitoring. Responsibility for the welfare and the behavior of children using the library rests with the parent, guardian, or responsible caregiver. While staff will always respond with care and concern, they cannot assume responsibility for children's safety and comfort when they are unattended.

b. Supervision of children.

i. Children under age 8 must be accompanied by an adult or a caregiver who is able to supervise them. Children 8 years of age and over who do not require additional supervision may use the library more independently but parents or caregivers of children under 8 are expected to remain in the library while children are attending library programs.

ii. Children 8 years of age and over who are able to maintain proper library behavior may use the library unattended, otherwise they should be adequately supervised by a parent, guardian, or responsible caregiver. All parents, guardians and caregivers are encouraged to use the library with their children.

iii. The City assumes no liability with regard to unattended children. Parents, guardians and caregivers acknowledge the risk of leaving a child unattended in the library and release the City from all claims which they may have.

c. Response.

i. Staff may, as needed, notify parents, guardians, or responsible caregivers whose children need additional supervision or contact authorities such as the police either to assist with the enforcement of discipline in the library or to ensure the safety of an unattended child.

ii. Staff will make a reasonable effort to assure that children leave the library comfortably and safely at closing time. At least two staff members will remain in the library if a minor child is in the building after closing. If any children remain at the library 15 minutes after closing, staff will contact the APD to ensure safe transport.

8. Appeals.

- a. Individuals who are restricted from the library or from using library equipment may submit a written request for reconsideration of their restriction to: Library Director, Appleton Public Library, 225 N. Oneida Street, Appleton, WI 54911. The written request must describe the reasons for reconsideration of the restriction and include a return mailing address.
- b. At the request of the parent or guardian, the library director may consider allowing the juvenile patron access to the library when in the direct supervision of a designated parent or guardian. The library director must approve the adult that will provide supervision.
- c. The library director will respond to the reconsideration request in writing within fourteen (14) regular business days. The length of the restriction from the library shall remain as stated in the "Restriction from Library" notice unless the director issues a written determination altering the terms of the restriction.
- d. If the person wishes to contest the decision of the library director, he/she may appeal to the library board pursuant to the library board's Bylaws.
- e. Patrons may not enter the building without permission of the library director during the appeals process.

9. Non-Compliance with restriction – Trespassing. If a restricted individual enters the library before the return date listed on the "Restriction from Library" notice, APD will be called and the individual may be cited for trespassing under Appleton City Ordinance AC 10-26.

*Approved: 5/02. Amended: 4/05; 6/07; 8/16; 12/16; 11/17*

## **Appleton Public Library Unattended Children Policy**

### **Purpose**

To ensure the safety and well being of the children and maintain an atmosphere of constructive library use.

### **Policy**

1. Responsibility for the welfare and the behavior of children using the library rests with the parent, guardian, or responsible caregiver. Though staff will always respond with care and concern, they cannot assume responsibility for children's safety and comfort when they are unattended.
2. Supervision of children:
  - a. Preschool children should be in sight of and supervised by a parent, guardian, or responsible caregiver. Parents or caregivers of preschool children are expected to remain in the library while children are attending library programs.
  - b. Older children able to maintain proper library behavior may use the library unattended, otherwise they should be adequately supervised by a parent, guardian, or responsible caregiver.
3. Staff may, as needed:
  - a. notify parents, guardians, or responsible caregivers whose children need additional supervision;
  - b. contact authorities such as the Police either to assist with the enforcement of discipline in the library or to ensure the safety of an unattended child.
4. Staff will make a reasonable effort to assure that children leave the library comfortably and safely at closing time. At least two staff members will remain in the library if a minor child is in the building after closing. If any children remain at the library 15 minutes after closing, staff will contact the Appleton Police Department to ensure safe transport.

## CUSTOMER SERVICE POLICY

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### Purpose

In fulfilling its mission, the Appleton Public Library ~~strives at all times to~~will provide excellent~~ee~~  
~~in~~ customer service regardless of age, race, ethnicity, religion, gender, sexual identity, gender identity, physical limitations, social or economic status, or any other criteria. ~~Hospitable, educated and knowledgeable~~Community-focused and knowledgeable staff members provide ~~assist patrons in finding~~ the materials and services ~~they~~our patrons want and need. ~~Staff offers services in a fair and professional manner that treats everyone with courtesy and respect and asks for courtesy and respect in return.~~ The Library cares about patrons and seeks to give each person attentive service.

### Policy

#### Guidelines and General Rules.

1. Library staff will ~~treat~~acknowledge every patron appropriately, treating them with equal respect and every request with equal importance.
2. ~~Courtesy and attention to the needs of the library user will be the key to all interactions. Staff will try to be flexible in meeting library patrons' needs. Whenever possible, judgment calls will be made in the patrons' favor.~~Library staff seek our innovative approaches to serve our customers in the best ways possible.
3. Skilled staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.
4. Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the Library has been a positive one.
5. Library policies and procedures exist to make library resources available on an equitable basis:

- If a patron questions a policy or if the purpose of a policy is not understood, staff should provide an explanation or else refer the patron should to the ~~LL~~Librarian in Charge, a supervisor, the Library Assistant Director or Library Director. The business cards of supervisors and the Assistant Director are available at all service desks.
  - ~~Staff~~ The Library recognizes the need to enforce policies -and procedures-~~and that some patrons may find this disagreeable~~. Staff will be patient, respectful and helpful even when being firm about library rules.
  - The library reserves the right to limit the number of questions or amount of time a staff member can spend helping individual patrons. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties is not allowed and may be subject to restrictions up to and including permanent restriction from the library and criminal charges in accord with the library's Security and Safety Policy.
5. All interactions and transactions between a library patron or group of patrons and the Library will be considered confidential and will be discussed only in a professional context.
  6. Library staff will seek to meet ~~library patrons'~~ expectations ~~for service in fulfilling the library's mission~~. Any comments are welcome ~~regarding how well those expectations are being met~~. Patrons can expect complaints and problems to be addressed within 48 hours, whenever possible.
  7. The Library supports high standards of customer service through a plan of employee training, leadership development and opportunities for customer input.

8. ~~During interactions with library staff, patrons can expect to:~~
  - ~~Be acknowledged appropriately~~
  - ~~Be treated courteously and respectfully~~
  - ~~Be valued for their input~~
  - ~~Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or other criteria~~
  - ~~Receive prompt and timely service~~
  - ~~Receive knowledgeable service and professionalism from all staff~~
  - ~~Have their privacy and confidentiality respected~~ Patrons can expect a clean and safe building.

*Approved: 1/08. Amended: 11/17*

## REFERENCE AND READERS ADVISORY POLICY

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### PURPOSE

The Library provides free Reference and Reader's Advisory services to help people find information and use library and other information resources. Library staff uses library collections and online resources as well as sources beyond the library to fulfill informational needs.

### POLICY

1. Reference and Readers Advisory is provided in both the Adult and Children's Sections with services available for people of all ages.
2. Staff replies to all requests for information in a prompt and timely way. Requests are accepted in person, via phone, mail or digitally. Priority is given to in-person inquiries. When not completed immediately, questions will be answered or referred within 24 hours.
3. Reference and Reader's Advisory questions are considered confidential. Staff will handle inquiries with a focus on privacy, professionalism and courtesy.
4. Patrons using Reference and Reader's Advisory services will be served equally regardless of age, race, ethnicity, religion, gender, sexual identity, gender identity, physical limitations, social or economic status, or any other criteria.
5. Reference service is provided by trained staff during all hours the library is open. Reference staff will attempt to answer questions at the time the request is made and to work within the patron's time constraints. More complex questions may require that patrons participate in finding needed information with staff providing guidance and assistance. Reading and interpreting the information is the patron's responsibility.
6. When answering patron questions, reference staff will cite the resource(s) being used. The producers of that resource, not the library itself, are responsible for the resource's accuracy.

7. Staff may assist as they are able in helping patrons with computer applications or electronic reading/listening devices and may refer patrons to appropriate books, online tutorials and guides, classes or IT staff for further assistance. When assisting patrons with computer resources, staff will not enter personal information for patrons.
8. Staff will not provide the following kinds of assistance, which are deemed to be beyond the scope of the Library's service responsibilities:
  - a. Interpretation, advice or personal recommendations in any area other than the use of Library resources. This includes, but is not limited to, legal, medical, financial or tax advice.
  - b. Critiquing or editing patron documents, including resumes for job seekers.
  - c. Completing forms, including online forms, for patrons.
  - d. Price quotes, online purchasing and contacting commercial outlets or public agencies for a patron is not permitted. Reference staff may provide contact information and inquire if an agency offers a service.
  - e. Solving or troubleshooting problems with a patron's personal computer or device beyond finding relevant instructions for patrons.
  - f. Proctoring exams for students.
9. One-on-one assistance may be available to work with staff on individual information needs. Staff instructional sessions include, but are not limited to, using databases, basic Internet, and specific electronic devices. Staff reserve the right to schedule appointments as time permits.
10. Reference materials are circulated only under special circumstances and are subject to the approval of staff. Reference materials are loaned for the shortest possible time.
11. Reference and Reader's Advisory services comply with copyright and other applicable restrictions in the use of library materials.
12. Staff will make efforts to respond within the format that the patron prefers; however the library reserves the right to respond in a different format.
13. The library reserves the right to limit the number of questions or amount of time a staff member can spend helping individual patrons. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties is not allowed and may be subject to restrictions up to and including permanent restriction from the library and criminal charges in accord with the library's Security and Safety Policy.

14. The Library adopts and adheres to the American Library Association Code of Ethics and the Library Bill of Rights.

*Adopted: 1/ 1998; Amended: 11/17.*