



Policy Manual

2020

Bulletin Board Policy

The library director or other designated staff will determine what may be posted and placed on display. Other considerations include, but are not limited to, size of the item, available space, and length of the posting.

Priorities

- Library, Friends of the Library, and City of Papillion information and postings.
- Promotion of literary and cultural events.
- Publicity for events sponsored by non-commercial organizations.
- Health and safety awareness.
- Commercial and for-profit business advertising is not permitted.

Circulation Policy

Check Out Limits

Patrons may check out the following number of items at any one time:

- Books - unlimited
- Audio Books: unlimited
- CDs: unlimited
- DVDs: 10
- Games: 1

Check Out Loan Periods

- Books and audio books may be checked out for a period of three weeks, and may be renewed once if there are no holds on the item.
- DVDs, magazines, and games may be checked out for a period of one week and may be renewed once if there are no holds on the item.

Overdue Notices and Fines

Items are considered overdue one day after the due date, and fines begin to accrue at that time.

Overdue fines are as follows:

- DVDs and Games: \$0.10/day up to a maximum of \$5

- Books and Magazines: \$0.10/day up to a maximum of \$5
- Audio Books: \$0.10/day up to a maximum of \$5
- Equipment: \$1/day up to a maximum of \$5

Overdue items must be returned and total fines in excess of \$5 per card must be paid before patrons can check out any new materials.

Lost and Damaged Material Charges

Items are considered lost when they are more than three weeks overdue. When an item ages to lost, the patron is charged the full replacement cost of the item. If a lost item is returned, the lost fines will be replaced with an overdue fine.

For items that are damaged or missing pieces, staff will assess the damage and assign a charge based on the cost of repairs and the item's ability to be further used in the collection.

For items that are damaged beyond repair, missing essential pieces, or lost, patrons are charged for the full replacement cost of the item.

Approved by the Board of Advisors June 22, 2020

Code of Conduct Policy

Papillion Public Library is committed to preserving a safe and welcoming environment for reading, learning, exploring ideas, creating, participating in programs, and enjoying other library activities. Library visitors are expected to comply with the following:

- Respect one another, including staff and other customers.
- Comply with any reasonable request from the staff.
- Do not use abusive or obscene language.
- Do not fight.
- Use cell phones in a manner that is not disruptive to others; set ringer to vibrate and speak quietly.
- Be considerate of fellow library users; do not harass, intimidate or disturb them.
- No weapons are allowed except the carrying of a concealed handgun in compliance with the *Concealed Handgun Permit Act*.
- The use of tobacco products and smoking in any form, including electronic cigarettes, is only permitted outside in designated areas.
- Alcohol and illegal drugs are not allowed anywhere on library property.

- Do not deface, damage or destroy library materials or property.
- Check out all library materials before leaving the premises.
- Pay for all printing from library computers.
- Limit the number of people at a computer to no more than two.
- Do not tamper with or use computers in a manner that violates the library's usage policy.
- Use restroom facilities properly.
- Do not leave personal items unattended.
- Do not move furniture.
- Leave animals at home. The only exception to this is for registered service animals.
- Use proper waste receptacles to dispose of trash.
- Shirt and shoes are required.
- Do not use library areas to sleep.
- Eat or drink in designated areas only.
- Use audio/video devices with headphones.
- Do not loiter in or block high traffic areas, doorways, or entrances/exits.
- Do not roller skate or skateboard on library property.
- Maintain proper personal hygiene.
- Do not solicit, panhandle, or engage in behavior that disturbs or intimidates others.
- Do not engage in excessive public displays of affection.
- Do not leave children under the age of 11 unattended.

Approved by the Board of Advisors June 22, 2020

Collection Development Policy

Purpose

Providing a wide array of materials is an essential way Papillion Public Library serves its patrons. The purpose of this policy is to state the criteria the library uses to develop and maintain its collection.

Policy

Papillion Public Library selects materials to support its mission, vision, and values. The library upholds the freedom to read, as stated by the American Library Association in the Library Bill of Rights and the Freedom to Read Statement, and protected by the First Amendment of the United States Constitution.

- The library will select materials of interest to all members of the community, reflecting a variety of interests, viewpoints, ages, backgrounds, and education levels.
- The library does not restrict selection based on the expressed opinion of an individual or group.
- Parents and legal guardians have sole responsibility for what their children read, view, or hear. Only parents and guardians may restrict their own children's access to library materials. Selection of library materials will not be restricted by the possibility that materials could come into a child's possession.
- Access to the collection will not be limited or denied because of origin, race, religion, age, background, sex, sexual orientation, gender identity, or views. These factors shall also not be cause to exclude any materials, authors, artists, or other creators from the collection.

Implementation

Selection

The collection is for patrons of all ages, backgrounds, interests, education, and opinions. It will therefore reflect the diversity of the community it serves while also working within the realities of the library's collection space and budget. The responsibility for selection and weeding is vested in the library's director, and under their direction, in staff qualified by pertinent expertise and experience. To select materials for purchase, the following criteria will be used:

- Subject
- Style and presentation
- Format
- Genre
- Appeal
- Comprehension level
- Quality
- Availability

- Scope
- Overall demand
- Variety of viewpoints

Additionally:

- Not all selection criteria may apply equally to all content or formats.
- Selection of materials does not imply agreement with or approval of the viewpoints expressed.
- Materials are evaluated as a whole work and not by selected passages or scenes.
- Individual items which may be considered controversial or offensive by some may be selected if it will contribute to the overall variety and balance of the collection.
- The library does not offer textbooks or other school curriculum and in general does not duplicate resources already provided at local academic and special libraries.
- Staff uses a wide variety of selection resources including, but not limited to, professional journals, popular media, publishing trends, local interests, patron recommendations, and circulation data.
- Patron recommendations for collections are welcomed and evaluated by the criteria listed above.

Accessibility

The library will not restrict access to any library materials in public areas.

- Cardholders may check out materials in accordance with circulation policies and procedures.
- Materials are labeled only by classification or as a directional aid.
- Children, young adult, and adult collections are differentiated based on reading level, language comprehension, and audience. These collections may be housed in designated areas to aid in discovery.
- Determining the appropriateness of materials for minors is the sole responsibility of the parent or guardian.
- Some materials are designated for use in the library only.

Special Collections

The library maintains several collections that are specialized, rare, not readily available

elsewhere, and/or of special interest to our community.

- Examples of special collections include genealogy, microfilm, and local history.
- Special collections are established and maintained by the library based on space, funding, local interest, and other criteria.
- Items in these collections may require special handling, due to their age and/or uniqueness. The goal is to provide access to these items, while also preserving them for continued use.
- The library does not house private collections unless the collection is presented as a gift and it meets the necessary criteria for inclusion.

Weeding

Library staff removes worn, dated, and damaged items from the collection through procedures known as weeding. This process helps maintain the quality of the library's collections and is not intended to sanction removal of items due to controversy of any kind. When weeding, staff considers the selection criteria in this policy. Weeded materials are disposed of according to the agreement the library has with the Friends of the Library. These materials may be disposed of through book sales, giveaways, or recycling.

Reconsideration of Library Materials

The library recognizes that full information about issues of public concern requires access to resources that represent all of those concerns. It also recognizes the right of individuals to question both materials selected by the library and those that are not. Individuals who wish an item to be removed from the collection may fill out a Request for Reconsideration of Library Materials form which will be reviewed by library administration. Material under review will remain in the circulating collection until a determination is made. Once a decision is made, the decision will be communicated in writing to the individual who initiated the request for reconsideration. The library board will be informed of all requests for reconsideration.

In the event that the individual who initiated the request is not satisfied with the decision of library administration, they may appeal for a hearing before the board by making a written request to the chairperson. If a hearing is granted, the individual will be notified when they may address the board. The board will determine whether the request for reconsideration has been handled in accordance with stated policies and procedures of the library. On the basis of this determination, the board may vote to uphold or override the decision of library administration.

Gifts

The library accepts gifts to enhance library services through materials. Monetary gifts

are the responsibility of the library director. Materials gifts are subject to the evaluation criteria stated in this policy. Processing costs and shelving limits are also considered before adding materials. Donations are accepted with the understanding that the library has the right to determine the disposition of gifted items. Materials not accepted by the library are offered to the Friends of the Library for book sales.

Approved by the Board of Advisors June 22, 2020

Confidentiality of Patron Records Policy

Nebraska State Statute 84-712.05 (11) and the Papillion Public Library protect the privacy of library users. Information related to a person's use of the library's materials and services (including information sought, materials used, or internet usage) is confidential and will be disclosed only under certain circumstances.

When necessary for the recovery of lost or stolen library materials, or when illegal activity involving the library takes place, the library director may authorize disclosure of information to federal, state or municipal authorities.

In all other situations, a valid subpoena or court order is required to disclose or release library records. All staff members are to refer any request for such records to the director. Upon receipt of such order or subpoena, the director will inform the board of advisors and will consult with the city attorney's office to determine if such order or subpoena is in proper form and if there is a showing of good cause for issuance.

Approved by the Board of Advisors June 22, 2020

Customer Service Policy

Papillion Public Library will support community growth, enhance hometown values, support lifelong learning, be a source of escape and relaxation and, above all, provide residents of all ages with equal access to worldwide knowledge and educational resources. To fulfill this mission, staff members will provide excellent customer service to all who visit the library or use its services. Hospitable, well-trained and knowledgeable staff members will assist patrons in a manner that allows them to honor the commitment to enhance citizens' lives through convenient services when, where and how they need them.

Library staff members are responsible to:

- Create a welcoming atmosphere.
- Provide each patron with an exceptional user experience.
- Meet the needs of patrons and coworkers.
- Behave ethically.

- Protect patron confidentiality.
- Understand and implement library policies and guidelines.
- Practice good work habits.

Approved by the Board of Advisors June 22, 2020

Exhibit and Display Policy

The Papillion Public Library shall provide for the public educational, cultural, and informative exhibits. Use of exhibit space is welcomed. An application process is required of all exhibitors.

Prior approval is required from the library director to exhibit, display or place in the library for distribution any poster, exhibit, pamphlet, leaflet, booklet or advertisement.

The library assumes no responsibility for the preservation, protection or possible damage or theft of any item displayed or exhibited. All items placed in the library are done so at the owner's risk.

Approved by the Board of Advisors June 22, 2020

Expressions of Concern Policy

Papillion Public Library welcomes and encourages input from citizens regarding library services. Information will be gathered using a variety of tools such as a suggestion box, questionnaires, and random surveys. Comments from members of the community frequently provide librarians with useful information about interests and needs of patrons.

Persons who wish to initiate a formal expression of concern will be asked to complete and sign an Expression of Concern form. Upon receipt of the form, the library director will respond to the person in writing within ten days. The director will notify the board of advisors of all expressions of concern and provide them with a copy of the response.

In the event that the person who initiated the expression of concern is not satisfied with the response of the director, an appeal for a hearing before the board may be made by contacting the chairperson. If a hearing is granted, the individual will be notified of the date and time to address the board during a meeting's public participation time. The board reserves the right to limit the length of presentation and number of speakers at the hearing. Following the hearing, the board will make a formal written response within ten days.

Approved by the Board of Advisors June 22, 2020

Hours of Operation Policy

The Papillion Public Library is open to the public 68 hours per week.

The City of Papillion mayor or his or her designee, at his or her discretion, may close the library because of severe weather or other problems.

The library will be closed on the holidays observed by the City of Papillion. These holidays include New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Thursday and Friday, and Christmas Day. The library will be closed Easter Sunday. This day is not an official city holiday and will not be a paid holiday. No employees will be scheduled on this day.

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Internet Policy

In accordance with the mission and roles of the Papillion Public Library, access to information is available in a variety of formats including electronically accessed information. The library recognizes the importance and value of the internet as one of these resources, but some information accessed through the internet may not be considered suitable for minors and may be deemed harmful as defined by local, state, and federal laws. In order to give parents and legal guardians options regarding internet access for their children, the library has designated computers with restricted access.

Computer Lab Access

Internet access is provided in the computer lab. The workstations are equipped with a variety of software applications and electronic resources to meet the personal computing needs of individuals. Access to some internet-based applications may be restricted. Some information accessed electronically may not meet the selection or collection development policy of the library. It is left to each user to determine what is appropriate. However, it is expected that the electronic resources will be used in a responsible manner. Users must be aware that computers in the lab are shared by people of all ages and sensibilities.

The lab is open to adults 18 years of age and older. Youths 15-17 years of age may use the lab if accompanied by a parent or guardian. No person under the age of 15 is allowed in the lab at any time.

Restricted Internet Access

Filtering software has been installed on internet computers located within the library. However, filtering does not guarantee that sites will be blocked. The software may not filter harmful information or sites that are deemed unsuitable according to individual standards. The library encourages parents and guardians to guide and supervise their children's use of the internet. Librarians do not act in the place of parents.

Acceptable Use Policy Responsibilities of Users

The library provides resources, programs, and activities to meet the educational, leisure, cultural, and recreational needs of users. The internet is one source of information available through the library's electronic services. It is the obligation of each individual to use internet privileges in a responsible manner. Acceptable internet use includes, but is not limited to, the following:

- Comply with laws with copyright and licensing agreements.
- Refrain from illegal or unethical use of the internet.
- Abide by local, state and federal laws regarding transmission of electronic information.
- Respect the privacy of others.
- Do not alter hardware or software or interfere with another individual's use of computers.
- Abide by time limits that might apply.

Computer privileges may be revoked for unacceptable use and/or failure to act responsibly.

Disclaimer

The library assumes no direct responsibility for damages, direct or indirect, arising from use of the internet.

The library does not guarantee accuracy of information or endorse electronic transmissions found on the internet.

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Library Card Policy

Library Card Registration

A library card provides full access to the Papillion Public Library's collections and services. It allows the cardholder to check out library materials, use the public computers, and access online services. Patrons borrowing items from the library are using and taking home the holdings of the citizens of Papillion. Proper photo identification and proof of current residential address are required before any item can be borrowed.

By signing the back of their library card, the patron is agreeing to:

- Return all items borrowed on or before the due date or to pay the overdue fines assigned.

- Pay the assigned value for any items checked out on the patron's library card that become damaged or lost.
- Be responsible for any items checked out on the patron's library card and notify the library immediately if the card has been lost.
- Inform the library of any changes in address or other contact information.
- Comply with all library policies and regulations.

Requirements for Proper Identification

A state-issued identification card or driver's license is the preferred form of identification, but other forms of photo ID can be accepted. A valid photo ID must be presented in combination with a proof of current residential address listed below.

Requirements for Proof of Current Residential Address

There is a local residency requirement for obtaining a library card. Those applicants not living within the city limits of Papillion are subject to a non-resident fee. Library staff can accept the following as proof of current residential address:

- Address printed on a state-issued ID or driver's license.
- Printed personalized checks.
- Piece of mail cancelled by the post office within the last 30 days.
- Bill that bears the registrant's name and address received in the last 30 days.
- Car registration.
- Insurance card.

If the applicant receives mail at a post office box, proof of a current residential address must be provided in addition to a PO Box number.

Library Cards for Children

There is no age threshold for obtaining a library card. Minors under the age of 19 must have a parent or guardian present to complete the application process.

Types of Library Cards

- Residents

Borrowing privileges are available to all residents of the City of Papillion, paid for in part through city property taxes. Resident library cards are renewable every five years.

- Non-Residents

Those living outside the city limits of Papillion may purchase an annual non-resident membership for \$50 per household in order to receive library services. Membership entitles each member of a household to library privileges for one year. A four-month option is also available for a fee of \$20.

- Digital Library Access Cards

Those living outside the city limits of Papillion, but in an SID of Papillion, are eligible for a library card that gives them access to the Digital Library within Papillion Landing, as well as all digital library services. This card does not provide access to checking out physical materials at Sump Memorial Library. This card option is also available to those living outside of the city limits of Papillion or a Papillion SID who have a current paid membership to Papillion Landing.

- Non-Resident Property Owners

Non-residents who own property within the Papillion city limits are eligible for a library card renewable each year. Membership entitles each member of a household to library privileges for one year. Non-resident property owners must show proof of property ownership before a library card is issued.

- City of Papillion

Employees of the City of Papillion and their families are eligible for a library card renewable every five years. An employee ID is required to be issued an employee card.

- Teachers

Papillion/La Vista teachers who live outside of Papillion city limits are eligible for a library card with a school ID. Membership is valid for one year from August through July 31. Card renewal is required each school year.

- Organizations

Owners of businesses and directors/CEOs of non-profit organizations located within the Papillion city limits may obtain a library card. Cards are renewable each year. Proof of affiliation with the business/non-profit is required.

- NebrasKard

Papillion Public Library participates in the Nebraska Library Commission's NebrasKard program. A valid library card and dated NebrasKard sticker from a participating library are required to set up an account. Papillion Public Library patrons may request a NebrasKard account for use at participating libraries in the

state.

Presentation of Library Card or Photo ID

Library patrons must present their library card in order to borrow library materials. If the card is not present, a photo ID must be shown in order to borrow library materials. Patrons are allowed to give their card to another person to borrow materials on their behalf or pick up materials being held for them, although patrons must keep in mind that they are responsible for all items checked out on their card even if they did not personally check them out. Since library staff cannot know what permissions each library user has, the staff assumes that the person in possession of the library card has the cardholder's permission to use it. If a patron loses a library card, he/she must notify the library immediately to prevent its unauthorized use.

Lost Card Replacement

Patrons who have lost their library card must purchase a replacement card. Although a photo ID may be presented in order to check out materials, this is allowed only as a temporary convenience until a new card can be purchased. In order to obtain a replacement library card, a patron will be required to show positive proof of identification and pay a \$1 replacement fee.

Approved by the Board of Advisors June 22, 2020

Library Sponsorship Policy

Papillion Public Library welcomes sponsorship from local businesses, corporations, families and individuals. The aim of sponsorship is to obtain funding or in-kind support to provide services and equipment that may not otherwise be available. The board of advisors believes that libraries play an essential role in the quality of life of citizens and, in this important function, the library should be supported through public funding. Therefore, sponsorship revenue should only be used to fund additional, optional services or new startup services.

Guiding Principles

The following principles will guide the library in the solicitation and acceptance of gifts, grants or other support to enhance or develop library programs and services:

- All gifts, grants and/or support must further the library's mission, goals, objectives and priorities. They must not drive the library's agenda or priorities.
- All gifts, grants and/or support must not compromise equity of access to library services. Sponsorship agreements must not give unfair advantage to, or cause discrimination against, any sectors of the community.
- All gifts, grants and/or support must protect the principle of intellectual freedom.

Sponsors may not direct the selection of collections or require endorsement of any products or services.

- All gifts, grants and/or support must ensure the confidentiality of user records. The library will not sell or provide access to library records in exchange for gifts or support.
- All gifts, grants and/or support must leave open the opportunity for other actual or potential donors to have similar opportunities to provide support to the library.
- Gifts of books or other library materials will be accepted in accordance with the terms outlined in the library's collection development policy.

Recognition and Acknowledgment

The library will ensure that each sponsor receives acknowledgment and, to the degree that the donor is willing, public recognition. The following guidelines will be used in providing acknowledgment to and recognition of sponsors:

- A letter of acknowledgment for gifts of money and in-kind support will be sent to all sponsors and a copy will be placed on file.
- Any special recognition agreements will be stipulated in the letter.
- Public acknowledgment of sponsorship in the library's promotional materials will normally be restricted to a statement of the sponsor's name and a display of logo. Standards controlling the size, format and location of such acknowledgment will be developed by the appropriate staff person to ensure both consistency and quality of appearance. Such acknowledgment will not take precedence or have prominence over the library's own logo or promotional material.
- For gifts and/or sponsorships valued at over \$500, the library may submit a press release to local newspapers if the sponsor is willing.
- Acknowledgment of sponsorship may also take the following forms at the library's discretion:
 - Launch of a special program or media campaign to announce the gift.
 - Inclusion of the sponsor's name on promotional materials.
 - Placement of small standardized plaques on donated furniture or equipment.

In all cases, the type and scope of donor recognition required by the donor will be weighed against the benefit to the library.

Approval

All gifts, grants or in-kind support given with special requirements must be approved by the director. The solicitation of gifts, grants or in-kind support by library staff valued at

over \$500 must receive prior approval of the director.

Authority for Implementation

The library reserves the right to make decisions regarding the implementation of each grant, gift, or offer of in-kind support. Purchasing decisions, including type of equipment, materials, furnishings, and other components of a gift will reside with library management. All details as to design of programs and allocation of resources will also reside with library management. The library reserves the right to deny partnerships or sponsorships for any reason and to end these arrangements at any time if, in the opinion of the director, the services or image of the library warrant such action.

Approved by the Board of Advisors June 22, 2020

Meeting Room Policy

Papillion Public Library provides meeting room space for programs of an informational, educational, cultural or civic nature. The library and City of Papillion sponsored programs have priority over all other groups. Permission to use meeting rooms in no way constitutes an endorsement of the group's policies or beliefs by the library or the City of Papillion.

No admission fees may be charged by individuals or groups using the meeting rooms. However, fees may be approved to cover costs of materials for short-term classes or workshops.

Rules and Regulations

- Each group must have a contact person to sign the meeting room policy, request and application.
- Meeting room configurations must be put back the way they were found.
- No meeting rooms shall be used for commercial purposes or political campaigns.
- South Meeting Room: Maximum occupancy of 40.
- North Meeting Room: Maximum occupancy of 18.
- Conference Room: Maximum occupancy of 8.

Please contact the library for a current list of available meeting room technology.

Reserving a Meeting Room

Reservations may be made by email at sumplibrary@gmail.com, by fax at (531) 329-3349, or in person. Reservations may be made no more than one year in advance.

Meeting rooms can be reserved during the following times, subject to availability:

- Monday through Thursday between 9:00 am and 8:45 pm.
- Friday and Saturday between 9:00 am and 4:45 pm.
- Sunday between 1:00 pm and 4:45 pm.

Approved by the Board of Advisors June 22, 2020

Safety and Security Policy

Papillion Public Library is committed to providing a safe and secure environment for all staff, library users, resources and equipment.

All employees and volunteers will keep personal items out of sight in a desk or staff area.

Library employees who find themselves in a confrontation that requires assistance will get immediate help from a coworker. An employee who is in a dangerous or threatening situation will get immediate help and call for police assistance. A patron incident report will be filled out immediately.

Emergency Policy

In the case of a natural disaster, library staff shall direct all users to a designated place of safety where they shall remain until the staff decides it is safe to leave. In the case of adult users, following these procedures is up to their discretion.

All employees and board of advisors members will have a copy of the library disaster plan in their possession.

Fire Protection and Evacuation

The library is equipped with an early warning automatic fire detection system that includes a visible strobe light and audible alarm that complies with NFPA standards and testing agencies. Hand portable fire extinguishers are strategically located throughout the library. The library is equipped with a cross-zoned, wet pipe water sprinkler extinguishing system throughout the building. The fire service is inspected twice annually at six month intervals. The system is linked to a monitor center located in the library.

Staff members are trained to respond to a fire alarm by calling the fire department immediately and directing patrons to safety using the fire evacuation plan posted prominently throughout the library.

Approved by the Board of Advisors June 22, 2020

Security Camera Policy

Papillion Public Library offers a welcoming, open atmosphere and provides a quiet,

comfortable and safe environment where people can use library facilities and collections for their intended purposes to the maximum extent possible.

Security cameras are used where needed to provide peace of mind to library users and staff by discouraging violations of the library's code of conduct, to assist staff in preventing the occurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. The purpose of this policy is to establish guidelines for the placement and use of video security cameras, as well as the access and retrieval of recorded video images.

- Cameras are installed at library locations on an as-needed basis.
- Signs will be posted at the entrance and throughout the library informing the public that security cameras are in use.
- Security cameras may be placed in both indoor and outdoor areas where staff can randomly monitor activity.
- Cameras may be installed in public spaces where individuals lack a reasonable expectation of privacy. Examples include common areas such as entrances, book stacks, public seating areas, hallways, stairways, delivery areas and parking lots.
- Cameras will not be installed in areas where individuals have a reasonable expectation of privacy such as in restrooms.
- Cameras will not be installed for the purpose of monitoring staff performance.
- Access to the archived footage in pursuit of documented incidents of criminal activity or violation of the library's code of conduct shall be provided to law enforcement and designated library staff without subpoena or court order upon written request of a law enforcement agency with jurisdiction, as determined by the city attorney, city administrator, or his/her designee.
- Video footage will not be released to patrons without a lawful order of the court.
- All library staff may have access to real-time monitors.
- Security cameras differ in their recording length, and will automatically record over themselves on an ongoing basis. Video records will not be maintained, provided no criminal activity or policy violation has occurred.
- In situations involving banned-and-barred patrons, stored still images or video may be shared with staff.
- Questions from the public regarding security cameras should be directed to the director.

Test Proctoring Policy

Papillion Public Library offers exam proctoring services, but cannot always guarantee constant supervision or a completely quiet environment.

Proctoring Requirements

- Requests to proctor exams must be scheduled at least 3 days in advance, and are determined based on the availability of staff at the requested time.
- No exams will be scheduled for proctoring on Saturday or Sunday.
- No drop-in proctoring is available.
- It is the responsibility of the student to make sure that the library has received testing materials and that the institution receives the returned test upon completion. The library will not keep copies of testing materials.
- Testing may be canceled or postponed if the exam materials are not received in time, require clarification, incur any expense, or otherwise exceed our ability to comply with the testing institution's requirements.
- Please arrive for testing as scheduled. Bring your photo ID and any required materials for the exam. No personal items will be allowed in the exam room.

Unattended Child Policy

Papillion Public Library welcomes children and their families to use its facility and services and makes every effort to create a safe environment. However, the responsibility for supervising minor children at the library rests solely with the parents, guardians or assigned chaperones of those children at all times, not with library staff. The child attendance and supervision policies are as follows:

- Children 11 years of age and older may use the library unattended.
- All children under 11 years of age and children of any age having special needs related to physical or mental ability requiring special accommodations shall be attended and adequately supervised at all times by a parent, guardian, or individual 11 years of age or older who is authorized to be responsible for the care of children (hereinafter chaperone) using the library or attending scheduled library programs. A responsible person in charge of such children, as described above, must stay inside the library to supervise the children at all times.
- In the event that any child, as described above, appears to be left unattended or

lost, staff will immediately attempt to locate the child's parent, guardian or chaperone on the library premises. If the parent, guardian or chaperone is not located on the premises within a reasonable period of time, library staff shall contact the police department for assistance.

- Library staff cannot assume the responsibility for supervising a child's behavior and assuring a child's safety while at the library. It is the responsibility of each minor child's parent, guardian or chaperone to monitor his or her child's behavior and safety at all times.

Police Non-Emergency number 402-339-3196