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BEATRICE

CITY • BOARD OF PUBLIC WORKS

Beatrice Public Library Handbook



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LIBRARY HANDBOOK

MISSION STATEMENT

It is the mission of the Beatrice Public Library to provide library resources and services for the interest, information, and enlightenment of all people of the communities the Beatrice Public Library serves.

LIBRARY OBJECTIVES

The Beatrice Public Library subscribes to the American Library Association's Library Bill of Rights, Freedom to Read Statement, and Freedom to View Statement as adopted by Resolution 6843.

The Beatrice Public Library shall support the Mission Statement in the following ways:

1. To organize, preserve, and administer collections of books and other complementary educational and recreational material in a variety of formats, including electronic.
2. To facilitate programs, exhibits, booklists, and other similar resources and activities to promote the use of Library materials.
3. To serve the community as a center of accurate information.
4. To promote and support the communication of ideas and an enlightened citizenry.
5. To promote and support educational, civic, and cultural activities.
6. To provide opportunity and encouragement for people of all races, sexes, religions, ages, colors, national origins, ancestries, physical handicaps, or marital statuses to educate themselves continuously and to enrich their personal lives.
7. To continually identify community needs and provide programs, policies, and services to meet such needs.
8. To cooperate with other organizations, agencies, and institutions to implement the Beatrice Public Library's programs and services.
9. To provide recreational opportunities through the use of literature, music, film, and other art forms.

CIRCULATION

1. To check out materials from the Library, the account holder must have a current Beatrice Public Library card in good standing.

2. Persons residing outside the City of Beatrice will be considered “non-resident users”. Non-resident users may borrow library materials only upon payment of the non-resident user fee and any and all other appropriate fee(s) established by resolution and adopted by the City Council.
3. By checking out an item, account holders, or their adult signatories, agree to accept full financial responsibility for materials for the duration of the checkout period, including failure to return the materials, and any damage incurred through abuse or misuse.
4. Patrons may not purchase and/or download content onto the Library's e-devices. Any content purchased will be charged to the patron's account.
5. The Beatrice Public Library disclaims all liability for loss of confidential information or damages resulting from that loss, and accepts no responsibility for breach of privacy on library devices made available for checkout.

6. Check Out Periods

New books and magazines may be checked out for one (1) week and all other materials may be checked out for two (2) weeks. All materials may have up to two (2) renewals and the renewal terms shall be equal to the original check out term.

*Items on hold for another account holder are not renewable. Account holders may have up to ten (10) items on hold at one time.

INSTITUTIONAL LIBRARY CARD PROCEDURE

1. The Beatrice Public Library issues institutional cards to non-profit and not-for-profit public organizations as a courtesy and convenience. This entitles the user to a longer check-out period and a waiver of the fines usually assessed when overdue notices are generated by the library computer system.
2. The institutional card shall be used for checking out items only for work-related responsibilities at the institution and not for personal or family use. (Individual cards can be issued for such use; and employees can make arrangements to get their own personal cards.)
3. Institutional cards shall be issued according to the following guidelines:

Schools: an institutional card is issued in the name of each authorized staff person.
(Example: Washington School—John Doe)

Day Cares, Head Start, and Group Homes: card is issued to the director who supervises its use by staff members.

Beatrice State Development Center: card is issued to each unit whose supervisor authorizes its use by staff clients.

Others: card is issued to the director, who supervises its use by staff members.

4. Institutional card holders must bring the institutional card with them to the library when they check out books or send their card with someone who has been authorized by them to check out library materials for their institution. The Library will not hold cards at the library for institutional card holders.
5. Books checked out on institutional cards can be kept for a four (4) week period. There shall be no renewal period.
6. All institutional cards expire one (1) year from date of issuance. Institutional administrators who wish to renew their institutional card or cards must annually send a signed and dated list of staff members authorized to use their institution's card or cards. This list should contain the institution's current address and phone number and be addressed to: Youth Services Librarian, Beatrice Public Library, 100 N. 16th. St., Beatrice NE 68310.

FINES

1. Fines for overdue materials are levied, in part, to cover the cost of sending notices to help recover library property.
2. Fines are calculated from the original due date.
3. Fines for overdue materials shall be established by resolution adopted by the City Council.
4. Notification may be made by email, telephone, texting, or by U.S. mail.
5. After the notice, the item(s) shall be given "Lost" status.
6. If library materials are not returned after three (3) notices, lost, or damaged the borrower must pay the current replacement cost of the item.
7. The library reserves the right to limit the borrowing privileges of patrons who (1) have not returned materials after receiving a third notice thereof, or (2) owe ten dollars (\$10.00) or more in fines, until the materials are returned or reimbursement is made to the satisfaction of the library.

8. All efforts shall be made to encourage patrons to return overdue materials, however it is more important to recover library materials than to collect fines.
9. Failure to return or replace overdue or lost library materials may result in civil action in the County Court.

GIFTS

1. Any person may make donation of money, lands, or other property (“gifts”) for the benefit of the Beatrice Public Library. Title to property so donated may be made to and shall vest in the City of Beatrice, Nebraska.
2. Books and other materials for circulation shall be accepted under the condition that the Library Director has the authority to dispose of them he/she deems advisable.
3. Money, real property, and stocks may be accepted if the conditions under which the gift is made are acceptable to the City Administrator.
4. Personal property, art objects, portraits, antiques, and museum items shall be evaluated individually as to their suitability for inclusion as part of the Beatrice Public Library collection.
5. The Beatrice Public Library shall not appraise gifts.

CONDUCT RULES

Library staff are authorized to report violators of these Rules, the ordinances of the City of Beatrice or the laws of the State of Nebraska to the Library Director and the Beatrice Police Department.

No conduct which interferes with, or discourages the public's use of the library, will be permitted. Organizations, groups, and parents are responsible for the conduct of persons they bring into the library.

IMPROPER CONDUCT

Improper conduct may include, but is not limited to the following:

- Talking in a voice louder than a normal conversational level;
- Inappropriate use of cell phones;
- Failure to wear attire which conforms to the standard of the community for public places, including shoes and shirts;

- Unauthorized use of age-specific areas & services.
- Behaving in a manner which is either physically or verbally abusive to library staff or library patrons;
- Running;
- Repeatedly going in and out of the library, or excessive milling about;
- Public displays of affection;
- Swearing / cursing;
- Gathering in a way that impedes indoor and outdoor traffic areas;
- Sleeping, drunkenness, or consuming alcohol or illegal drugs in the library building or on the library premises;
- Use of tobacco, alcohol, controlled substances, or electronic smoking devices on library premises, indoors or outdoors, unless authorized by the City Council;
- Eating and drinking where prohibited;
- Removal or attempted removal of library materials or property without authorization or checkout;
- Marking, breaking or otherwise damaging any portion of the library building, paved areas, sidewalks, or other structures constituting library property, including landscaping and grass;
- Defacing, tearing, cutting or writing upon any book or other library item; or
- Any activity deemed inappropriate by library staff;
- Failure to return books or to pay fines;
- Failure to meet the conditions of loan established by another lending library;
- Destruction of or attempts to damage or destroy library property;
- Disturbance of other patrons; or
- Any other conduct on library premises that interferes with the provision of service to the public.

CONSEQUENCES OF IMPROPER CONDUCT

Any individual who behaves in an improper manner may be asked by the staff to leave the library premises without a warning. If the individual is a child, the parent or caregiver will also be asked to leave. The Beatrice Police Department will be contacted if the person does not obey such request to leave the premises. If any person continues improper conduct after being readmitted to the library building after a previous violation, such person may be excluded from the library building for periods of one or more days, weeks, or months, up to permanently, as may be deemed appropriate by the Library Director, or his or her designee.

1. The use of the library or its services may be denied for any of the reasons defined as Improper Conduct.
2. Improper Conduct will result in the forfeiture of access to library property (facilities and grounds) for up to ninety (90) calendar days. Initial notice will be made verbally by

designated Library Staff followed with formal notification by certified letter. Non-compliance with this ban may result in the filing of trespassing charges.

3. Continued Improper Conduct may result in a ban from library property for a period longer than ninety (90) calendar days, as determined by the Library Director. Notification of such a ban will be made by certified letter or personal service.

PERSONNEL

Personnel

Employees of the Beatrice Public Library shall be governed by the rules set forth in the City of Beatrice *Handbook for Non-Union Employees*.

Staff Development

The Beatrice Public Library encourages the attendance of all staff members and board members at professional meetings, conferences, and conventions. When possible, time will be allowed with pay for staff members to attend. Requests to participate in, or be reimbursed for, such attendance shall be governed by the City of Beatrice *Training Policy*. Please refer to the *Training Policy* for the forms that must be submitted for any such requests.

MARKETING & ADVOCACY

The Beatrice Public Library strives to continually inform the public and community stakeholders about library services and their value. The Library Advisory Board and staff members work as a team to employ all available means of marketing and advocacy. Final responsibility for implementation of this policy rests with the Library Director, who may delegate this authority to staff members in their various areas of responsibility.

COLLECTION DEVELOPMENT

It is the responsibility of the Library Director, or his/her designee, to select and make readily available the materials that best meet the community needs while operating within the policies and procedures enumerated herein.

Purpose of the Collection

The purpose of the Beatrice Public Library materials collection is to provide resources to assist individuals in their pursuit of educational objectives, intellectual and emotional growth, the enjoyment of leisure time, and practical solutions to daily problems. However, the library will not furnish materials needed for formal courses offered by elementary and secondary schools or required for academic study. Special areas of the collection may be developed to complement and support formal courses of study.

The library keeps the collection vital and useful by retaining or replacing essential materials, and by removing, on a systematic and continuous basis, those works that are worn, outdated, of little historical significance, no longer in demand, or materials which are no longer useful in terms of the Library Objectives.

The Beatrice Public Library endeavors to build a collection representing varying points of view. The choice of library materials by users is an individual matter. Responsibility for the reading materials of children and adolescents' rests with their parents or legal guardians.

Materials Selection

Selection is the decision to add, retain or delete material as part of the library's resource collection. All materials, whether purchased by the library or donated to it, are evaluated in accordance with the following guidelines. Each item is evaluated on its significance as an entire work rather than upon the merit of individual parts. Selection decisions may be made upon one or a combination of any of these guidelines, as applicable to the item in question. The guidelines used by the Beatrice Public Library to evaluate materials to be selected for its collection include, but are not limited to:

1. The needs of the community.
2. The overall balance of the collection.
3. The spirit of service and the philosophy of the library.
4. The availability of material from other sources.
5. Budgetary limitations.
6. Suitability of the format of the item for library use.
7. Relation to existing collection and other material on the subject.
8. Reputation or significance of the author.
9. Reviews in professional literature or patron request.
10. Accuracy of the item.
11. Appearance in standard bibliographies and indexes
12. In-print availability.
13. Literary merit.
14. Locally produced or authored material.
15. Price.
16. Suitability of reading level, interest level and treatment of subject to the age of the intended audience.
17. Use of the material locally as assigned reading, viewing or listening.

Patron Requests

The library welcomes patron interest in the collection and will take into consideration all requests that specific materials be acquired. The library is under no obligation to fill any particular request. Patron requests will be reviewed using the materials selection criteria listed in this document.

Any patron requesting the reconsideration of a specific item shall make such request in writing, on a form furnished by the Beatrice Public Library. The Library Director will review the request and take appropriate action.

DISPLAY AND MATERIALS DISTRIBUTION

1. All posters, displays, exhibits, pamphlets, brochures, bulletins, booklets and other related materials shall only be placed in the library with the permission of the Library Director.
2. Whenever possible, displays and exhibits should incorporate or complement library materials. The Library gives priority to notices for programs and events that promote literacy, books and reading. Other types of events appropriate for display include concerts, cultural events, lectures, and workshops.
3. Notices may be posted by community organizations and clubs, educational institutions, government agencies, and nonprofit organizations. For-profit companies and individuals may also post notices that are consistent with with the priorities set forth above.
4. The library assumes no responsibility or liability related to the preservation or protection of display or distribution materials from possible damage or theft. All display items are placed in the library at the owner's risk.
5. Items that promote a political or religious group or attempt to solicit funds shall not be displayed or distributed in the library.

LIBRARY FACILITIES

1. The meeting rooms and small group conference rooms of the Beatrice Public Library may be used for cultural, educational or community betterment purposes.
2. The maximum capacity of the small group conference rooms shall be eight (8) people.
3. The kitchenette use is limited to the preparation of light refreshments and snacks.
4. The rental fees and deposits for a meeting room shall be set by resolution and adopted by the City Council for private or for-profit groups. Such deposits shall be refundable only if the room is returned to its posted arrangement on the chart in each meeting room. If equipment is borrowed from other meeting rooms or other library areas, it must be returned to the original location by a group representative in order to receive the deposit unless specific exceptions have been approved in writing by authorized library staff.

5. Deposits unclaimed after thirty (30) calendar days shall be considered a donation to the Beatrice Public Library.
6. Library-sponsored programs and literacy-related activities will have scheduling priority. The remaining time is open for other groups on a first-come first-serve basis.
7. All paperwork and deposits to rent a meeting room or the small conference room must be received at least forty-eight (48) hours before the room is to be used.
8. Meetings must be scheduled for specific dates and times. Booking should allow time for both preparation and cleanup of the room by the group using it. Arrangements for use of the meeting rooms should be made with the Library Director or designated staff. A formal application should be completed by the group requesting meeting room or small conference room use for each separate booking. A contact person must be designated by the group using any such rooms. Such contact person shall be responsible for handling booking, any violations or fees resulting from the use of such rooms, and the return of any deposits.
9. A minimum of one (1) business day notice is required to cancel room reservations. Less than one (1) business day notice shall result in forfeiture of the deposit.
10. Rooms may be decorated but the time required must be included in the time the room is booked by the group. The decorations must be removed and the room returned to its posted chart arrangement.
11. Plans of the preferred room arrangement will be posted so that all groups can return furnishings to these locations. In order to receive their deposit or to continue to have access to the room, all groups must leave all accessible areas in the arrangement shown on the charts posted in the rooms unless specific exceptions have been approved in advance in writing authorized by library staff.
12. The Library reserves the right to restrict the use of rooms to meetings that will not interfere with routine library operation. The Library further reserves the right to interrupt or cancel any meeting that interferes with routine library operation.
13. Admission fees, on-site selling, or other forms of fee collection are not allowed in connection with the use of the meeting room or small group conference rooms. Any fees charged should cover the cost of registration and materials.
14. Any exceptions to these policies will be considered by the Library Director on a case-by-case basis.

15. Any use of improper conduct may result in the deposit not being returned and/or that individual or group not be allowed to rent the facility again.

MEETING ROOM EXEMPTIONS

Groups and organizations participating in any of the following events shall be exempt from all meeting room fees and deposits:

- Non-profit groups
- Any City-sponsored event

SAFETY POLICY & EMERGENCY PROCEDURES

Emergency Codes

Red = Fire

Black = Tornado/Severe Weather

Adam = Missing Child

Orange = Bomb Threat

Emergency Communication Plan Summary: What to Do During an Emergency

- Remain calm and maintain an attitude of cooperation.
- Contact the Library Director immediately and explain the nature of the emergency.
- Direct all media inquiries and parent inquiries to the City Administrator.
- Assist as directed in confirming facts and locating witnesses.
- Do not volunteer information to patrons, strangers, or anyone not immediately involved, including other staff.

Evacuation Procedures

Evacuation Procedures will be posted at strategic locations. All Library staff shall familiarize themselves with the Evacuation Procedures.

Calling 911

- Dial 911.
- Identify yourself and the nature of emergency.
- LOCATION: Beatrice Public Library, 100 North 16th Street.
- If emergency is of a medical nature, give victim's condition, including but not limited to:
 - consciousness (awake, verbal responsive, pain responsive, unconscious);
 - breathing;
 - pulse;
 - bleeding;
 - possible spinal injury;
 - possible fractures; and

- age, gender
- Send a staff member to flag down EMS.
- Give any other pertinent information.
- HANG UP LAST.
- If 911 is called, notify the Library Director of the status of the emergency.

Incidents Outside Facility/In the Parking Lot

If a person is injured, or if a fight occurs in the parking lot area or in the library, staff must immediately notify the Library Director, who can notify law enforcement at his/her discretion.

Injury/Illness Reporting & Procedure

Major Injuries or Illness (Heart attacks, no pulse, severe bleeding, drowning, fractures, etc.)

- Identify victim.
- Clear immediate area and isolate victim.
- If certified to do so, perform First Aid and/or CPR using Personal Protective Equipment—do not move unless required to prevent further injury.
- If 911 is called, notify the Library Director.
- Continue First Aid/CPR until relieved by EMS.
- Fill out Accident/Injury Report.
- Direct media inquiries to the City Administrator.

Minor Injuries or Illness (Slips or falls that do not appear serious, cuts, scrapes, bruises or illness)

- Identify victim.
- Begin First Aid/CPR using Personal Protective Equipment.
- Notify the Library Director
- When a child is injured or falls ill, inform a parent or guardian and have them decide whether to:
 1. Pick up the child from the library; or
 2. Send the child to the hospital via EMS.
- Fill out Accident/Injury Report.
- Direct media inquiries to the City Administrator.

NOTE: Documentation must be done when any care is given.

Staff Injury Reporting Procedure

- Notify Library Director within twenty-four (24) hours of injury.
- Take the Accident/Injury report to the Library Director and ask for a “Worker’s Compensation Report”.
- Go see your primary physician if you need medical treatment; and if that is not possible, go to the nearest Emergency Room.

Testing Emergency Procedures

The readiness and skill of Library staff may be tested on occasion at the discretion of the Library Director. This may occur during operating hours or during a special practice outside of operating hours.

Fire – Code Red

- Upon alarm activation, “Code Red” must be announced.
- All staff go to the Reception Desk.
- The Library Director will proceed as evacuation coordinator and will assign areas to other key staff. Staff assigned to these areas will clear and secure their assigned location. Staff and members of the public must follow the instructions of evacuation leader.
- Evacuate all areas to nearest exit.
- Contact the Library Director
- If a fire cannot be extinguished immediately with a fire extinguisher, call 911.
- If 911 is called, notify the Library Director and let them know you made the call.
- If someone refuses to clear the area as directed, seek help from other staff.
- If the fire alarm is determined to be a false alarm, staff and members of the public may reenter the park at the direction of the Library Director.
- If the Fire Department is required to put out the fire, the facility may not be reentered until cleared by Fire Department.
- If the Fire Department arrives, follow the directions of the Fire Department.
- Fill out Incident Report once the situation is over.

For minor fires, use the fire extinguishers to extinguish the fire. Notify the Library Director and complete an Incident Report.

Fire Extinguisher locations:

- Bathroom
- Pool Pump House
- Storage Room
- Concession Stand

Severe Weather; Tornadoes – Code Black

The Library Director has the primary responsibility for monitoring the weather, through the radio, televisions, or direct observation of the current conditions. Every effort shall be made to get the members of the public into shelter if a tornado warning is issued.

Lightning/Thunderstorms

Severe Weather/Tornadoes

- Listen to broadcast weather reports.
- Notify the Library Director if a severe weather warning or tornado warning is issued.

- When authorized by the Library Director, “Code Black” must be announced.
- When Code Black is announced as a result of inclement weather, members of the public must be moved inside, or sent home.
- Staff cannot force members of the public to stay in the facility; staff may only recommend it, except for children not accompanied by a parent or guardian.
- Escort remaining members of the public to shelter.
- Instruct everyone to sit next to an interior wall and cover their heads.
- Resume normal activity after Emergency Broadcast System indicates the threat has passed.

Power Failure

- In the event of power failure, the library must be closed.
- Establish communications with key staff.
- Locate flashlights.
- Notify the Library Director to determine the level of emergency and determine whether it is necessary to evacuate the building.
- Notify Reception Desk not to admit anyone until further notice, except for parents or guardians picking up children.
- Clear and secure all areas.
- If it is determined that power failure is not due to fire, the Library Director shall assign staff to guide members of the public to pick up their belongings.
- If necessary, call 911, then notify the Library Director that you made the call.

Missing Child – Code Adam

- If a child goes missing, determine child’s identify and notify the Library Director.
- When authorized by the Library Director, “Code Adam” must be announced.
- The Library Director will designate a search coordinator, who will assign search areas.
- Form a detailed description of the child including, but not limited to:
 - Name;
 - Age;
 - Hair Color;
 - Weight; and
 - Clothing.
- If the child is not found within ten (10) minutes, call 911.
- If child is found with a suspected abductor, do not allow them to leave the facility.
- Library staff are NOT ALLOWED to use force to prevent a suspected abductor from leaving the facility.
- In the event a suspected abductor leaves the facility, immediately call 911.
- If 911 is called, notify the Library Director that you made the call.
- If the child is found, cancel the Code Adam.
- Fill out an incident report.
- Direct media inquiries to the City Administrator.

Bomb Threats – Code Orange

Library staff must treat all bomb threats as a real threat. Always report any suspicious packages, actions or conditions. If a person makes a bomb threat, staff shall:

- Remain calm.
- Listen to the person making the threat carefully, and if safe to do so, take notes.
- If the threat is over the phone, listen for background noise, accent, or other distinguishing details and record them.
- Notify the Library Director immediately.
- Call a Code "Orange".
- Clear the library, if appropriate.
- Call 911 and inform the Library Director that the call was made.
- Help escort members of the public to exits.
- Be observant of any unusual or suspicious packages or conditions.
- If someone refuses to clear the area as directed, seek help from other staff.
- Only reenter the building or facility when permitted or instructed by authorities.
- Fill out incident report.

Alleged or Suspected Child Abuse

Library staff are mandatory reporters of suspected child abuse. Suspicions of child abuse must be reported to the Library Director. If the Library Director cannot be reached, this should not deter anyone from reporting suspected child abuse.

Cases shall be dealt with professionally, confidentially, and immediately. All media inquiries shall be directed to the City Administrator.

The Beatrice Public Library prohibits inappropriate touching and verbal and physical abuse of any child. During, or immediately after the occurrence of any suspected child abuse, library staff must:

- Notify the Library Director.
- Complete an incident report.
- Report, or cause to be reported, the occurrence to Children's and Family Services, or the appropriate authorities.

Investigation by Authorities

If the authorities come to investigate a situation or child, the Library Director on duty must:

- Ask for identification.
- Follow their directions, answering all questions honestly.
- Complete an incident report.

Child Abuse Hotline: 1-800-652-1999

Violent Threats to Safety

Library staff must take any violent event or threat seriously. Staff must act quickly and professionally as follows:

Actual Violent Event (gun violence, major damage to facility, etc.)

- Notify the Library Director.
- Call 911, then inform the Library Director that you called.
- If safe to do so, clear other staff and members of the public from the area.
- When safe to do so, gather witnesses and try to identify the assailant and/or their vehicle.
- If addressing the assailant, speak in a low, slow, and calm voice.
- Fill out accident/incident reports.

Threats of Violence

- Notify the Library Director.
- Identify the person who made the threat.
- Remove the person who made the threat from the area and other members of the public. If they refuse, remove other members of the public from the area.
- If the threat is made by a minor, notify the child's parents or guardian.
- At least one staff member shall remain with the minor until the child leaves the facility.
- Determine whether contacting the police is necessary; and if necessary, dial 911 and inform the Library Director that you made the call.
- Fill out accident/incident reports, and include witnesses.
- If police are called, let the officer deal with the situation and any parents of minors involved.
- When necessary, inform the person who made the threat, or their parents/guardians that they will be suspended from the library until police complete their investigation, and the Library Director has had a conference with them, or the parents/guardians of the child. All agreed upon conditions established by the Library Director and police must be met before the person may return to the facility.
- Copy any reports made for police.

Robbery

- Remain calm.
- Note what the suspect looks like – take note of physical description and clothing.
- Do not antagonize the suspect.
- Remember the suspect's vehicle – note the description of the vehicle and direction of travel.
- DO NOT attempt to follow a suspect out of the facility or write down information in front of them.
- Once certain the suspect is gone, call 911 and notify the Library Director that you made the call.
- Notify the Library Director and let them further handle the situation.
- Complete an accident/incident report – include descriptions on a separate sheet of

paper.

- Do not disturb the crime scene area by touching anything the suspect may have touched.
- Wait for the police to arrive and follow their instructions.
- Copy any reports made for police.

CONFIDENTIALITY OF LIBRARY RECORDS

1. All circulation records and patron records are confidential in nature and shall not be made available to any person or any agency of state, federal, or local government except pursuant to such process, order, or subpoena as may be authorized under the authority, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.
2. Upon receipt of such process, order, or subpoena, the Library Director will consult with the City Attorney to determine if such process, order, or subpoena is in proper legal form and if there is a showing of good cause for its issuance.

REQUESTS FOR INFORMATION

Any and all requests for information must be made in writing pursuant to the City's *Public Records Request Policy*, or via subpoena. Such requests must be submitted to the City Clerk at 400 Ella Street, Beatrice, Nebraska.

SEARCH WARRANT PROCEDURES

The USA Patriot Act allows for search warrants to be issued to libraries for anyone's library records.

Importantly, it is unlawful divulge to anyone, including the individual whose library records are being searched, that a search warrant has been issued.

The following is the procedure to follow when served with a search warrant.

1. Ask for the identity, agency and authority the warrant is being served under
 - a. Immediately give the warrant to the Library Director or contact the City Attorney. Only these two individuals may respond to the warrant. It is unlawful for anyone other than the authorized individuals to release the information requested under the warrant.

- b. The Library Director is the only individual who may compile the information requested under the warrant. The warrant must be strictly construed and no information shall be voluntarily provided unless specifically requested.
- c. If the Library Director and City Attorney are both temporarily unavailable let the law enforcement agent know that the Beatrice Public Library fully intends to cooperate but you do not have the authority to give access to confidential records or information.
- d. The person in charge should ask for a copy of the search warrant if the Agent serving it does not provide one. The USAPA prohibits libraries from disclosing information about a search warrant issued under the authority of the Act. To ensure that the library does not violate this gag order, take the following steps after the agent leaves:
 - Put the report in an envelope, seal it, and send or give it to the Library Director and the City Attorney's office. Mark the envelope private and confidential in bold letters.
 - The person in charge will note on a separate sheet of paper who served the warrant and the date of the warrant and send it along with the sealed envelope.
 - The warrant will be kept in the sealed envelope in the City Attorney's office.
- e. You cannot inform anyone other than the Library Director and the City Attorney of the existence of the search warrant. Do not discuss with anyone other than the authorized individuals the FBI visit, the warrant, or the name of the part on which the search warrant was served.

3D PRINTER

Makerspaces are innovative learning spaces that provide informal, hands-on learning opportunities for people of any age for developing creativity, collaboration, and digital literacy skills. In support of this, the Beatrice Public Library is pleased to offer a 3D printer for use of our patrons.

The 3D printer is available for the public to make three-dimensional objects in plastic using designs uploaded from a digital file.

1. The 3D printer may only be used for lawful purposes. Printing will not be permitted for designs that are:
 - a. Prohibited by local, state, or federal laws;

- b. In violation of intellectual property rights. For example, the printer will not be used to reproduce materials subject to copyright, patent, or trademark regulations.
2. The Library reserves the right to refuse any 3D print request.
3. Cost: The amount charged for each gram of filament used shall be established by resolution and adopted by the City Council. Be aware that as costs of materials may change, the cost of printing may also change.
4. Designs may only be printed when designated staff is available in the event assistance is needed for the equipment, troubleshooting, etc.

Design creation

1. The design computer will have MakerBot Print, Blender, and TinkerCAD, computer assisted drawing software to create designs. Additionally, Thingiverse, an online 3D printing community with pre-made 3D designs will be available;
 - a. Other design software may be used to create 3D designs. However, that software will be the responsibility of the library card holder. The library cannot install additional software on library computers;
 - b. 3D designs created in personal software may be printed. Those designs must meet all requirements outlined and must be saved in a supported file format.
2. 3D print files must be saved in one of the following formats: .stl, .obj, or .thing.
 - c. 3D print jobs may not exceed the physical printing dimensions of the 3D printer: 9.9" L × 7.8" W × 5.9" H.
3. The library is not responsible for design flaws/errors in the final print.

Design printing

1. When a design is ready to be printed, the digital print file in .stl or .obj formats must be brought to authorized library staff or volunteers to submit for printing.
2. At this time, patrons will not be limited as to the number of jobs they may print. However, if patrons are waiting to use the 3D printer, a patron may only print one job before moving to the end of the queue to allow all library patrons equal opportunity to use the 3D printer.
3. The library staff member or volunteer will determine the correct price for the print. The determined amount must be paid in full before the print job will be queued for printing.
4. Determining actual print times will depend on a number of factors including place in print queue, size of print job, and availability of staff or volunteers to print the job.

COMPLAINTS

The Beatrice Public Library works to provide the best possible service to all library patrons. This policy deals with patron complaints and suggestions about how the Library operates on a day-to-day basis. Complaints can be received in person, by letter, telephone, fax, or e-mail. This feedback helps the Library improve its services, build patron support and creates staff training opportunities.

It is the responsibility of Library staff members to respond to patron complaints courteously and with good faith efforts to resolve them immediately or in a timely fashion. The speed of the response to a patron's complaint or concern is critical to its satisfactory resolution. Complaint will be handled as soon as practicable by the staff member receiving the complaint, or it will be referred to the appropriate staff member who can effectively address it. If the matter cannot be resolved immediately, the patron will be contacted within three (3) working days to answer their complaint or, at a minimum, to acknowledge that their complaint is being addressed and to explain what steps are being taken to arrive at a satisfactory resolution.

When a staff member receives a complaint which he or she is not able to properly address without assistance, the complaint will be referred to the appropriate person. In most cases this will be the Library Director.

The Library Director will have final authority to resolve complaints involving day-to-day operational and procedural issues.

HANDBOOK RECEIPT

I have received a copy or acknowledge that the Library's Handbook is available electronically and have either read it or had it read to me carefully. I understand all of its rules, polices, terms and conditions, and agree to abide by them realizing that failure to do so may result in disciplinary action and/or termination. I understand that the information contained in it represents management guidelines only, which may be modified from time to time. This Handbook is not a contract. I understand that neither the handbook nor any other representations made by a management representative or other City Official, at the time of hire or during employment, are to be interpreted as a contract between the City and any of its employees. I also understand that this handbook supersedes all previous written and unwritten policies, including any previous handbooks. I further understand that my employment is at will, that I am free to resign at any time, and that the City may terminate the employment relationship whenever it determines that it is in its best interest to do so, and may do so with or without notice or cause. I further understand that my employment relationship can only be changed by a written agreement signed by the City Administrator/BPW General Manager. I understand that these policies, procedures, and statements may be changed at any time, with or without notice.

Employee Signature Date

Employee Name (printed)

Witness Signature Date

Witness Name (printed)