



indianola
public library

Library Policies

Contents

A: Library Governance	4
Indianola Public Library Board of Trustee By-Laws.....	5
Code of Ethics of the American Library Association	7
Public Library Bill of Rights	8
Freedom to Read.....	9
B. Building Policies.....	12
Community Room Policy	12
Security Cameras.....	14
Display Case and Bulletin Board.....	15
Teen Space Policy	16
Bed Bug Prevention and Treatment Policy	17
Collection Development Policy	18
Statement of Concern Form.....	20
Reconsideration Procedure.....	21
Library Card Policy.....	23
Circulation Policy.....	26
D. Library Services	29
Library Programs Policy.....	29
Test Proctoring Policy.....	31
Notary Services Policy	33
Internet Use Policy	35

Genealogy Research Policy	38
E. Patron Policies	39
IPL Code of Conduct	39
Safe Child Policy	42
Confidentiality of Library Records.....	43
Service Animals Policy	45
Registered Sex Offenders Policy	46
Public Comment Policy.....	47
POLICY: Volunteer Policy.....	48
F. Financial Policies	49
Gifts and Memorials Policy	49
Donor Plaque Guidelines.....	50
Naming and Recognition Policy.....	51
Debit/Credit Card Policy.....	54
Library Service with Other Cities and Fees for Non-Resident Cards.....	55
G. Library Staff.....	56
Personnel Policy	56
Continuing Education Policy.....	57
H. Communications	58
Communications Policy	58
Photo and Video Policy	60

A: Library Governance

Vision Statement: Imagine more at IPL – where discovery begins and community connects.

Mission Statement: We provide free and equitable access to information, resources, and support to empower our community.

Library Values

1. **Welcoming Space**

We foster a space that is comfortable, respectful, and open to all.

2. **Engagement & Discovery**

We encourage curiosity, creativity, and fun through interactive programs and lifelong learning.

3. **Patron-Centered Service**

We provide personalized and responsive service tailored to individual needs.

4. **Intellectual Freedom**

We champion the right to read, seek, and share information freely.

5. **Equitable Access for All**

We ensure free and equal access to resources and services for every member of the community.

6. **Community Connections**

We foster collaboration and serve as a hub for community engagement.

7. **Literacy & the Love of Reading**

We inspire a passion for reading across all ages.

Indianola Public Library Board of Trustee By-Laws

I. Library Board

According to the requirements of Chapter 14, City Code of Indianola, the Library Board shall consist of seven members. Their powers and duties are outlined in the City Code. It shall be the primary duty of the Board to establish policies and employ a director to implement those policies.

II. Officers

The officers of the Board shall consist of a president, vice president, and a secretary.

They shall be elected annually at the July meeting and shall hold office until their successors are elected and installed.

Officers may succeed themselves in office. The duties of the officers shall be such as are custom by law.

III. Meetings

Regular meetings shall be held monthly. The Board will determine the date and hour. All meetings shall be accordance with the Iowa Open Meetings Law. The library director shall prepare and publicize the monthly agenda.

The meeting place shall be at the library or such other place as the Board may determine. When questions of parliamentary procedure occur, Robert's Rules of Order shall be used.

The president may call a special meeting at any time, provided that notice of said meeting is in accordance with Chapter 21, Code of Iowa.

A quorum, consisting of four or more members, is required.

IV. Committees

The president may appoint such special committees as may be needed from time to time. Standing committees shall consist of but are not limited to: Personnel and Budget. One Board member shall also be appointed as a representative to the Friends of the Library board.

V. Policies

All policies shall be reviewed at least every three years.

VI. Library Director

The library director shall be the executive director of the policies adopted by the board. Duties and responsibilities shall include, but are not limited to:

- Selecting materials.
- Overseeing maintenance and operation of the physical plant.
- Recruiting, hiring, training, and assigning library staff.
- Informing the board, during monthly meetings, regarding the status of the collection, circulation, finances, physical plant, and other developments concerning the Library.
- Attending the Board meetings, except where the board has granted leave or when the salary and/or competency of the library director is to be discussed.

VII. Amendments

Amendments to the bylaws may be adopted at any regular meeting of the board, provided that notice of proposed changes are given to all members of the board at least five days prior to the meeting.

VIII. Review of Bylaws

The bylaws shall be reviewed at least every three years.

Adopted 4/00; Reviewed 10/04; Revised 10/07; Reviewed 2/12; Reviewed 4/17; Reviewed 12/18;
Reviewed 7/21; Revised 3/23

Code of Ethics of the American Library Association

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations. The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We recognize and respect intellectual property rights.
- V. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession. Adopted June 28, 1995, by the ALA Council

Public Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries, which make exhibit spaces and meeting rooms available to the public they serve, should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted by the American Library Association 6/48; amended 2/61, amended 1/80, amended 1/96.

Adopted by Indianola Public Library Board of Trustees 4/99, reviewed 11/02, reviewed 11/07; reviewed 2/12; reviewed 6/16; reviewed 12/19

Freedom to Read

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

- 1. It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which are unorthodox or unpopular with the majority.**

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept which challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

- 2. Publishers, librarians and booksellers do not need to endorse every idea or presentation contained in the books they make available. It would conflict with the public interest for them to establish their own political, moral or aesthetic views as a standard for determining what books should be published or circulated.**

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

- 3. It is contrary to the public interest for publishers or librarians to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.**

A book should be judged as a book. No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish which draws up lists of writers to whom it will not listen, whatever they may have to say.

- 4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.**

To some, much of modern literature is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters taste differs, and taste cannot be legislated; nor can machinery be devised which will suit the demands of one group without limiting the freedom of others.

- 5. It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book or author as subversive or dangerous.**

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for the citizen. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

- 6. It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large.**

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive.

- 7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a bad book is a good one, the answer to a bad idea is a good one.**

The freedom to read is of little consequence when expended on the trivial; it is frustrated when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence

of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of their freedom and integrity, and the enlargement of their service to society, requires of all publishers and librarians the utmost of their faculties, and deserves of all citizens the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of books. We do so because we believe that they are good, possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manner of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Adopted by the American Library Association Council and the AAP Freedom to Read Committee 6/53;
revised 1/72, revised 1/91.

Adopted by Indianola Public Library Board of Trustees 5/00; reviewed 11/02; reviewed 11/07;
reviewed 2/12; reviewed 6/16; reviewed 12/19

B. Building Policies

Community Room Policy

The Indianola Public Library provides meeting space for civic, cultural, and educational meetings by the community.

Room Specifications

The Community Room has a maximum seating capacity of 30 people auditorium style or 18 people conference style.

Availability

The Community Room is available free of charge for gatherings of two or more persons.

- Groups are limited to reserving the room twice every seven days, up to two hours each meeting. Exceptions may be made at the discretion of the director.
- Reservations can be made up to 90 days in advance.
- Should it be necessary to cancel a meeting, notice should be given to the library no less than 24 hours in advance.

Walk-in Individuals or Groups

The Community Room is also available free of charge by walk-in groups or individuals if it is not already reserved by another party. It is available on a first-come, first-served basis. Staff cannot guarantee the availability of the room beforehand. There is a two-hour daily time limit.

Limitations

- The library's Code of Conduct and Security Camera policies apply to meetings in the Community Room.
- The Community Room may be reserved and used only during times that the library is open. Meetings must be over and the Community Room returned to its original condition at least fifteen minutes before closing time.
- Meetings that charge admission or attendance fees or that in any way promote sales, solicitation of later sales, order placement, or fundraising are prohibited except for events that benefit the Library.
- The library does not provide storage space for groups using the Community Room.

- Organizations using the Community Room may not disrupt other patrons and may have future use of the Community Rooms denied to them should they do so.
- The library is not responsible for theft or damage of equipment or material supplied by users.
- Permission to use a meeting room does not imply library endorsement of the aims, policies, or activities of any group or organization.
- Promotional materials and social media posts for events not sponsored by the library must include a disclaimer indicating that the event is not affiliated with or endorsed by the library.

Room Usage and Cleanup

- The contact person who signs the Community Room Form is the responsible party for all costs and damages that may occur to the room, its contents, and furniture. Costs will be billed to the responsible party.
- A \$30 cleaning fee will be charged if damages to the room include the need for carpet cleaning. Future reservations will be suspended until the fee is paid.
- Furniture should be left in the arrangement in which it was found.
- Set-up and clean-up must be accomplished within the reserved time.
- Children under age 18 must be supervised.
- Arrangements may be made for use of the TV or whiteboard and markers

Adopted 8/99; revised 3/17; revised 2/19; revised 7/21; 1/23; 11/23; 2/24; 11/24;8/25

Security Cameras

The Indianola Public Library strives to protect the safety and security of patrons and staff, along with protecting the library building and its contents from theft and damage. In pursuit of this, security cameras monitor the public areas of the Library, including the meeting rooms, and parts of the Library's exterior property and parking lot. Cameras will not be placed in areas where there is a reasonable expectation of privacy or in areas prohibited by Iowa Code, such as restrooms.

The Library will post signage advising that security cameras are in use.

Information obtained through video surveillance will be used where needed to discourage violations of the library's Code of Conduct, to assist library staff in preventing the recurrence of any violations and, when necessary, to provide law enforcement assistance in prosecuting criminal activity. A stored digital video record may be turned over to law enforcement by the Director, unless such images include records protected by Iowa Code 22.7(13). In which case such records would be released only pursuant to a valid court order.

Adopted 2/2024

Display Case and Bulletin Board

Purpose Statement: The library's display case and bulletin board are used to publicize and showcase community events, activities, and programs.

Policy Goal: This policy specifies which individuals and groups may use the library's bulletin board and display case and outlines the priorities for usage.

Display Case

The library's display case highlights the library's collections, publicizes library or Friends of the Indianola Public Library programs or events, and showcases the work of local artists. It may not be used for commercial purposes. The schedule for the display case is set by library staff. Use of the library's display case does not constitute the library's endorsement.

Bulletin Board

The library's bulletin board is a space available for members of the community to promote not-for-profit events, programs, and organizations. Materials should be informative in nature.

Items not permitted:

- Items promoting personal, political, or religious opinions.
- Materials promoting business or commercial ventures.
- Petitions or fund solicitations, personal sales, advertisements, or job postings (except for the City of Indianola job openings).
- Illegal items or those which promote illegal activities.

Selection Criteria for Items to be Displayed:

- Indianola Public Library, Friends of the Indianola Public Library, and City of Indianola programs and events take precedence.
- Events and programs from nonprofit organizations and community groups that are open to the public are acceptable, with priority given to local events and groups.

The library is not responsible for theft or damage of property on display. Items may be removed when they become outdated, space no longer permits, or at the library director's discretion. The library is not responsible for their return. Distribution or posting of community information materials does not indicate the library's endorsement. Final approval rests with the library director.

Adopted 10/07, Reviewed 2/12, Revised 4/17; 11/2020; 12/2023

Teen Space Policy

The Teen Space is intended for use by patrons age 12-18 years old, and its purpose is to centralize the information and recreation resources of this age group while offering teens a safe, supportive, and positive space that is uniquely their own.

Guidelines

The Teen Space is designated for this age group; however, people of all ages wishing to browse and checkout the teen collection are welcome to do so. The study space and equipment is reserved exclusively for teen use. Parents and siblings may be in the space if they are accompanied by a teen between the ages of 12-18.

The library's Appropriate Behavior policy applies to persons using this space.

Adopted 6/19; reviewed 3/22, 3/25

Bed Bug Prevention and Treatment Policy

The Indianola Public Library is committed to a proactive approach for the detection and prevention of bed bugs. The Library will ensure that:

- Ongoing monitoring is in place to ensure prompt and appropriate response;
- Proactive measures are taken to reduce the risk to staff and patrons;
- A licensed pest control company is contracted to work in the library facility.

Professional inspection and preventive treatment of the library space by qualified professionals is performed quarterly. If more than a single, isolated bed bug is reported, a trained sniffer dog and handler will be brought in to inspect the entire building. In addition, library staff routinely examine items for damages, including signs of insect activity. Each incident will be evaluated on a case-by-case basis. Actions and remediation will depend on the findings. Items determined or suspected to be affected will be either treated or discarded at the discretion of the library director.

Patrons are asked to voluntarily suspend checkout of Library materials if they are experiencing a bed bug infestation in their home. Patrons are also asked not to use the book drop for materials with signs of bed bugs. Instead, patrons should seal the item in an air-tight bag, return it at the circulation desk, and notify a staff member.

When the presence of bed bugs or bug damage is identified, the items and contaminated area will be quarantined, inspected, and treated. If there is evidence that items on loan to a patron may have been returned with insects that are known to be damaging to library materials, the patron will be notified.

If bed bugs are identified in multiple areas of the library or if the situation appears to be more widespread than a single, isolated incident, the library director will notify the public using the City of Indianola's official communication channels. The library director and the library board president will serve as the designated media spokespersons to ensure consistent and accurate messaging.

Adopted 1/20; Reviewed 11/22; Revised 1/26

C. Library Collection

Collection Development Policy

Purpose Statement

The Collection Development Policy exists to guide librarians in the selection of materials and to inform the public about the principals behind collection decisions.

Collection Goals

Materials selected for the collection will meet the current and long-term needs of Indianola and area residents of all ages and abilities for information, education, discovery, and recreation.

Criteria for Selection

The following criteria are considered during the selection process.

1. Merits of a work in relation to the needs and interests of the community
2. Popular demand, particularly concerning books on the bestseller lists for which there is a persistent local demand.
3. Longevity of public interest
4. Representation of a range of subjects and views in varying formats and reading levels
5. Artistic or literary excellence
6. Technical quality
7. Local significance
8. Consideration of the work as a whole

Poor quality of materials or inability to endure public usage may disqualify otherwise suitable materials

Budget, physical space, or availability from approved vendors may restrict the acquisition of materials.

Purchasing materials does not confer endorsement by the Indianola Public Library or City of Indianola. Individual items that may be controversial or offensive to some users or staff may be selected if their inclusion will contribute to the range of viewpoints in the collection as a whole and the effectiveness of the library's ability to serve the community.

Access

Censorship is an individual matter. While a person may reject materials for themselves and their child(ren), they may not exercise censorship to restrict access to the materials by others.

1. Selection of materials is not restricted by the possibility that children may obtain materials their parents consider inappropriate. Responsibility for children rests solely with their parents or legal guardians.
2. The guiding principles of this policy are the American Library Association's Library Bill of Rights and Freedom to Read Statement.

Responsibility for Selection

1. Responsibility for collection development lies with librarians who apply professional knowledge, experience, and the criteria of this policy.
2. Ultimate responsibility rests with the director who operates within the framework of policies determined by the Library Board of Trustees.

Collection Maintenance

1. To ensure the collection remains up-to-date and relevant to the community's needs, it is the responsibility of assigned librarians to reevaluate the usefulness of materials in the collection.
2. Materials that are badly worn, damaged, or are no longer used will be removed.
3. Materials withdrawn will be recycled, donated, or sold with proceeds benefiting the library.

Public Input

1. Patron suggestions will be considered using the selection criteria.
2. Gifts and donations are subject to these same selection criteria.
3. Any resident of Indianola or rural Warren County who objects to the presence or absence of a work may do so by completing a Statement of Concern About Library Resources form, which may be obtained in person at the library. The director will consider the request and respond to the complainant. If the complainant wishes to appeal the director's decision, they may do so by asking for an appeal to the Library Board of Trustees.

Related Policies

Gifts and Memorials
Bill of Rights Statement
Freedom to Read Statement
Statement of Concerns Form

Adopted 5/00; reviewed; 1/02, reviewed 11/07; reviewed 2/12; reviewed 6/16; revised 8/20; revised 11/21; revised 12/21; revised 12/24

Statement of Concern Form

Residents of Indianola and rural Warren County may express concern regarding library selection decisions. To do so, please complete this form and return it to the library director.

Your Name _____

Address _____

City _____ State _____ Zip _____ Telephone _____

Email _____

Library Material

Title _____

Author _____

Book _____ Music/DVD _____ Other _____

1. Did you read/view the entire work? _____ If "no," which parts did you read/view?

2. What brought this title to your attention?

3. What are your specific concerns about this item? (Please cite pages)

4. What action would you like the library to take?

Signature: _____ Date: _____

Reconsideration Procedure

The following procedure will be followed when a resident of Indianola or rural Warren County feels that action is necessary to address concerns about a library resource. For the duration of this process, the material in question will remain in circulation in the library collection.

1. When a library patron expresses concern about a book or other material in the library's collection, library staff will listen neutrally, taking care not to appear to agree or disagree.
2. Library staff will offer a packet of materials that includes the library's Collection Development Policy, Statement of Concern form, the Library Bill of Rights, the Freedom to Read statement, and the library director's business card.
3. At this point, the patron has the option to speak to the director and/or submit a Statement of Concern.
4. If a patron would like multiple items considered, a separate Statement of Concern form must be completed for each item.
5. Once a formal Statement of Concern is received, the director, with appropriate professional staff, will review the reconsideration form and the material in question, to consider whether its selection follows the criteria stated in the collection policy.
6. The director will notify the concerned person by letter of the decision.
7. If the individual is not satisfied with the decision, they may submit a written appeal to the Board of Trustees.
8. The Board of Trustees will review the Statement of Concern and evaluate whether the item was selected in accordance with the library's Collection Development Policy.
9. The concerned individual will be notified by the Board President of the time and place where the public meeting addressing the appeal will take place.
10. The Board of Trustees reserves the right to limit the length of public comments.
11. The decision of the board is final, and the item will not be reconsidered by the board for no less than three years from the date of the decision.

Adopted 12/21, revised 6/23; reviewed 12/24; revised 11/25

Local and Self-Published Author Policy

The Indianola Public Library is committed to supporting and fostering the creative expression of local authors. To further this goal, the library will consider donated books of fiction, memoirs, poetry, cookbooks, and craft books by local authors for inclusion in the adult collection.

To be considered for selection, donations must follow these guidelines:

- A local author is defined as an individual who resides in Warren County or has a connection to Indianola.
- Items must have been published within the last three years and be in new condition.
- The library will accept only one copy of a title.
- In accordance with the Gifts and Memorials policy, donated books become the property of the library and will not be returned to the donor. Compensation will not be provided.

These works are subject to the library's *Criteria for Selection and Collection Maintenance* guidelines outlined in the Collection Development policy.

If a title is selected, it will appear in the library's catalog within 30 days and will receive a special designation as the work of a local author. Items not selected will be repurposed in accordance with the Gifts and Memorials policies.

Authors who wish to have a self-published work considered for selection should complete the Local Author Submission Form (available in person at the Patron Services desk).

Adopted 2/25

Library Card Policy

A library card allows users to check out materials from the library. Patrons are not required to have a library card to use a public computer, access the library's wifi, participate in library programs, or use library services.

Residency Requirements:

To receive a library card, patrons must live within the corporate city limits of Indianola, be a rural resident of Warren County or live in a city/town whose library belongs to the State Library's Open Access program. Fees apply for anyone not meeting these criteria.

Receiving a Card:

To receive a library card, patrons must complete a registration form in person and provide proof of identity and current residence. EXCEPTIONS: Simpson students and DM Metro Opera performers (see Special Circumstances section below).

Acceptable proof of identity are (must contain a photo of individual):

- Driver's license
- Passport
- Government issued ID
- Military ID
- School ID
- Work ID

Acceptable proof of current residence are (hardcopy or electronic form):

- Driver's license
- Voter registration card
- Government-issued ID
- Printed checks
- Motor vehicle registration
- Postmarked mail with individual's name and address
- Paystub or paycheck
- Statements dated during the previous 30 days:
 - Bank or credit card statement
 - Telephone bill
 - Lease agreement
 - Utility bill (water, gas, electric, sewer, internet, cable, etc.)

If proof of current residence cannot be provided at the time of registration, the patron will be allowed to open an account but will be restricted to a one-time checkout of up to 2 items checked out that day and nothing further until proof of current residence is presented to library staff.

If a patron is under age 16, a parent/guardian must present their photo ID and proof of current residence as they are responsible for fees associated with their child's card. The parent/guardian must read through and sign the privacy flyer to be sure they are informed and understand the limitations they and the library staff have regarding their child's account. The child must be present and must sign the registration slip (if able) as well as the parent.

A parent/guardian is not required to have their own account to apply for an account for their child.

Library cards are issued at no cost.

Library cards must be updated every two years. Records not used for four years will expire and be deleted from the system.

Special Circumstances:

Simpson Students: Simpson students need to show their college ID and proof of their home (permanent) address. Their campus address will be added to their library account, but they aren't required to show proof of it. Simpson student accounts will be set to expire at the end of the current academic year, but their accounts can be reactivated each year they attend Simpson.

Des Moines Metro Opera Performers: DM Opera performers need to show proof of identity and their permanent address but not their temporary Indianola address. They will be issued temporary cards which will limit them to a total of 5 items checked out at a time. These accounts will expire August 1st of the current year (opera season).

Cardholder Responsibilities:

Registered borrowers must present their library card or a digital representation to check out materials. Identification with current address pre-printed on it may be used.

Cardholders are responsible for all items checked out on their cards and the payment of fines or fees incurred for those items. Materials may be returned when the library building is closed in the outside drop box.

Related Policies:

Policy for Service with Other Cities and Fees for Non-Resident Cards.

Adopted 8/99; Revised 12/03; Revised 01/04; Revised 02/07;
Revised 02/14; Revised 4/17; Revised 12/18; Revised 5/19;
Revised 6/19; Revised 6/21; Revised 11/23

Circulation Policy

Loan Periods and Check Out Limits

Material Type	Checkout Limits (per card)	Loan Period	Renewals
Books, magazines, and audiobooks	No limit	3 weeks	Two
Movies and board games	Five	1 week	Two
Puzzles	Five	3 weeks	Two
Video games, STEM kits, and Library of Things	Two	1 week	Two

Suspended Privileges

Accounts with materials overdue by seven days or more will be suspended until all overdue items are renewed, returned, or paid for if lost or damaged

Patron accounts must owe less than \$5.00 to check out.

Notices

Notices are sent when an item is one day overdue, seven days overdue, and 21 days overdue. A final notice is sent when an item is 35 days overdue.

Billed Items

Accounts with materials overdue 35 days will be billed for the cost of replacing the items, up to \$80.00. This bill is final. Accounts will be suspended until the bill is paid.

Renewals

If an item is eligible for renewal, the library will automatically renew the item for the patron at the due date. Items will not renew once they have reached the maximum number of renewals. Interlibrary Loan items, magazines, and book club sets are not eligible for automatic renewals.

Holding Items

If an item is checked out, a hold may be placed on it and the patron will be notified when it is available. A valid library account is required to place a hold.

Additionally, items not owned by the library may be requested through interlibrary loan. A fee is charged if the item is located and must be paid before the item can be checked out.

Reference

The genealogy reference collection does not circulate.

Home Delivery

At Home Delivery is provided to those people living within the corporate city limits of Indianola, who are unable to come to the library on their own due to a disability, either long- or short-term. Books are delivered to patrons on a regular basis.

Copying Services

A copy machine and computer printer are provided for use by the public at 15¢ per copy. Patrons are responsible for all items printed. Patrons are responsible for all items printed.

Faxing Services

Patrons may use the library's fax machine to send faxes at no charge. Incoming faxes are not accepted.

Digital Materials

The library offers a collection of digital materials to patrons with valid library cards. Some digital materials are limited to patrons who reside in the city limits of Indianola or rural Warren County. The number of items checked out per patron is limited and checkout periods vary.

Library of Things

Library of Things items are checked in by two library staff members at the time they are returned. At checkout, patrons receive an inventory list detailing all components of the item and are responsible for any missing or damaged parts upon return. Replacement costs for Library of Things items are based on the original purchase price, up to a maximum of \$80.00. Hotspots not returned by the due date will be

deactivated, and a \$5.00 reactivation fee will be added to the patron's account. Borrowers should clean items before they are returned or a small cleaning fee ranging from \$2.00-\$5.00 may be charged.

Adopted 8/99; Revised 12/03; Revised 01/04; Revised 02/07; Revised 02/14; Revised 4/17; Revised 12/18; Revised 5/19;
Revised 6/19; Revised 6/21; Revised 3/22; 5/22; 10/22; 12/22; 3/23; 11/23; 5/25; 10/25

D. Library Services

Library Programs Policy

The library supports its mission of connecting people with each other, the community, and the world by developing and presenting programs that provide additional opportunities for information, learning, and entertainment. The purpose of library programming is to

- Promote library resources
- Provide opportunities for lifelong learning
- Provide entertainment and community connections
- Expand the visibility of the library

The following criteria is used in making decisions about program topics, speakers, and accompanying resources:

- Community needs and interests
- Availability of program space
- Presenter background/qualifications in content area
- Budget
- Historical or educational significance
- Connection to other community programs, exhibitions, or events
- Relation to library collections, resources, exhibits, and programs

In addition, the library draws upon other community resources in developing programs and actively partners with other community organizations and individuals to co-sponsor programs. Professional performers and presenters that reflect specialized or unique expertise may be hired for library programs.

The library does not knowingly discriminate through its programming. Performers and presenters will not be excluded from consideration because of their origin, background, views, or because of possible controversy. Library sponsorship of a program does not constitute an endorsement of the content of

the program. Views expressed by participants, speakers, and resources are not excluded from programs because of possible controversy.

Library programs are open to the public. Events may be limited to a specific age group. Parents or guardians of children age seven and younger are expected to remain in the building during programs. Some programs may require parents or guardians to remain with children for the duration of the program.

A fee may be charged for certain types of library programs. Registration may be required for planning purposes or when space is limited. Programs are not used for commercial, religious, or partisan purposes or the solicitation of business. Any sales of products at library programs must be approved by the library director.

Outreach Programs

Library staff may engage in outreach programs that take place outside the library in order to participate in community events, raise public awareness of the library, and to extend library services and programs to those who are underserved or have limited access to the library. Not all outreach programs are open to the public, such as those that take place in a school.

The library director has the ultimate responsibility for program development and will make decisions based on recommendations from staff members who have program responsibility.

Adopted 03/06; Reviewed 2/12; Revised 8/17; 4/21; 7/24

Test Proctoring Policy

Purpose Statement

The Indianola Public Library supports continuing education and recognizes its value by providing test proctoring services.

Policy Goals

The goals of this policy are to outline the test proctoring procedure, clarify expectations, and explain why library staff may not be able to proctor some exams.

Services

Library staff involvement is limited to issuing the exam, periodically observing the student, signing the proctor form, and submitting the completed exam.

Costs

Test proctoring is free. However, students are responsible for paying any associated postage or printing fees.

Limitations

Indianola Public Library staff cannot proctor exams in which the institution requires the student to receive constant, uninterrupted observation. In addition, library staff will not proctor an exam deemed too burdensome or exacting in its demands.

Proctoring will be done by available library staff members. While the institution's agreement form may be signed by one staff member, another staff member may proctor the exam. The Indianola Public Library will not proctor an exam in which the signature of only one designated person is acceptable.

Staff cannot guarantee a private space or table to take the exam or that the library will be quiet and free from distractions.

Availability

Students must make arrangements at least three business days in advance. Proctoring services are available during the library's open hours and must be completed at least 30 minutes before closing.

Technical Requirements

The library offers free WiFi and use of the public computers but connection speed or compatibility to a particular site cannot be guaranteed. The library is not responsible for technical problems which may interfere with taking the exam. Technical support personnel are not provided.

Adopted 3/17, Reviewed 10/20; Reviewed 12/22

Notary Services Policy

The Indianola Public Library offers free, limited, notary services. These services are dependent upon staff availability. Library staff are not attorneys licensed to practice law in this state; are not allowed to draft legal records, give advice on legal matters, including immigration, or charge a fee for those activities

Notary Service Guidelines

- Notary services are dependent on staff availability.
- A valid, government-issued photo identification with signature is required of any person seeking notary service.
- Notaries cannot pre-date or post-date any action, prepare a legal document, give advice on legal matters, or notarize documents in which they have a personal interest.
- Library staff will not administer thumbprints or fingerprints.
- Library staff will not provide witnesses, and witnesses may not be solicited from patrons using the library. A witness must also provide valid photo identification.
- The library notary and the patron requesting notary services must be able to clearly communicate directly with each other. Notaries are not permitted to make use of a translator to communicate with the customer requesting notary services.
- Library staff have the right to decline service if the customer, the document, or any circumstances of the request for notary service raise any issue of authenticity, doubt, or uncertainty.

Notary service is NOT available for:

- Government form I-9s
- Certification of public records, vital records, court records, or deeds.

Expectations:

Before coming to the library for a notarization, please:

- Call to ensure a notary is available.

- Bring a current photo ID that includes a signature for all document signers, including witnesses.
- Complete all documents except for the signature and date fields. Signers must sign the document in front of the notary.
- Bring disinterested witnesses (people who have no stake in the outcome of the document) if the document requires witness signatures in addition to the notary.

The notarization of a document will detect and deter fraud when the proper steps of notarization are followed:

- The notary will establish the identity of each signer with current, signed ID documents.
- All document signers (including witnesses) must personally appear before the notary and sign the document in front of the notary.
- The notary will assess whether each document signer is competent.
- While not responsible for the content of a document, the notary will alert the signer to any blanks.
- The notarial certificate will be completed. This may include requiring the signer to give a verbal oath or acknowledgement.
- The notary will use their stamp on the document and record the notary act in the notary's log.

Internet Use Policy

Access to Electronic Resources and the Library's Mission

The Indianola Public Library is committed to providing free and equal access to informational, educational, and recreational resources for the entire community to promote life-long learning and enjoyment.

Relationship to Other Library Policies

The Indianola Public Library's Computer Policy is part of the library's overall policy structure and should be interpreted in conjunction with other existing policies.

Rights and Responsibilities

The library expects the use of all its electronic sources to be responsible, ethical, legal, and consistent with the purpose for which those resources are provided. The Indianola Public Library complies with the Children's Internet Protection Act. To this end:

- a) The library affirms the right of every individual to have access to constitutionally protected material as stated in the Collection Development Policy.
- b) Restriction of a child's access to the Internet, including when the child is at the library without a parent, is the responsibility of the parent/guardian.
- c) Internet access is provided in a public area shared by users of all ages, backgrounds, and sensibilities. Users should consider this when accessing potentially controversial information and images.
- d) The library reserves the right to ask users to discontinue the display of information and images which cause a disruption.
- e) Users will not misrepresent themselves to any other user; will not attempt to modify or gain access to files, passwords, or data belonging to others; will not seek unauthorized access to any computer system; and will not damage or alter software components of any network or device.

- f) To the extent practical, steps shall be taken to promote the safety and security of users of the internet when they are using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.
- g) Technology measures shall be used to prevent unauthorized access and other unlawful activities.
- h) Technology measures shall be used to prevent unauthorized disclosure, use, and dissemination of personal identification information.
- i) The library's Internet connection and wireless service may be used only for lawful purposes. Transmission of any material in violation of any U.S. or state regulation is prohibited. This includes, but is not limited to, copyrighted material and threatening or obscene material. Internet users agree to indemnify and hold harmless the Indianola Public Library from any claims resulting from their use of the service, which damaged the user or another party.
- j) The library is not responsible for lost data and does not guarantee any supplied program. Users will be held financially responsible for any damage or alteration to equipment or software. Misuse of any equipment, or failure to follow any of the guidelines in this policy, including failure to abide by time limits, will result in loss of computer privileges.
- k) Indianola Public Library cannot guarantee confidentiality over the Internet.
- l) Patron use of the Internet carries with it a responsibility to evaluate the quality of the information accessed. The availability of information does not constitute endorsement of the content or accuracy by the Indianola Public Library.
- m) Persons who violate these policies may have their library privileges suspended and may be prosecuted.

Access to Public Computers

- The library's public computers are available to any user who visits the library. Persons without a library card may login using a guest pass.

- Stations are available on a first-come, first-served basis and are not reserved in advance. Length of use is limited to two 45-minute sessions per day, longer if no one else is waiting. The number of persons per station is limited to two. Fees will be charged for any pages printed from the Internet.
- The library cannot guarantee that this service will be available at any specific time or at any specific speed-
- Files saved to the computer's drives are erased at the end of each user's session.

Access to the Library's Wireless Connection

- The library will not assume responsibility for any damage, theft, alterations, interference, or loss of any kind to a user's equipment, software, data files or other personal property brought into or used at the library's facilities. All virus and security protection are the responsibility of the user.
- The library cannot accept the liability of handling patron's computers. Patrons must understand how to configure their own computers to access the library's wireless service.

Staff Assistance

- It is assumed that people using the Internet will have some knowledge of how it works. Library staff cannot provide in-depth software instruction or one-on-one training concerning Internet use but may be able to offer searching suggestions and answer general questions.

Adopted 2/8/00; 12/10/02; Revised 2/10/04; 7/13/04; 10/07; 2/12; 11/17; 5/19; Revised 7/21; Reviewed 8/2024

Genealogy Research Policy

The Indianola Public Library maintains a collection of local history and genealogy materials. These materials are available for use by the public on a walk-in basis.

Recognizing that many people interested in genealogy do not live in the area, library staff will provide limited research services. This is limited to a search for an obituary, marriage, birth announcement, or other event if a specific date (month and year) is supplied. Research requests can be submitted by phone, mail, email at iplinfo@indianolaiowa.gov, or online through the library's website at www.indianolaiowa.gov/library.

Due to time constraints, the library may decline some research requests.

Adopted 02/04; Reviewed 10/07, 2/12; Revised 9/17; Revised 10/21; Revised 10/24

E. Patron Policies

IPL Code of Conduct

The Indianola Public Library serves a diverse community and strives to do so with tolerance, fairness and respect. To provide a safe and comfortable environment for its users, the library asks patrons to observe the following standards of behavior:

1. Respect patrons and staff
2. Respect library property, equipment, and materials
3. Obey the law
4. Comply with requests from staff

When those expectations are not met, it may become necessary to respond to errant behavior and to mitigate disruptions by temporarily or indefinitely suspending the library privileges of a patron, which includes access to activities, services, or facilities of the Indianola Public library.

The length of suspension will be based on the severity of the offense, and while it is the library's goal to reinstate privileges as quickly as possible, library privileges will not be restored until library staff is confident that incidents will not recur.

The Code of Conduct applies to all and applies everywhere the library provides service. Parents, guardians, or designated caregivers are responsible for their child's personal safety and behavior at all times.

The following observable behaviors and activities are not allowed:

1. Any activity that unreasonably interferes with others' use and enjoyment of the library or with the functioning of library staff. Examples (including but not limited to):

- Creating unreasonable noise that interferes with others' use and enjoyment of the library
- Sleeping or exhibiting the appearance of sleep on library premises

- Use of profane or aggressive language and/or gestures and excessive displays of affection.
- Bodily hygiene or scent so strong as to constitute a nuisance to others.
- Picture taking or videotaping of people, except at library-sponsored events, unless authorized by the library director or designee or by the patrons involved (or their parents or guardians if minors)
- Soliciting, petitioning, or panhandling

2. Using library privileges, materials, equipment, fixtures, furniture, buildings or grounds in any manner other than intended. Examples (including but not limited to):

- Activities or behavior that may result in damage to library property or property of others.
- Use of restrooms for unintended purposes including bathing and laundering.
- Food or drink of any kind around library computers and equipment. Beverages with lids and dry, snack-type food are permitted in other areas of the library.
- Impeding passageways through physical presence or with personal property. Bicycles, scooters, and other outdoor-use vehicles are not allowed inside the building.

3. Any observable behavior that is prohibited by law. Examples (including but not limited to):

- Stalking, harassing or intimidation of patrons or library staff, including but not limited to sexual harassment, and other verbal or physical conduct of a sexual nature-
- Theft, including removing library materials from the building without checking them out
- Indecent exposure
- The use tobacco products or electronic nicotine delivery systems on library premises or within 25 feet of library entrances.

- The consumption, possession, or being under the influence of illicit or intoxicating substances on library property. Alcohol is prohibited except for library-sponsored programs or Friends of the Indianola Public Library Foundation events.

4. Ignoring requests or disobeying the direction of a library staff member. Examples (including but not limited to):

- Failure to exit at closing or during an evacuation

Adopted 10/21; Reviewed 11/24; Revised 2/26

Safe Child Policy

The Indianola Public Library provides a safe and welcoming environment that encourages all children to visit the library, attend programs, and use library resources. The following policy sets behavior expectations for children and their caregivers in the library and on library property:

- Parents or legal guardians are responsible for the behavior of their children in the library.
- Children ages seven and under must be accompanied by a responsible person in the immediate vicinity. The responsible person must be at least 12 years old and carry emergency contact information.
- Some programs may require parents or guardians to remain with children for the duration of the program.

In addition, the following behavior is prohibited:

- Neglecting to provide proper supervision of children.
- Using the children's area for any activities other than their intended purpose. Adults wishing to use children's areas must be accompanied by a child or be given express permission to use these areas from library staff.

If a child is left unattended, is disruptive, or needs supervision, staff will locate the person responsible for the child and review expectations for supervision and conduct. If staff cannot locate the person responsible for the child, they will attempt to reach the parent or guardian by phone. If the parent or guardian is not located within one hour or if the library is closing, local law enforcement will be called to assume responsibility for the child.

Adopted 8/21; Revised 7/24

Confidentiality of Library Records

The confidentiality of library records is central to intellectual freedom and directly related to the ability of patrons to use library materials and pursue information without fear of public scrutiny or intimidation.

The Board of Trustees of the Indianola Public Library affirms that all library circulation records are confidential. Patron rights to privacy includes information sought or received, and resources consulted, borrowed, acquired, or transmitted. This information includes, but is not limited to database search records, internet and electronic search records, reference questions and interviews, interlibrary loan records, identifiable information about uses of library materials, programs, facilities, or services.

Information may be released only under the provisions of the Code of Iowa, Section 22.7(13):

“The records of a library which, by themselves or when examined with other public records, would reveal the identity of the library patron checking out or requesting an item or information from the library. The records shall be released to a criminal or juvenile justice agency only pursuant to an investigation of a particular person or organization suspected of committing a known crime. The records shall be released only upon a judicial determination that a rational connection exists between the requested release of information and a legitimate end and that the need for the information is cogent and compelling.”

Said records shall not be available to any agency of state, federal, or local government except pursuant to legal process, with proper showing of good cause in a court of competent jurisdiction.

The library director shall be the “lawful custodian of the records.”

Upon receipt of such process, order, or subpoena, the library director will consult with legal counsel, if necessary, to determine if such process, order, or subpoena is in proper form and if there is a showing or good cause for its issuance. The Library Board of Trustees will be notified of any subpoenas received.

This Library will retain patron use records only for the period needed for retrieval of overdue materials, payment of outstanding fees, and compilation of statistics. Such records that are no longer needed for these purposes shall be destroyed.

Adopted 2/8/00; revised 9/10/02; reviewed 10/07; reviewed 2/12; reviewed 3/17; revised 2/19;
revised 1/22; reviewed 1/25

Service Animals Policy

Service animals may accompany patrons in the library. A service animal is defined by the Americans with Disabilities Act (ADA) as a dog or miniature horse that has been individually trained to do work or perform tasks for a person with a disability. The tasks must be directly related to the person's disability.

Emotional support, therapy, comfort, or companion animals whose purpose is to provide comfort or emotional support are not defined as service animals by the ADA and are not allowed in the library.

Exceptions may be made for library-sponsored programs in which the animal has been invited to be an active participant.

Service animals must be under the control of their handler at all times. If the animal poses a threat to safety, such as aggressively barking and snapping at patrons, if it is not housebroken, or if the handler is unable to control it, the handler will be asked to remove the animal from the library.

Owners are financially responsible for damages incurred by a service animal. Service animals must be harnessed, leashed, or tethered at all times, unless doing so interferes with the animal's work.

Adopted 7/19; Reviewed 8/22; 5/25

Registered Sex Offenders Policy

In accordance with Chapter 692A.113 of the Code of Iowa, the Library Board of Trustees prohibits the presence of sex offenders convicted of offenses against minors upon or within 300 feet of library property without written permission of the library director.

The library director may only give written permission for use of the library following a thorough review by the police department, including a background check relative to the applicant's offender status.

The issuance of a library card to individuals who have been convicted of a sex offense involving a minor does not grant those individuals permission to enter the library or to be present on library property. Individuals convicted of a sex offense against a minor must follow proper library procedures and policies to request and obtain written permission to be on library property, regardless of whether they possess a valid library card.

Offenders barred from library property under the law remain entitled to library service. It is the responsibility of the offender to arrange for a courier to select, check out, and return materials to the library through possession of the offender's card.

If an offender disagrees with the decision of the library director, which involves the interpretation or administration of the policy, the offender may appeal the decision in writing to the library board. Such appeal may only be at a meeting in which a quorum is present. Violations of this policy will be immediately reported to law enforcement.

Adopted 07/09; Reviewed 2/12; Reviewed 2/15; 12/18;11/21; Revised 11/24

Public Comment Policy

During the Public Comment agenda item of a Library Board meeting, members of the public may address the Library Board on any subject over which the Library Board has the authority to act.

- Individuals shall be limited to three minutes speaking time.
- A maximum of twenty minutes per meeting will be set aside for Public Comment, unless additional time is granted by the presiding officer. A majority vote of the Trustees may extend or decrease the time limitations on this rule.
- Preference will be given to individuals who did not speak at the previous meeting's Public Comment.
- Individuals may not speak more than once during Public Comment.
- All remarks shall be addressed to the Board as a whole and not to an individual Trustee or Library staff member.

Any individual addressing the Library Board will be asked by the presiding officer to clearly state their name and address prior to speaking so that their name may be accurately recorded in the minutes of the meeting.

Residents may submit online public comment cards. Cards must be submitted at least 30 minutes prior to the meeting and will be distributed to board members. Submitted comment cards are public record.

Group Presentations

Organized groups that wish to make a presentation longer than the time allowed will be required to contact the presiding officer prior to the meeting and be granted permission by the presiding officer.

Further Action

Matters presented during Public Comment which require further investigation or information shall be referred to library staff, and if the Library Board determines that action is required, the item may be placed on a future agenda.

POLICY: Volunteer Policy

Purpose Statement

The volunteer program is intended to establish a core group of volunteers to assist with large projects which require additional staffing, to be on-call for tasks occurring on an intermittent basis, or to provide regular on-going assistance.

Volunteers will augment basic services but will not replace paid library staff positions. Recruitment, coordination, and supervision of volunteers is the responsibility of the Adult Services Librarian.

Definition

A volunteer is an individual who assists in library programs, services, and operations without expectation or receipt of compensation or benefits. All volunteers must adhere to the following guidelines:

- Volunteers must abide by the policies, procedures, and values of the Indianola Public Library.
- Volunteers must be 14 years or older.
- Volunteers must complete a Volunteer Application to be contacted regarding volunteer opportunities.
- Volunteers fulfilling Court-Directed Community Service must fill out the Court-Directed Community Service Volunteer Application to be contacted regarding volunteer opportunities.

Training for specific tasks will be provided as necessary. Volunteer hours of service may be tracked for statistical purposes.

The Library reserves the right to decline any volunteer or to limit the number of hours a volunteer can work. The Library reserves the right to terminate a volunteer at any time.

Related Policies

IPL Code of Conduct

Confidentiality of Library Records

Registered Sex Offenders

F. Financial Policies

Gifts and Memorials Policy

Purpose Statement: In order to supplement facilities, holdings, services and programs provided for in the library budget, gifts in various forms (i.e. books or materials, personal property, money, real property or stock) are welcomed.

Policy Goals: This policy specifies what gifts are accepted and under what conditions.

Gifts are accepted under the following terms:

- Gifts must be permanent and unrestricted, or any attached restrictions must be acceptable to the Board of Trustees.
- Gifts must be usable in the context of the library's general, long-term plan for growth.
- Gifts must meet any criteria specified in sections of library policy related to the form of the gift.
- Gifts received may be used or disposed of in whatever way the Board should determine to be most beneficial to the library.
- The Friends of the Indianola Public Library Foundation is the designated recipient of monetary memorial gifts and general donations. The Foundation will provide giving statements to donors.

Gifts will be recognized and publicized as the Board and Foundation deem appropriate with the consent of the donor. The library will assume responsibility for ordering library materials given as memorials or honorary gifts. No dollar value will be placed on used items donated to the library.

Adopted 10/03; Reviewed 10/07, 2/12, 5/17, 12/20, 4/24; Revised 3/26

Donor Plaque Guidelines

Purpose Statement: On occasion, donations will be received by the library that warrant special mention within the building itself.

Policy Goals: This policy specifies the guidelines for when a donor's name is added to the donor plaque.

Guidelines for adding names to the donor plaque are:

1. Donations must be in excess of \$1000.
2. The cost of adding a name to the plaque must be paid by the family, using wording supplied by the family subject to approval by the library director.
3. Names will be added only at the request of the family.

In some exceptional cases, a donor plaque may be added within the library upon approval by the Library Board.

The Indianola Public Library Board of Trustees may use or dispose of memorial and gift plaques in the way they determine to be the most beneficial to the library.

Adopted 10/07, Reviewed 2/12; Revised 5/17; Revised 12/2020; Reviewed 4/2024

Naming and Recognition Policy

Purpose Statement: The Indianola Public Library welcomes the opportunity to name interior and exterior library spaces in recognition and appreciation of the charitable support of individuals, service clubs, foundations, and corporate donors. This policy establishes the authority and process for the naming of interior and exterior spaces.

Authority

The Library Board of Trustees (Board) is responsible for the naming of Library spaces associated with a construction, renovation, or expansion project. The Board will consider naming proposals for interior and exterior spaces after an individual, foundation, organization, or corporation in recognition of substantial financial gifts to the library. The Board holds the right to decline any gift to the Library or reject any naming proposal.

Criteria for Naming Interior/Exterior Spaces

Facilities subject to these guidelines include:

- Interior spaces or service areas, such as meeting rooms
- Outdoor spaces, such as gardens, courtyards, walkways, plazas, or playgrounds
- Amenities, such as a fireplace or artwork

Exception: The Library has been financially supported by the residents of Indianola since 1884. In recognition of this long-standing tradition of support by public funds, the renaming of the Indianola Public Library building in its entirety will not be considered.

General Guidelines

- Consideration will be made if a major donor contributes no less than 51% of the total cost of the project.
- When a proposal involves the use of the name of any person, approval is contingent on the written agreement of that person.
- When a proposal involves the use of the name of a deceased person, approval is contingent on the written agreement of that person's next of kin or estate executor.

- Naming rights carry no power of direction or implied power of direction to the Library on matters of policies, operational or capital decisions, or any other library processes or activities.
- All naming recognition must be consistent with the nature and mission of the Library. In this regard, due attention shall be given to both long-term and short-term appropriateness of naming.
- A naming rights agreement must be entered into between the Library and the donor.
- Donors will be recognized only after 100% of the pledge is fulfilled. Failure to fulfill a pledge in full will nullify the naming agreement.

Donor Recognition Versus Property Naming

Donations received for equipping or furnishing a Library area that do not include the cost of building or renovating the space, may be given in recognition through an appropriate plaque or alternative means. This shall not constitute “naming” of the space. When the equipment or furnishing becomes outdated, dysfunctional, or is retired, the recognition will be withdrawn.

Duration and Change of Use

Naming rights shall be approved for a specific term, not to exceed either twenty-five years or the useful life of the property or facility, as determined by the Board, unless otherwise established in the naming rights agreement. Renewal of the naming right after the twenty-five year period must be reviewed and approved by the Board.

If a previously named facility or space must be replaced or substantially renovated during the 25-year period, the Board, in the Board’s sole discretion, will consider renewing the naming right either in a space similar or related to the original named area or in the creation of an alternative memorial.

The Board reserves the right to terminate or alter a naming designation under unusual circumstances, or if an individual or organization named comes into disrepute at the Library or in the community at large. Should the naming rights agreement be terminated, the Board shall have no further obligation or liability to the Donor and shall not be required to return any portion of the gift that has already been paid.

Visual Recognition

The Library Director, in consultation with the Board, will be responsible for determining the manner in which the name is recognized (e.g. signage). Any commemoration technique must be consistent with the library's image and design standards and is subject to review and approval by the Board.

All signage and plaques for corporate name recognition will follow the same guidelines as signs and plaques for individuals. The use of business logos will be excluded from signage.

Adopted 5/2024

Debit/Credit Card Policy

Credit and debit cards may be used in the payment of library fines, services, copier/printer charges, and donations. The following guidelines apply:

Credit/debit cards cannot be used for amounts under \$5.00.

Credit/debit cards may not be used to obtain cash.

Adopted 8/12; Revised 8/17; Revised 2/19; Revised 2/22; Revised 2/25

Library Service with Other Cities and Fees for Non-Resident Cards

The Indianola Public Library supports the philosophy that library service is best provided locally, that city residents recognize the importance of library service and are willing to pay for it through local taxes, and that tax support should be equitable among those residents paying taxes to provide a local library. The library recognizes that some cities have not established a public library, that such cities have an obligation to provide library service through contract with an existing library, and that entering into such a contract provides an opportunity to extend the benefits of library service to those who are not otherwise served.

To assure equitable tax support of libraries among residents of Warren County, the residents of other city and county jurisdictions providing library service in the county, and the residents of contracting cities, the Indianola Public Library will charge contracting cities the per capita cost of library service to city and rural residents in the county. The per capita cost will be calculated by aggregating all funding received from city and county tax receipts for library operating budgets within Warren County in the previous fiscal year, and dividing by the aggregated city and rural county population served by libraries in the county according to the last decennial United States Census. Contracting cities will be charged the per capita cost multiplied by their population in the last decennial United States Census. The Indianola Public Library will not contract [affirms the goal of not contracting] with cities outside the county at less than the per capita cost in their own or the other library's county, whichever is higher.

If the Indianola Public Library chooses to renew an existing contract with a city for providing library service to that city's residents at less than the per capita cost of library service to city and rural residents in the county, the renewal agreement will include a stipulation that the per capita cost to residents of the contracting city will be raised within a maximum of five successive years until it is equal to the per capita costs in Warren County as calculated above. The Indianola Public Library will not enter into a new contract with a city for which it did not previously provide library service at less than the per capita cost of library service to city and rural residents in the county.

If the Indianola Public Library issues nonresident patron cards to individuals or families otherwise not served by a public library, the library will set the fee for such cards at the per capita cost for library service in Warren County as calculated above.

Adopted 02/04; Reviewed 2/12, 9/17, 6/21, 9/24

G. Library Staff

Personnel Policy

Indianola Public Library staff are governed by the personnel policies of the City of Indianola. All benefits available to city staff will be made available to library staff.

The Indianola Public Library Board shall review and adopt the City of Indianola's Employee Handbook, whenever a new handbook is adopted by the city.

Reviewed 6/2018; reviewed 7/21, 9/24

Continuing Education Policy

Recognizing the value of learning and the necessity of keeping up with changes in the library profession, the Library Board of Trustees encourages all library staff to participate in continuing education opportunities.

Continuing Education

- Staff at all levels may participate in library-related continuing education opportunities during work time.
- The library director must be certified with the State Library of Iowa at Level 7. A new director has two years after starting as director to become certified at this level.
- Full-time staff must be certified with the State Library of Iowa. Registration for State Library of Iowa certification courses will be paid by the library. Professional staff who are not certified or who have let their certification lapse will be given a one-year grace period to achieve certification.
- Once a staff member is certified through the State Library of Iowa, the library will help maintain that certification. This may include paying registration fees or travel expenses for continuing education courses, workshops, or conferences.

Professional Organizations

- The library will pay the full memberships costs for the library director in both the state and national library organizations, including section dues.
- The library will pay the Iowa Library Association membership dues for full-time staff. Staff members are responsible for optional section dues.

Conference Attendance

- The library will follow city guidelines for the library director to attend one national conference each year.
- The library will pay the costs for full-time certified staff members to attend the Iowa Library Association (ILA) each year. With the director's approval, a relevant conference can be substituted for the ILA conference.

Adopted 7/17; reviewed 2/21; 6/24

H. Communications

Communications Policy

Policy Statement: The Communications Policy establishes the standards and guiding principles used to communicate about the Indianola Public Library in a consistent and compelling voice across varied platforms. These platforms include print marketing, electronic communications, and social media outlets.

Policy Goals

The purpose of this policy is to provide transparency to the goals and priorities that guide the library's communication practices and outline the rationale behind decisions to restrict public comment.

Principles

Informative: IPL seeks to share information that is accurate, interesting, and useful.

Proactive: The information shared is timely and responsive to community needs.

Inclusive: A variety of venues are used to communicate to IPL's community of users. Communication platforms chosen are easy-to-use, accessible, and up-to-date.

Professional: IPL's style of communication is always respectful, courteous, and adheres to the American Library Association's Code of Ethics.

Communication Priorities and Goals:

- Showcase IPL programs, services, and related news
- Reach out and engage library users
- Promote values of the library profession, such as literacy and intellectual freedom
- Share useful and relevant information pertaining to the City of Indianola

Responsibility

Responsibility for creating and distributing content rests with assigned staff members under the direction of the Library Director.

Public Comment Restrictions

The Indianola Public Library upholds the principles of intellectual freedom and will not remove public comments from communications outlets, except for the following reasons:

Liability Risks

- Potentially libelous statements
- Plagiarized material
- Content that does not adhere to fair use guidelines or respect copyrighted and trademarked materials.
- Private, personal information published without consent

Content that is off topic

- Comments or hyperlinks unrelated to the content of the forum
- Commercial promotions, political activity, or spam

Threatening or harmful content

- Profane, vulgar, or obscene content
- Content that promotes, fosters, or perpetuates discrimination
- Personal attacks, insults, or threatening language

Liability from Public Comment

The library may reproduce comments, posts, and messages in other public venues. Identifying information, other than first name, will be removed unless the user grants prior approval.

By posting content to the library's platform, the user agrees to indemnify the Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the posted content. Notwithstanding the foregoing, the library is not obligated to take any such actions and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service. Anyone who violates these terms will be barred from future use of the library's social networking sites.

Adopted 9-8-09; Reviewed 2/12; Revised 10/17/Revised 1/21/Reviewed 2/24

Photo and Video Policy

The Indianola Public Library frequently takes photographs and videos to document and promote its wide range of services, programs, and events. While these images help communicate the library's mission and role in the community, we are also committed to respecting our patrons' right to privacy while they are using the library.

Photos and Videos taken by Library Staff

- Library staff will make every effort to notify members of the public verbally or through signage when they are taking photos or recording.
- Anyone who does not wish to be photographed or filmed must notify library staff immediately. This includes parents/guardians speaking on behalf of minors.
- If library staff has not been notified otherwise, consent is assumed from those participating in library events, programs, and services.

Photos and Videos taken by Visitors and Patrons

- Taking pictures or filming other people in the library is prohibited unless authorized by the library director and the patrons involved (including parents/guardians of minors)

Use of Library Images

Images published on the library's website, social media sites, print publications, and other materials are not for general distribution and may not be duplicated without prior permission from the library director.

Related Policies

- Library Code of Conduct

Adopted 9/22; revised 7/2025