

# Services Policy

## Computer and Internet Usage

Public access computers and wireless internet access are provided free of charge.

The library cannot guarantee that equipment or service will be adequate for all applications or that resources will be available at all times. Specific sites and features may not be compatible with library systems. Minors must have valid Internet Permission documentation on file to access library computers.

The library does not monitor or keep records of an individual's use of the Internet; nor does the library utilize filtering software except as noted for youth. Usage that generates reasonable complaints or prevents other patrons from enjoying library services may cause a user's session to be terminated.

Access to the library's technology is a privilege that may be limited or discontinued by management. The use of library technology for the transmission, dissemination, and/or duplication of information is regulated by state and federal laws. All library users must comply with these laws.

Users may not download, install programs, save files to, or run an .exe type file on library computers. All users must adhere to the library's User Agreement as well as other library policies. Any attempt to disable or circumvent the management or security systems will result in an immediate end to library computer privileges.

Staff will assist patrons with basic technology use as time allows. The library is not responsible for damage to or deletion and/or alteration of patron files, documents, equipment, or information. Staff cannot handle patron technology.

Use of mobile printing or the document station to print, copy or fax will incur a non-refundable fee. Fees include any applicable sales tax, are posted at the printing station, and must be prepaid.

## LAB

The Wells Branch Community Library Learn and Build (LAB) is open during specified hours to adult patrons in good standing who have satisfactorily completed safety and operation training for the equipment they choose to use. Before using the LAB, patrons will be required to show valid ID and sign a release of liability statement. Persons under the age of 18 may not enter during LAB hours or programs.

Staff can give basic assistance, but may not be available to train or teach during open hours. Staff may require a patron to retrain on equipment before continuing use. Training is by appointment or class.

Users must provide their own consumable items. The library is not responsible for damage to personal items brought into the LAB and cannot guarantee the condition of equipment or products created. Users must follow applicable laws relating to copyright and patent. Use of the space and availability of equipment is not guaranteed and is limited.

## **Programming**

The library provides a variety of quality programs to appeal to persons in the community of different ages, backgrounds, cultures and experiences. Programs are offered in varying formats crafted to meet identified needs and target populations. Library program goals include:

- Expand the library's role as a community resource
- Introduce patrons and non-users to library resources
- Provide quality entertainment to families and individuals
- Provide opportunities for lifelong learning
- Facilitate meaningful exchange of ideas
- Promote early childhood learning and literacy
- Encourage dialogue and a sense of community
- Support educational needs of the district
- Expand the visibility of the library and attract new users

Selection of programs is tasked to specific employees. Those decisions are made based on budget, space, interest, target audience, relevance, presenter qualifications, and relationship to other library priorities. Ultimate responsibility for programming rests with the Director.

The library utilizes diverse community resources in developing programs and actively partners with other agencies, organizations, educational and cultural institutions, and individuals. The library uses staff and community volunteer expertise, collections, services, and facilities in developing and delivering programming. Library staff who present programs do so as part of their regular job and are not hired as outside contractors for programming.

The library does not knowingly discriminate through its programming. Professional performers that reflect specialized or unique expertise may be hired and will not be excluded from consideration because of possible controversy. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants. Programs are non-commercial in nature and any information distributed is not company specific.

Some programs may include food or drink. The library will attempt to provide information about allergens and to make reasonable accommodations with advance request, but cannot be responsible for accidental ingestion. Anyone with an allergy concern should abstain. No food or beverage will be served to a child without an attending parent. The library will not serve or provide alcohol.

Library programs are open to the public. Space is often limited and many programs have age restrictions. Some programs may require a supply fee or advance registration. In situations where advance registration is required, a patron who repeatedly fails to attend or cancel may be blocked from future registrations. Everyone on library property, including program attendees and performers, are expected to adhere to any and all applicable laws as well as the library's conduct policy. Failure to do so could result in removal from the program and property.

## **Event Space**

Event rooms are available at the Wells Branch Community Library to support library sponsored programs and events that further the goals of the library. Friends of the Library and other community groups should contact the Library Director to request room access for programs that meet those criteria. Programs must be open to all and in line with the library's goals.

Event Room usage agreements must be executed by an adult at least 25 years of age who will be in attendance throughout the event and ensure adequate supervision and compliance with all WBCL policies as well as all applicable local, state and federal laws.

Program proposal forms are available on the website or at the library. Completed forms can be returned to any library manager for consideration.

## **Social Media**

The library uses social media to encourage patron interaction and promote services and programs. All posts should be relevant to the library, its patrons, or the surrounding community. Political campaigning, commercial advertising, abusive or hateful language, personal information, harassment of any kind, spam, or anything else deemed to be contrary or outside the library's goals will not be permitted.

The Library Director assigns posting tasks to personnel. Those employees are the only persons authorized to post content to the library social media accounts or respond to comments. If inaccurate information is inadvertently posted, staff will correct the original content in a timely manner.

Patrons are welcome and encouraged to comment on and share the social media posts created by the library. All responses must conform to the terms of service for the platform. Political, commercial, or otherwise inappropriate material will be removed at the sole discretion of library management. Patron posts should be regarded as the opinion of the individual poster and not the library or its staff.

Library stakeholders (employees, trustees, etc.) will endeavor to avoid negative representation of the library or its users in a social media setting. Confidential information will not be posted to any social media page. Only the Library Director (or designee) or Board President can respond publicly for the library in any format, including email distribution lists, conventional media, or social media platforms.

Photographs of library events or facilities may be posted to promote library programs and services. Reasonable attempts will be made to accommodate people not wishing to be included, however complete exclusion is not guaranteed. In the event that a person is included in a photo who does not wish for it to be posted online, a library manager will endeavor to remove the photo in a timely manner once notified.

**Conservation**

The library is committed to environmentally responsible practices and sustainable behaviors. We reduce unnecessary waste, reuse when appropriate, and recycle what we can. We choose environmentally friendly projects and practices when reasonably available. We conserve water, electricity, paper, gasoline, and other resources.

**Public Posting**

The Community Posting Board is the ONLY Place on library property for non-library literature. Library staff must approve and initial all items prior to posting and will remove after 30 days. Postings must be library appropriate, legible, and no larger than ½ page. Political postings that advocate a specific party, candidate, or stance on a public issue will not be displayed. Preference is given to nonprofit organizations and local events. Any postings that do not adhere to the policy will be removed and discarded. Provision of the space for public use does not constitute library endorsement of the contents of notices or literature being displayed.

**Reference**

The Wells Branch Community Library provides reference services in person, over the phone, and electronically, within the limits of staff time and library resources. The library provides information, not advice. These resources are provided for information purposes only and, while the library strives to provide accurate information, the library is not responsible for the validity of information cited.