

## LIBRARY CARDS POLICY

All residents of the State of Iowa are eligible to register for a library account. Residents of cities not in compliance with Iowa's Open Access agreement are excepted. Library cards will be issued to any resident of the Nashua Public Library service area or Open Access\* patrons, age birth or older. To open an account, members must fill out registration form, and have proof of current address and contact information.

**Loan periods:** All books, magazines, and other materials are checked out for two weeks, with renewals when needed. New books and books on hold for patrons will not be renewed. DVD's and Blu-Ray's are checked out for a week. New ones will not be renewed.

**Holds:** May be placed on materials in circulation or on order at the circulation desk, by phone, or online by accessing our online catalog.

**Overdues:** See section 3.3

**Patron Registration:** Library cards will be issued to anyone who can present verification of their current address and contact information.

Children are eligible for a children's card from birth through 15 years of age. A parent of guardian must sign the registration card for children.

Patrons 16 years of age or older will be issued an adult library card.

People who are temporary residents of the community may be issued a card. Both the temporary address and the permanent address will be noted in the computer record and on the registration card.

People applying for a library card for the first time will be required to present one form of typewritten identification that lists their current address as well as a valid identification card/ drivers license.

Examples of acceptable identification include, but are not limited to: car registration, personal check with name and address imprinted, utility bill, rent receipt, student identification card, or school schedule.

The first time a new patron uses his / her card to check out materials she / he will be allowed to have only 2 items checked out at a time. Following the timely return of initial items checked out, the restriction will be lifted.

Patrons with unpaid fines of \$5.00 and up will not be permitted to check out additional library materials or use the following services: computers, printer, copier, or fax. Materials may continue to be used in the library, with the exception of use of the listed services.

\*Definition- Open Access is a statewide "library card" program. Participating libraries allow any Iowa citizen to check out materials from libraries other than their home library.

NASHUA PUBLIC LIBRARY  
SECTION 3.2  
PATRON ACCESS

BOARD APPROVED: 12-19-13  
REVIEWED: \_\_\_\_\_  
REVISED: \_\_\_\_\_

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### MATERIAL RESTRICTIONS POLICY

The Nashua Public Library does not restrict access to materials based on the age of the borrower; such limitations are the responsibility of the parent or guardian.

### OVERDUE LIBRARY MATERIALS AND FINES

Libraries exist to enrich the lives of their communities, and they strive to provide stress-free and open access to their patrons.

While fines will not accrue for some materials, a replacement cost for all items will be charged if items are not returned within a reasonable time. If any item becomes 90 days overdue, replacement cost of the item will be charged to the patron's account. If items are returned those charges can be waived. Patrons will be responsible for the cost of lost or damaged materials.

Each Monday phone calls are made to remind individuals with overdue material to return their library material as soon as possible. Fines will not be charged for books, magazines, cake pans or audio books. Fines will still be charged for overdue DVD's / Blu-Ray's. Fines for DVD's / Blu-Ray's are \$1.00 per each title past the day it was due. The total fine charged on an item will never exceed the cost of the item. Accounts should be paid at the Circulation Desk.

Overdue notices will be sent or a phone call made one week after items are due. A second notice or call will be made 2 weeks later. A third notice will be sent after 2 additional weeks. If no response, steps will be taken to retrieve materials.

Iowa Code addresses the theft of library materials or equipment in sections 714.5 and 808.12. Patrons may refer to these sections of the Iowa Code for more information.

Parents or legal guardians are responsible for all assessed library fees for minor children according to Iowa Code section 613.16.

Patrons with a **fee/fine of \$5.00 or a DVD/BLU-RAY fine of any amount** *will not* be allowed to check out DVDs / BLU-RAY's or other library materials until the fines / fees are paid.

If an item is late due to being lost or damaged, patrons should notify the library of the item's status. The policy regarding lost or damaged items are listed in the following sections.

#### Damaged Materials:

When items are returned, staff will look for any damages. Damage does not include pages falling out or broken spines; this is normal wear and tear. If an item is damaged, patrons are asked not to repair the item but to notify staff of the

problem. If an item is moldy and unsafe to keep in the library, the item will be disposed of, and the patron may be charged for the replacement of the item if necessary.

**Lost Materials:**

Items are considered lost after 90 days overdue. The value of the item will be charged to the patron's account. Patrons will not be allowed to check out other materials until the lost material is either replaced or paid for.

**Prior late fees:**

All late book fines existing before the adoption (September 2021) of this policy will be waived. Lost/damaged materials (books, magazines, cake pans, audio books or DVD's / BLU-RAY's) and fee/fines for DVD's/BLU-RAY's charged will remain.

**Reconciliation and suspension of library accounts:**

Patrons with lost items may take care of their accounts in three ways.

1. Patrons can pay the cost for the item.
2. Patrons can find an exact match for an item. (i.e. an exact title and format).
3. Patrons may also set up a monthly payment plan with the library director through the libraries reconciliation program as needed.

### LOAN PERIODS

In general, library materials will check out for a two-week loan period.  
Exceptions are as follows:

- 1) Reference materials (which are generally only used on the premises) may, under special circumstances and at the discretion of the Library Director, be loaned for up to three days.
- 2) New issues of periodicals will not circulate. Back issues will have a two-week loan period.
- 3) All DVD / Blu-Ray material will have a 1-week loan period.
- 4) Materials loaned as Inter-library loan through the Access Plus program will have a four- week loan period.
- 5) Material newer than three months or on the bestseller list will not be loaned through ILL

Items may be renewed for two additional loan periods in person, by phone, or on-line (with the necessary information) unless they have been placed on the reserved list by another patron.

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REQUEST FOR RECONSIDERATION AND FORM

1. Fill out reconsideration form filing formal complaint.
2. Assign a committee to review the book in question. **ADVISORY COMMITTEE:** Board of Trustees, pastors, people who represent the community.
3. Keep book in circulation.
4. Upon receiving the completed form – set a date – 15 working days and the advisory committee will notify the complainant of the board’s decision. An appeal can be filed if they have a problem with the committee’s decision.
  - a. review or listen to book or video/DVD in entirety
  - b. get a hold of a review of the book or video/DVD if possible
  - c. determine the extent that the book represents your goals & policies
5. Letter to complainant from director

(“If we have not heard from you in 10 days, we will assume the matter closed.”)

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**What to do when the appropriateness of materials are challenged:**

1. Remain calm.
2. Make no commitments, admissions of guilt or threats.
3. Treat the individual who complains with dignity and courtesy.
4. Try to resolve the issue informally by explaining to the complainant the library’s criteria for selecting materials.
5. If the complainant is not satisfied, invite the person to file the complaint in writing on the proper form.
6. Do not remove the item.

## **GUIDELINES FOR CONDUCTING CHALLENGE HEARINGS**

1. Make certain a Reconsideration Form has been filed and the Library Advisory Committee has met previously and made their recommendation and the complainant has been informed of the decision.
2. Solicit people who would be willing to speak in favor of the freedom to read, view and listen (usually attorney, ministers, the press, educators, librarians). Do not try to defend an individual title as much as the freedom to read principle.
3. Have people sign up at the meeting identifying which side they are speaking on. Have the same number of speakers on each side. No participant can speak the second time until everyone has been heard once.
4. Make sure the time and place of the meeting is well publicized in advance.
5. Limit each speaker to four minutes and keep strict time limits. Appoint a timekeeper with a "time is up" sign.
6. Make certain the hearings are taped and minutes are kept.
7. It is best to state a definite length of time for the entire hearing. Have a definite beginning and ending time. Guard against overlong meetings when small groups may make decisions in the late hours.
8. Try to obtain full coverage by the local press, radio and television, and prepare a news release for them in order that they have the facts correct.
9. Seek help and advice from Library Association Intellectual Freedom Committee.
10. Have the board delay their decision until a later date rather than voting on the spot. Everyone should be aware of this.
11. The chairman of the board should preside at the meeting.
12. Make tapes and minutes of the hearing available to everyone after the hearing. Identify for the audience where and when they will be available.
13. Identify at the beginning and the end of the hearing procedures for handling complaints.
14. Have copies of the library's selection policy available for everyone present. Duplicate the "Library Bill of Rights" for distribution.



## **INSTRUCTIONS TO THE RECONSIDERATION COMMITTEE**

The task of the reconsideration committee is to provide an open forum for discussion of challenged materials to make an informed decision concerning the challenge.

The most critical component of the reconsideration process is the committee's credibility in the community. For this purpose, the committee is composed primarily of community members. The community should not infer that the committee is biased or is obligated to uphold prior professional decisions. For this same reason, a community member will be selected to chair the committee.

In reconsidering challenged materials, the role of this committee, and particularly the chairperson, is to produce a workable climate for disagreement between itself and the complainant. The committee should begin by finding items of agreement. If the complainant chooses, he/she may make an oral presentation to the committee to expand and elaborate on the complaint. The complainant will be kept continuously informed of the progress of his/her complaint.

The committee will listen to the complainant, to those with special knowledge and to any other interested persons. In these discussions, the committee should be aware of relevant social pressures that affect the situation. Individuals will not be allowed to dominate or impose a decision. Minority viewpoints expressed by groups or individuals must be heard, and observers must be made to feel welcome.

In deliberating its decision, the committee should remember that the public library be responsive to the needs, tastes and opinions of the community it serves. Therefore, the committee must distinguish between appropriateness of the material and an attempt to impose personal standards. The question to be answered by the committee is: "Is the material appropriate for its designated audience at this time?"

The committee's final decision will be (1) to remove the challenged material from the library, or (2) to take no removal action, or (3) to agree to limit the use of the materials. The decision will be reached through secret ballot.

The committee chairperson will instruct the library director to convey the committee's decision and detail the rationale for the decision in a letter sent to the complainant.

**CITIZEN'S COMMENT ON LIBRARY MATERIALS**

Date \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_

Individual \_\_\_\_\_ Organization \_\_\_\_\_

Title of item \_\_\_\_\_

Type of material: \_\_\_\_\_ book \_\_\_\_\_ audiotope \_\_\_\_\_ DVD/video \_\_\_\_\_ other

What is your concern about this material? Please be specific: List pages or sections:

Did you read, hear or view the entire content?

Have you read any reviews of this material?

Have you read the Nashua Public Library's Materials Selection Policy?

Do you have suggestions for materials to be included in the collection to provide other viewpoints?

What action would you like the board of trustees to take:

Additional comments:

\*Your comments will be reviewed by the board of trustees and you will receive a written response. Your comments are public record; however, your name, address and phone number will be kept confidential.

## COMPUTER POLICY

In support of its role as a center for learning, the Nashua Public Library provides computers for public use.

Software and databases are purchased according to the collection development policy to support specific areas of library services. Recommendations for the addition or removal of software are welcome and will be handled according to the collection development policy.

Staff cannot provide extensive one-on-one training on computer technology or software; however, staff will attempt to answer basic questions or help users locate resources on library software, and the Internet. Books, manuals, or other reference resources will also be available.

Users must agree to observe all copyright and licensing laws and will not duplicate any computer programs or documentation unless expressly labeled as being "in the public domain" or "shareware".

Only one person may be at a computer station at a time.

No personal software is to be loaded on library computer hard drives without written permission from a full-time library staff member. No private files may be stored on the library computer(s) and any files left on the computers will be deleted at night when computer is shut down. The Library is not responsible for any lost data including data brought in to the library by a patron (CDs, USB drives or portable memory devices, for example) and does not guarantee any compatible programs.

Equipment and software must be used with proper care. Users will be held financially responsible for any damages or alteration to equipment or software. Patrons are not allowed to disconnect power cords, cables or ethernet/network connections on any of the computers in the library for any reason. Please consult library staff with any troubleshooting issues such as keyboard, mouse, monitor or power related problems.

Computers may be used for one-hour blocks of time on a first come-first serve basis. Additional time may be extended at staff discretion if no one else is waiting for a computer.

## INTERNET USE POLICY

### PURPOSE

Access to the Internet is provided to enhance the Nashua Public Library collections of information resources.

It is intended for the educational and informational use of the library's customers. Sales activity, distribution of advertising and those unapproved uses defined under the Code of Iowa are prohibited. (See Iowa Code chapter 728) **286—7.1(256) Rights and responsibilities.7.1(1)**

The Nashua Public Library expects the use of all its electronic sources such as the Internet to be responsible, ethical, and legal, and consistent with the purpose for which those resources are provided.

The Nashua Public Library complies with the Children's Internet Protection Act (Pub. L. No. 106-554 and 47 USC 254(h)).

To this end:

- a. The Nashua Public Library affirms the right of every individual to have access to constitutionally protected material as stated in the library's collection development policy.
- b. Parents or guardians, not the library or its staff, are responsible for the Internet use by their children.
- 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 Nashua Public Library reserves the right to ask users to discontinue the display of information and images which cause a disruption.
- e. Users should respect the privacy of other Internet users by not observing what sites others are accessing.
- f. Users will not misrepresent themselves as 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 database.
- g. Illegal activities subject to prosecution include:
  - (1) Destruction of or damage to equipment, software, or data belonging to the library;
  - (2) Violation of computer system security or system configuration;
  - (3) Violation of the copyright laws of the United States;
  - (4) Downloading or provision of child pornography or display of pornography where it may be seen by children.
- g. 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.
- i. Safety and security of minors.
  - (1) Prevention of inappropriate network usage.
    1. Technology measures shall be used to prevent unauthorized access and other unlawful activities.
    2. Technology measures shall be used to prevent unauthorized disclosure,

use, and dissemination of personal identification information.

(2) Prevention of access to inappropriate material.

1. Technology protection measures, i.e., Internet filters, shall be used to block or filter access to inappropriate material on the Internet.
2. Blocking shall be applied to visual depictions of material deemed obscene, to child pornography, or to any material deemed harmful to minors.
3. Technology protection measures may be disabled by library staff for adults or, in the case of minors, minimized for bona fide research or other lawful purposes.

7.1(2) Violation of this computer use policy shall result in the loss of computer privileges and may lead to financial responsibility. Illegal activities will be prosecuted. [ARC 2625C, IAB 7/20/16, effective 8/24/16]

**286—7.2(256) Access to Internet computers.**

7.2(1) The Internet is available for any user who visits the Nashua Public Library. Access is on a first-come, first-served basis. Appointments are not accepted, but users are welcome to call ahead to check availability.

7.2(2) Internet computers are available for use during the library's normal business hours. Use must be completed 15 minutes prior to the library's closing. The Internet may be unavailable due to unforeseen problems with hardware, software or telecommunications.

7.2(3) Nashua Public Library employees have unlimited Internet use.

7.2(4) While respecting individual users' right to privacy, Nashua Public Library staff reserves the right to monitor use of Internet workstations to ensure compliance with this policy. Staff may ask users to remove themselves from library equipment if observed behavior is in conflict with this policy.

7.2(5) Staff use of computers for research and maintenance may, at times, supersede users' access. [ARC 2625C, IAB 7/20/16, effective 8/24/16]

**286—7.3(256) Costs.** Rescinded ARC 2625C, IAB 7/20/16, effective 8/24/16.

**286—7.4(256) Internet services available.** Rescinded ARC 2625C, IAB 7/20/16, effective 8/24/16.

**286—7.5(256) Downloading and saving files.** Downloading and saving files to the user's own portable device is allowed. Files saved to the computer's drives are erased at the end of each user's session. [ARC 2625C, IAB 7/20/16, effective 8/24/16]

**286—7.6(256) Staff assistance.**

7.6(1) Nashua Public Library staff will answer basic questions about Internet use or help locate resources. Internet reference books are available in the library's collection.

7.6(2) Staff reserves the right to waive the procedures contained in this document as circumstances warrant. [ARC 2625C, IAB 7/20/16, effective 8/24/16]

These rules are intended to implement Iowa Code sections 256.51 to 256.56.

NASHUA PUBLIC LIBRARY  
SECTION 3.8  
PATRON ACCESS

BOARD APPROVED: 10/13/21  
REVIEWED: 10/13/21  
REVISED: \_\_\_\_\_

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### WIRELESS INTERNET ACCESS

Free wireless internet access is available at the Nashua Public Library. Access to the Internet is provided to enhance the Nashua Public Library collections of information resources.

It is intended for the educational and informational use of the library's customers. Sales activity, distribution of advertising and those unapproved uses defined under the Code of Iowa are prohibited. (See Iowa Code chapter 728) 286—7.1(256) Rights and responsibilities. 7.1(1)

The Nashua Public Library expects the use of all its electronic sources such as the Internet to be responsible, ethical, and legal, and consistent with the purpose for which those resources are provided.

The Nashua Public Library complies with the Children's Internet Protection Act (Pub. L. No. 106-554 and 47 USC 254(h)).

The Nashua Public Library assumes no responsibility for the safety of equipment, device configurations, security, or data files resulting from connection to the library's wireless access.

NASHUA PUBLIC LIBRARY  
SECTION 3.9  
SOCIAL MEDIA POLICY

BOARD APPROVED: 11/04/2020  
REVIEWED: \_\_\_\_\_  
REVISED: \_\_\_\_\_

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The Nashua Public Library has established a social media presence for the purpose of presenting matters of public interest to patrons. The Nashua Public Library has adopted a Social Media Policy to establish procedures for establishment and use of the library's social media sites. The following information is intended to inform users of the library's social media sites policy for posting comments and other information on the library's social media sites.

Nothing in this policy shall be interpreted to prohibit or infringe upon communication, speech or expression that is protected or privileged under law. This includes speech and expression protected under state or federal constitutions as well as labor laws.

GENERAL POLICY

1. Library social media sites should make clear that they are maintained by the Nashua Public Library and that they follow the library's Social Media Policy.
2. Wherever possible, library social media sites should link back to the official Nashua Public Library website for information necessary to conduct business with the Nashua Public Library.
3. The library reserves the right to restrict or remove any content that is deemed in violation of this Social Media Policy or any applicable law.
4. These guidelines must be displayed to users or made available by hyperlink.
5. The Nashua Public Library website will remain the library's primary and predominant Internet presence.
6. All library social media sites shall adhere to applicable federal, state and local laws, regulations and policies.
7. Library social media sites are subject to the Iowa Open Records Act.
8. Comments on topics or issues not within the jurisdictional purview of the Nashua Public Library may be removed.
9. The Nashua Public Library reserves the right to deactivate the comment feature on the library's social media sites at any time without prior notice.
10. Employees representing the Nashua Public Library via the library's social media sites must conduct themselves at all times as a representative of the Nashua Public Library and in accordance with all library policies.
11. Employees shall not engage, comment or post using their personal accounts and claim or otherwise indicate they are communicating officially on behalf of the Nashua Public Library or representing the library in their comments.
12. This Social Media Policy may be revised at any time.

COMMENT POLICY

The Nashua Public Library encourages users of the libraries social media sites to post comments relating to library events, programs, and other activities. However, library social media sites are not intended to be a public forum and the comments and discussions that take place on the

libraries social media sites will be moderated by the Nashua Public Library for compliance with this library Social Media Policy. As a public entity, the Nashua Public Library must abide by certain standards to serve all its patrons in a civil and unbiased manner. Comments containing any of the following inappropriate forms of content will not be permitted on library social media sites and are subject to removal and/or restriction:

1. Comments not related to the original topic, including random or unintelligible comments;
2. Profane, obscene, violent, sexual, or pornographic content and/or language;
3. Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, mental or physical disability, age, religion, gender, sexual orientation, gender identity, or national origin;
4. Defamatory statements or personal attacks;
5. Threats to any person or organization;
6. Solicitation of commerce, including advertising of any business or product for sale;
7. Conduct in violation of any federal, state, or local law;
8. Encouragement of illegal activity;
9. Information that may tend to compromise the safety or security of the public or public systems;
10. Spam or links to other sites;
11. The promotion of services, products, or activities not related to library business;
12. Content in support of or opposition to political campaigns or ballot measures;
13. Content pertaining or confidential or privileged information or pending litigation involving the library; or
14. Content that violates a legal ownership interest, such as a copyright or trademark.

The library reserves the right to restrict or remove any content that is deemed in violation of this Library Social Media Policy, or any applicable law. The library also reserves the right to deny access to library social media sites for any individual who violates this Social Media Policy, at any time and without prior notice.

A comment posted by a member of the public on any library social media site is the opinion of the poster only, and publication of a comment does not imply endorsement of, or agreement by, the library, nor do the comments necessarily reflect the opinions or policies of the library.

Each type of social media maintains a "Terms of Use" agreement. All comments posted to any library social media site are bound by those Terms of Use and the library reserves the right to report any user violation.