

TOWN HALL LIBRARY POLICY MANUAL



TOWN HALL
LIBRARY

Approved by Town Hall Library Trustees
Edited by Library Director Kaushalya Iyengar
2025

Town Hall Policy Manual

Town Hall Public Library Policy Manual

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Mission Statement	Issued: October 2004 Reviewed December 2010 Revised November 2013 Revised February 2021
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The mission of the Town Hall Library is to offer all people a welcoming, accessible, and attractive gathering place conducive to learning, research, enlightenment, and enjoyment. Through innovative programming, relevant collections and responsive services, the Town Hall Library aspires to be an information-based community center, which supports life-long learning and the joy of reading.

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Library Use	Issued: July 2008 Revised December 2011 Revised November 2013 Revised February 2021
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Anyone, regardless of his/her residency, age, race, religion, national origin, or social or political views, may use the Town Hall Library in accordance with established policies and procedures.

The Town Hall Library serves the residents of the Town of Merton, Waukesha County, adjacent counties, as well as people who work or own property in the Town of Merton. Service will not be denied or abridged because of religious, racial, social, economic, or political status, or because of mental, emotional, or physical condition, age, or sexual orientation.

The use of the library may be denied for due reasons. Such cause may be failure to return library materials or to pay fees, destruction of library property, disturbance of other patrons, or any other illegal, disruptive, or objectionable conduct on library premises.

The Town Hall Library has an obligation to its patrons to maintain an atmosphere conducive to reading, study, research, and the pursuit of life-long learning opportunities.

Library patrons are expected to use the library, including its facilities, grounds, resources and materials, in a responsible, appropriate, and courteous manner. It is a patron's responsibility to maintain necessary and proper standards of behavior to protect the rights and privileges of all patrons. Patrons may be restricted from use of the library, and those who are unwilling to leave or do not leave within a reasonable amount of time after being instructed to do so by Town Hall Library staff will be subject to intervention by law enforcement personnel.

Failure to comply with this policy may result in the loss of Library Use privileges.

Rules of Conduct

1. Any behavior that disrupts or hinders public use of the library is prohibited. This includes, but is not limited to, loud or boisterous behavior, verbal or physical harassment, drunkenness, running, or fighting.
2. The violation of federal or state laws or local ordinances will not be permitted on Library property. Theft, vandalism, and mutilation of library property are criminal offenses and may be prosecuted. The Town Hall Library reserves the right to inspect all bags, briefcases, backpacks, and other such items when the staff has reason to believe this rule has been violated.
3. Seating tables, carrier and chairs at Library is limited to the number of people for whom the furniture was designed.
4. Smoking, vaping or the use of tobacco is prohibited in the Town Hall Library.

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5. Bicycles are not permitted in any Library public interior area or entryway. Roller skating, skateboarding and Heelys (athletic shoes that feature a single, stealth wheel housed in the heel) are not permitted in the library. Wagons and strollers may not be left obstructing a corridor, hallway, aisle, entry or exit.
6. Sale of products or services, or soliciting of donations, is not permitted in the library, except as part of a Town Hall Library-sponsored program.
7. Taking surveys (except for library patron surveys), circulating petitions, distributing leaflets, and other similar activities are prohibited.
8. Animals, except those used to aid persons with disabilities, are not permitted in the library, except as part of a Library sponsored program. Animals may not be left unattended on Library property.
9. The library is not responsible for personal belongings left unattended.
10. Shoes and shirts must be worn at all times.
11. Engaging in any physically intimidating or assaultive behavior or making any threats of violence or unlawful activity is prohibited. The library has a policy of zero tolerance for threats and acts of violence.
12. Possessing, distributing, consuming or being under the influence of any alcoholic beverage or controlled substances is prohibited.
13. No weapons are allowed inside the library (Town Hall Library is exempt from WI Conceal Carry Legislation).

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Library Card Policy-Revised 2021 Revised 2024

As a member of the Bridges Library System, the Town Hall Library serves all residents and taxpayers of Waukesha and Jefferson Counties. There is no age or skill requirement for obtaining a library card. A free library card will be issued to any resident of Waukesha or Jefferson County Eighteen years of age or older who presents a picture ID and proof of current residency. Children under the age of eighteen may be eligible for card; the card must be signed in the presence of the parent or legal guardian. The library also honors the valid borrowers' cards of any public library in a system that has a cooperative borrowing agreement with Bridges Library System, as well as those cards from libraries within Wisconsin public library systems, other than the Milwaukee County Federated Library System. To be eligible to check out materials from the Town Hall Library, a potential customer who resides outside of Waukesha or Jefferson County boundaries must present a library card from their local library and identification which proves current residency. All others pay an annual fee for a library card.

Please note:

- If a parent or legal guardian's card is blocked because of outstanding unreturned material, the material must be returned or the replacement cost paid before any minor in the household is issued a card.
- Businesses (any business, professional service, or community agency, including private pre-schools) which own or rent space in Waukesha or Jefferson County may apply for cards for individual employees (regardless of place of residence) to use for normal business activities. Application must be made on business letterhead and signed by a responsible official. The businesses agree to be ultimately accountable for library materials and to keep the library informed of changes in employee status.
- Eligibility entitles an individual to apply for a Town Hall Library card. Library cards from other libraries may be used under the following conditions:
 - o the card is compatible with our automation system.
 - o the card is registered at a Café Member Library to ensure the accuracy and integrity of the customer database; library cards expire every eighteen months. All fines and fees must be paid in full to renew the card.

LIBRARY CARD PROCEDURES

- A library card should be presented each time materials are borrowed. This ensures the integrity of library records and speeds up the checkout process.
- The library will make an exception if a library customer presents picture ID which includes their date of birth and change of address.
- It is the customer's responsibility to let the library know when the customer changes their mailing address, telephone number or e-mail address so they may be contacted regarding information about their library account.

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- A customer who does not receive a Library notice because they have not notified the library of a change of address, telephone number or e-mail address will be held responsible for any resulting fines or bills.
- At registration and card renewal customers will be required to read and agree to the following statement:
 - “The cardholder or legal guardian agrees to comply with all policies and procedures authorized by the Board of Trustees of CAFÉ member libraries. The cardholder or guardian agrees to pay replacement charges for materials lost, damaged or stolen. This card remains the property of the issuing library and a replacement fee for lost cards will be charged. In case this card is lost or stolen, notify the issuing library immediately, otherwise cardholder or guardian is responsible for any unauthorized use.”
 - If Library materials are checked out by someone not authorized to use the card in question, and the affected cardholder or legal guardian notifies the Library of the unauthorized use by phone, postal mail or in person within 30 days of receipt of the Library’s first written notice that the materials are overdue, the maximum amount owed the Library for the unauthorized materials shall be \$50.
 - If the cardholder of a lost or stolen card or the cardholder's legal guardian contacts the library to report the loss or theft before the card is used, the card will be barred from further usage. If the cardholder or the cardholder's legal guardian notifies the library of a lost or stolen card before the library sends a 14-day overdue notice, any amount owed by the library for unauthorized materials checked out on the card will be waived.
 - If the cardholder or cardholder's legal guardian fails to receive overdue notice because they failed to notify the library of a change of address, phone number or e-mail address, they will be held responsible for any bills as noted in this policy. The filing of a theft report with the police department does not remove the customer's obligation to pay any accumulated replacement costs as noted in this policy.

Circulation Policy- Approved June 2024

Eligible Card Holders

- A. The library issues cards to individuals and/or organizations wishing to borrow physical and/or digital materials. General cards are issued for an eighteen (18) month period. Cards may be used at all member libraries within the Bridges Library System.
- B. Any resident of the State of Wisconsin is eligible to receive one (1) free library card.
- C. All applicants must be physically present at the time of registration.
- D. Children of any age are welcome to get a library card. The State of Wisconsin defines a child as a minor under the age of eighteen (18). The library recognizes that legal parent(s)/guardian(s) are ultimately responsible for their child's choices and actions.
 - I. Minors ages zero (0) through seventeen (17) must have a legal parent/guardian with a valid ID physically present to sign for the library card.
 - II. If a parent /guardian's library card is blocked, because of outstanding unreturned materials (not overdue fines), the materials must be returned or the replacement cost paid before any minor in the household is issued a card.
 - III. Minors residing in two households may be allowed a separate card to each legal guardian who claims responsibility for items checked out and usage of that card.
- E. All applicants must present identification, which is proof of name and current address. Acceptable proof includes a Wisconsin driver's license, Wisconsin ID card, passport, military ID, or an official piece of postmarked mail no older than 30 days. Other acceptable identification is at the discretion of the library staff.
- F. Library card privileges include, but are not limited to, the following:
 - I. Checkout of physical items in any of the Bridges Library System member libraries, dependent upon item and availability limitations
 - II. Checkouts on digital platforms including the Wisconsin Digital Library accessible via Overdrive or the Libby app
 - III. Access to online databases purchased by the Bridges Library System and/or Town Hall Library
 - IV. Privileges to use the library's computers and Makerspace

Renewal and Expiration of Library Cards

In order to maintain a current, accurate database of cardholders, all Library cards renew periodically.

- A. Library cards are active for eighteen (18) months whereupon the cardholder needs to contact the library for renewal.
- B. Cardholders are responsible for informing the library of any changes to their account including name, address, and contact information.
- C. All expired Library cards, regardless of their status, which have been expired for three (3) years, or more are deleted from the system.

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Cardholder Responsibilities

- A. Cardholders or the legal parent(s)/guardian(s) of minor cardholders are responsible for all items, fines, fees on their library card.
- B. Cardholders are responsible for understanding and following all policies, loan periods, and special requirements for items they check out. Town Hall Library Circulation Policy Cardholders are responsible for their own library cards and must notify the library immediately if they believe their card is lost or stolen. Cards presented at checkout are presumed to have the permission of the cardholder used by the individual presenting it at the time.
- C. Lost or damaged cards replaced at a charge of \$1.00.
- D. To maintain privacy and receive accurate service, borrowers must present their Library card at the time of check out. The library card may be presented in physical or digital form, but we must be able to scan the barcode, or the numbers must be legible enough for a staff member to type them in.
- E. Any cardholder with \$10.00 or more fines and/or fees on their card may not check out items. Suspension rules of other libraries honored at all CAFÉ Libraries.
- F. Any cardholder with five (5) or more overdue items that are ineligible for renewal at the time of checkout is blocked and will need to return overdue items before further checkouts permitted.
- G. Responsibility for the choice and use of library materials by children rests with their legal parent(s)/guardian(s). Therefore, no borrowing restrictions are placed on children once they have obtained their legal parent /guardian's signature on the library application. Parent(s)/legal guardian(s) of minors may check their child's account at any time by logging into the Café Catalog on a computer or via the app.
- I. Town Hall Library materials, except for Explorer passes, Early Literacy Kits and STEAM Kits and Memory Kits may be returned to any member library in the Bridges Library System.
- J. The maximum number of items allowed checked out per library card at any given time is 250 items. Cardholders may check out any combination of items up to the maximum except for the Library of Things (refer to Library of Things Policy, page 12)

Holds for Pick Up Inside the Library

A. Cardholders can request items to put on "hold" to pick up later on the hold shelf. Requests maybe made in person, by phone, on the library system's CAFÉ Catalog, or via the Café app. All requests require the cardholder's library card and phone requests require confirmation of cardholder's registered address.

B. To reduce errors and ensure privacy, holds can only be checked out on the card that holds the item. Cardholders may choose to have another person pick up their holds by giving their card to the person or providing access to their card on the Café app for this purpose.

C. There is a limit of fifty holds for all library materials except for Interlibrary Loan items, which are limited to five (5) items. No holds placed on some items, such as Explorer passes, Early Literacy Kits, STEAM Kits, Hotspots, Memory Kits and TONIE Box. Please check the Café Catalog for availability.

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D. Cardholders have eight days to pick up their items. Items exceeding the given “hold to” date returned to their owning library.

E. Cardholders may request that pending holds be inactivated until such time the cardholder desires the item(s).

F. The system will automatically cancel holds when a patron fails to claim the requested items before the “hold to” date. The system allows a cardholder to reactivate a cancelled hold for 60 days. When a cardholder opts to reactivate a cancelled hold, their name will queue to the bottom of the hold list.

G. Patrons may select or request CAFÉ pick-up locations other than Town Hall Library when placing holds. Patrons can request Items not found in the CAFÉ Catalog, via Interlibrary Loan.

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Library of Things Policy	Approved: October 20, 2025
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Material	Loan period	Limit	Extended Use	Terms	Max Fee
Explorer Passes (\$165-\$600)	3 days	1 pass per household	No Holds/No renewals	\$5 if returned to the Book drop or another library	\$10/day Max-\$50
*Memory Kits (\$150-180)	21 days (3 weeks)	1 Kit household	No Holds/No renewals	Pick up & return inside the library	\$10/day Max-\$50
HotSpot (\$175)	14 DAYS (2 weeks)	1 per household	NO Holds/No renewals	24-hour battery check upon return, pick up & return inside the library	\$10/day Max-\$50
*Early Literacy Kits (\$65)	21 days (3 weeks)	1 kit per household	No holds/ no renewals	Pick up & return inside the library	\$10/day, Max \$50
*STEAM TO GO KITS (\$95-\$187)	21 days (3 weeks)	1 kit per household	No Holds/No renewals	Pick up & return inside the library	\$10/day Max- 50
*TONIE BOXES (\$288.90)	7 days (1 week)	1 box per household	No Holds/No renewals	Pick up & return inside the library	\$10/day Max- 50
*MINI YOTO (\$174)	21 days (3 weeks)	1 box per household	No Holds/No renewals	Pick up & return inside the library	\$10/day Max- 50
NINTENDO SWITCH GAMES (\$ 75-150)	7 days (1 week)	1 game per household	Holdable/No renewals	\$5 if returned to the Book drop or another library Pick up & return inside the library	\$2/day Max- 50
VOX BOOKS (\$25-65)	21 DAYS (3 weeks)	-	Holdable 3 renewals	Pick up & return inside the library	-
LANGUAGE TRANSLATOR (\$100)	21 Days (3 weeks)	-	No Holds/No renewals	Pick up & return inside the library	\$10/day Max- 50
*CHESS SETS (\$26)	21 Days (3 weeks)	1 chess set per household	Holdable 3 renewals	Pick up & return inside the library	-

***24-48-hour period may occur before items are checked over and checked in for all kits**

***All the library of Things are required to be picked up and returned INSIDE the TOWN HALL LIBRARY**

***Patron will be charged replacement cost for lost and/ or damaged pieces or items**

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Fines and Charges

There are no fines for overdue materials. We send three notices for overdue items and soon to be overdue materials. One reminder notice was sent via email three days before the item was due. The first overdue notice was sent via email 21 days after the due date. If the patron does not have email, then we contact them by phone. We bill the patrons after 42 days for the unreturned materials.

Damaged or Lost Materials

Barcode, RFID TAG	\$2.00
Torn pages, Damaged Covers, Disc ID hubs, Labels, Missing pages	\$2.00
Cover Art	\$3.00
Zipper Pouches	\$5.00
Audio Books: Damaged or Missing discs	Replacement cost Talk to circulation supervisor
CD Audio Book cases	Capacity 1-12: \$7.00 Capacity 13-19: \$8.00 Capacity 20-29: \$9.00 Capacity 30+: \$13.00
Music CD Case	Capacity 1-2: \$2.00 Capacity 3 +: \$5.00
DVD Cases	Capacity 1-2: \$2.00 Capacity 3-4: \$2.00 Capacity 5-6: \$3.00 Capacity 7-8: \$4.00 Capacity 9 +: \$5.00
Blu-Ray Cases	Capacity 1: \$1.00 Capacity 2: \$2.00 Capacity 3+: \$3.00
STEAM Kits, Early Literacy Kits, TONIE BOXES, & Memory Kits	According to the item's value listed in the kit

Cardholders are responsible for all materials checked out on their library card. Lost or damaged materials are billed to the borrower at the replacement cost. We do not accept replacement items and do

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not refund money after the replacement cost is paid. However, the borrower may keep the item for which they paid.

Interlibrary Loan

When a cardholder is unable to find an item in the Café Catalog, they may request an interlibrary loan from outside the Bridges Library System.

- A. Cardholders may request an interlibrary loan by contacting the library in person, by phone or email. All requests require the cardholder's library card number, name, and phone number along with the correct title and author's name.
- B. Library staff will make every effort to locate the requested item in the statewide interlibrary loan system. Cardholders will be notified if the item is unavailable.
- C. Any cardholder with materials, fines or fees due more than the library limit of \$10.00 or one or more interlibrary loan items overdue may not request interlibrary loan materials until the items returned or fines paid.
- D. All interlibrary loan materials checked out from Town Hall Library must be returned to Town Hall Library.
- E. Loan periods for Interlibrary loan materials are subject to the owning library
- F. Renewals may be available; requests must be submitted through the interlibrary loan only at the discretion of the owning library.
- G. Replacement or damage costs are at the discretion of the owning library.

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Food and Beverages in the Library	Issued: June 2008 Revised April 2013 Revised February 2021
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In order to protect our resources and facilities from damage, the Town Hall Library requests that you adhere to the following guidelines regarding food and drink:

- Please use sturdy, spill-proof containers with lids for beverages.
- Please limit your consumption of food to pre-packaged/individually wrapped snacks.
- Avoid snacks that disturb (loud or aromatic) others or may damage library materials.
- Dispose of any food or drink-related trash before you leave the library.
- Report any spills that may occur to Library Staff immediately. Town Hall Library users violating this policy will be asked to remove the food and drink from the area. Unattended food and drink openly displayed in public areas may be confiscated and discarded. THL Staff have the right to limit consumption of food or drink if it is disruptive to others or potentially damaging to library property. No food or drink allowed in the stacks or by computers. This policy will be modified if it is not effective in protecting our facility and our collections.

Alcoholic beverages are allowed only with written permission from the Library Board.

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Children in the Library	Issued: December 2007 Revised November 2013 Revised February 2021 Revised August 2023
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The Town Hall Library provides a warm, welcoming, exciting, and safe environment for people of all ages. All people are required to abide by the rules for Library Use established by the Board of Trustees.

Unattended Children

The library encourages visits by young children, but the staff is not responsible for the care of unsupervised children in the library.

All children in 5th grade and under must be accompanied by a parent, guardian or a caregiver at the library. If a young child is attending a library program, a parent or a designated responsible person must remain in the library throughout the program.

Disruptive Children

Disruptive behavior is any noisy, boisterous, or acting-out behavior which is inappropriate in a setting where library business is being conducted. This behavior may represent a physical danger to the child or others or may serve to interfere with legitimate library business of other parents or staff. Examples of disruptive behavior may include running, throwing, loud or abusive talking, or fighting. Vandalism will not be tolerated.

Children (whether with parents or not) who are continually disruptive will be warned that they must settle down or be told to leave the library. If they need to contact a parent, they may do so and then wait with a staff person until the parent arrives.

Our Library Board and Staff are committed to helping our young people with activities related to the library. However, they are not here to serve as babysitters, teachers, or disciplinarians, and cannot arrange transportation needs.

We reserve the right, at our discretion, to ask parents or guardians to remove children who are displaying inappropriate behavior in the library. We further reserve the right to call parents when not present, or the police when children display such behavior in the library.

Closing Time

Children should arrange for transportation before arriving at the library. If parents or responsible people cannot be contacted by 15-minute time frame after closing, the library staff will contact law enforcement personnel.

Two library staff members will stay with the child after closing until either a parent/caregiver or law enforcement personnel have picked up the youth.

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Children will not be left outside to wait for a ride. Under no circumstances will staff members drive unattended children home. Staff will leave a note on the library door notifying the parent/caregiver that law enforcement personnel have their child prior to leaving the premises.

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Library Space Usage Policy- Approved March 2025

Children's Area

The Children's area of the library is specifically designed to meet the needs of children from birth to Twelve years old. Adults not accompanying a child may only use the Children's area when it is necessary to use the resources specific to the Children's area. The library reserves the right to determine who can be in and remain in the Children's area of the library. Only adults accompanying a child are permitted to use the restrooms located in the Children's area. For the safety and security of the children in our community, adults who are not accompanying a child will be asked to leave this area.

Young Adult Area

The Young Adult/Teen area of the library is specifically designed to meet the needs of children from Twelve years old to 18 years old. Adults not accompanying a teen may only use this area when it is necessary to use the resources specific to the Teens area. The library reserves the right to determine who can be in and remain in this area of the library. Only adults who are accompanying a child are permitted to use the restrooms located in the Children's area. For the safety and security of the children in our community, adults who are not accompanying a child will be asked to leave this area.

Makerspace Area

Makerspace area is at the lower level of the library in the children's area. People of all ages are encouraged to participate in makerspace programs and activities with some restrictions for adults. Adults who are accompanying their children are welcome to use this space without any restrictions. Adults who are not accompanying any children but would like to use Makerspace for a specific project, are required to register with the librarian for activities and programs held in Makerspace area.

Public Internet Computers

There are several public internet computers available in the library for all ages. Children's area provides public internet computers for children's needs, and these computers are available to children of all ages in the lower level of the library. Adults accompanying children can use these computers in the lower level if they are available.

Public Internet Computers for Adults are located on the main level, all adults 18 years and older are encouraged to use the computers in the adult department for their needs.

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Makerspace Policy-Approved-2023

Revised- December 2025

- I. Purpose
- II. Guidelines
- III. Appendix A: User agreement and release of liability form for Makerspace room

Updated Makerspace Policy

I. **PURPOSE**

The purpose of Makerspace is to provide a gathering place for all ages to create, invent, tinker, learn, explore, transform, and discover using a variety of tools and materials. Makerspace provides access to information and various technologies to enhance professional, personal, and educational goals for all ages.

II. **Guidelines for usage of Makerspace Equipment**

- A. The Town Hall Library shall make the Makerspace available on equal terms to all patrons in the community provided they have a valid CAFÉ library card from Bridges Library System. To use Makerspace, all users must read the Makerspace policy and sign the User Agreement and Release of Liability Form (Appendix A). Adherence to all library policies is required and will be strictly enforced.
- B. The purpose of Makerspace is to encourage do-it-yourself projects. It is highly advised that the user review instructional materials prior to using the equipment. While library staff may provide brief assistance in the use of the equipment, staff assistance will be limited.
- C. Makerspace equipment is available by reservation. Reservations can be made in person, by phone (262-966-2933), or via the email form on our website.
- D. All Makerspace users must complete a brief orientation before the independent use of any Makerspace equipment.
- E. Minors (17 years of age and under) are required to obtain their parent's or guardian's permission for the usage of the Makerspace through the completion of the User Agreement and Release Liability Form (Appendix A). Middle school children and younger must be accompanied by a parent, adult guardian (18 years or older), or a teacher who must remain with the user while using Makerspace equipment.
- F. The Makerspace shall solely be used for individual pursuits and may not be used for the purpose of fundraising, commercial, profit, or business use. Please note that copyright laws prohibit the reproduction of copyrighted materials. Misuse or abuse of Makerspace equipment or policies may result in a suspension of privileges.

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- G. Users shall not use the library's name, address, telephone number, or website as the address or headquarters of any such business which might use or promote Makerspace equipment.
- H. No food or drinks will be allowed near the Makerspace equipment.
- I. The Makerspace must be left in a neat and orderly condition after use.
- J. Use of equipment and tools is free. Town Hall Library offers limited quantities of approved consumable materials for our Makerspace equipment including laser engravers, 3D printer, button makers, and Cricut cutting machine. These consumable materials are available for Makerspace guests to use. Makerspace guests are encouraged to make a **voluntary donation** to cover the cost of the supplies used.
- K. If Makerspace guests prefer to bring in their own materials, these must be pre-approved by staff prior to use to ensure the safety and compatibility of these materials with our equipment. Library staff reserve the right to deny the use of incompatible materials.
- L. Operation of the laser engraver must occur under the supervision of a librarian, staff member, or other trained laser safety personnel. Library staff reserve the right to deny the use of this equipment for projects or materials deemed unsafe or in violation of library policies.
- M. Town Hall Library staff reserve the right to deny the use of tools, equipment, or consumable materials, or halt, delete or cancel the creation of items that violate any library policy.
- N. The Library Director may deny permission to use Makerspace to any user who violates this policy or any library policies. Town Hall Library staff are authorized to enforce these policies.
- O. Please note that the interior and exterior of the Makerspace are under video surveillance.
- P. Appendix A includes a User Agreement and Release Liability Form that releases Town Hall Library and others related to it from liability for personal injuries and other losses resulting from the use of Makerspace facilities and equipment. Users must sign this form before using Makerspace equipment.

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Appendix A:

User Agreement and Release of Liability Form for Makerspace

- A. The user assumes responsibility for any damage to Makerspace, its content, and/or its equipment resulting directly or indirectly from the conduct of any member of their party.
- B. The user acknowledges there may be risk in using Makerspace facilities and its equipment and therefore assumes all risk for loss or injury using Makerspace and its equipment. The user releases the Town of Merton, Town Hall Library, their employees and agents from all liability for damage, loss or injury.

Printed Name: If a minor: Age:	Library Card Number
Printed Street 	Printed City, State, Zip:
Phone: 	Printed Email:
I have read & understand the Makerspace Policy. Please sign below (signature) _____	Date: _____
Printed Name of Parent/ Guardian: _____	Signature of Parent/Guardian: _____

<i>For Staff Use Only:</i> 	
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Town Hall Policy Manual

Library Services	Issued: October 2004 Revised February 2011 Revised December 2015 Revised February 2021
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The library provides materials and resources for the information, entertainment, intellectual development and enrichment of the people of the community. The library will endeavor to:

- Select, organize, and make available books and other materials which support our Mission Statement (“The mission of the Town Hall Library is to offer all people a welcoming, accessible, and attractive gathering place conducive to learning, research, enlightenment, and enjoyment. Through innovative programming, relevant collections and responsive services, the Town Hall Library aspires to be an information-based community center which supports life-long learning and the joy of reading.”).
- Provide guidance and assistance to patrons.
- Sponsor and implement programs, exhibits, displays, and other initiatives, which support our mission.
- Cooperate and collaborate with other community agencies and organizations with initiatives and programs, which are mutually beneficial to those entities involved.
- Secure information beyond its own resources by using ILL services and other resource sharing methods provided through the system and the state.
- Lend to other libraries upon request as our resources allow.
- Develop and provide services to patrons with special needs.
- Strive to maintain a balance in service to various age groups.
- Cooperate with, but not perform the functions of, school and other institutional libraries.
- Provide hours of service that reflects a balance between patron needs, community needs, staffing levels and Library Standards guidelines.
- Regularly review library services offered to ensure best practices in addressing community needs.
- Use appropriate media to promote use of library services.
- Provide electronic services, which support our mission.
- The director will propose a calendar for days of operation at the November board meeting for approval by the trustees. The library board will take into consideration the holiday needs of patrons and the community, as well as staffing requirements. It is the director’s responsibility to propose changes in terms of operation, subject to approval by the trustees.

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Library Board Policy	Issued: October 2004 Reviewed July 2011 Reviewed December 2015 Reviewed February 2021
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Refer to Chapter 43 of Wisconsin Statutes, (particularly section 43.58) the Wisconsin Public Library Trustee Manual and individual library bylaws for the responsibilities and authority of the library board and individual trustees.

The library encourages trustees to take advantage of training opportunities offered by the public library system and by state agencies and organizations. Likewise, the library encourages trustees to be active in the state library organization and its efforts to inform the governor and legislature of the benefits and needs of public libraries.

Town Hall Policy Manual

Conflict of Interest for Library Trustees	Issued: November 2011 Revised September 2014 Reviewed February 2021
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The purpose of this policy is to ensure that the financial interests of the members of the Library Board of Trustees (“Trustee”) do not conflict with the public trust.

By definition: "Conflict" or "Conflict of Interest" is the use by a Trustee of the authority of his or her office or any confidential information received through his or her position as a Trustee for the pecuniary benefit of himself or herself, a member of his or her immediate family, or a business with which he or she or member of his or her immediate family is associated.

Given this,

- Trustees shall not engage in conduct that constitutes a conflict of interest.
- A Trustee shall not participate, directly or indirectly, in the making of any contract on behalf of the library for goods or services in which he or she is financially interested either as an employee, partner or principal or has a direct ownership interest of more than 5% in the entity, except for the services for which a Trustee is specifically retained. Nor shall a Trustee participate in any decision or recommendation involving the library where such people shall have a direct or indirect financial interest.
- Any Trustee aware of a personal conflict of interest regarding a matter coming before the Board shall bring this to the attention of the Board, shall not vote on the matter and shall excuse him/herself from any discussion regarding the matter by leaving the room, and shall not be counted in determining the quorum if that has not already been established for the meeting. These points shall be recorded in the Minutes of such meetings.
- A Trustee shall not hire or vote for the hiring of any person related by blood or marriage as an employee of the library when the compensation of such employee is to be paid from public funds.
- Per Town Hall Library By-Laws, no Trustee may be an employee of the library, or the Town of Merton, and may not receive anything of value that could reasonably be expected to influence his or her vote or other official action.

Town Hall Policy Manual

Volunteers and Friends	Issued: October 2004 Revised February 2010 Revised December 2015 Reviewed February 2021
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Volunteers are a valuable resource for the library as their energy and talents can help the library achieve its mission. Volunteers often enhance, but in no way replace, adequate staffing.

Volunteer Program Guidelines

All volunteer tasks must aid the library in achieving its goals and objectives and be consistent with the purpose and intent of the volunteer program. Volunteer talents, experience, availability, and interests will be considered. Volunteer coordinators in the different library departments will schedule volunteer activities after assessing the library's needs and considering each volunteer's capabilities and wishes.

The library doesn't compensate volunteers for time spent or expense incurred, except by special arrangement with the library director.

Individuals donating time to the library under the auspices of any other group (scouts, churches, community organizations, etc...) may identify with the group but may not promote the affiliated organization while performing library work.

Service volunteers who work in or outside the library on a regular basis can request that their service hours be filed by their library supervisor. Minor children may only work as volunteers with the consent of a parent or legal guardian. Volunteers must be at least fourteen years of age.

Volunteers are bound by the rules contained in the Town Hall Library Policy Manual, including those policies related to privacy and confidentiality. If a volunteer does not comply with library policy, that volunteer will be dismissed.

Friends of the Town Hall Library

The mission of the Friends of the Town Hall Library organization is to support the library through fundraising, advocacy and volunteering (adopted 6/9/2015 by the Friends Board). To coordinate the work of the Friends with the needs of the library, the library director and a library board liaison are members of the Friends' board of directors.

Town Hall Policy Manual

Material Selection/ Collection Development Policy	Issued: 2000 Revised May 2013 Revised February 2021
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Objectives

The goal of the library is to provide the community with carefully selected books and other materials to aid individuals in the pursuit of education, information, research, pleasure, and the creative use of leisure time. The selection policy attempts to combine that goal with the practical considerations of budget and space. The Library Bill of Rights and The Freedom to Read Statement have been endorsed by the Town Hall Library Board of Trustees and are integral parts of the policy.

Responsibility for Selection

The responsibility for selection of library materials rests with the library director, who may delegate it to other staff members.

Criteria for Selection

1. The main points considered in the selection of materials are:
 - a. individual merit
 - b. popular appeal/demand
 - c. suitability of material for the clientele
 - d. existing library holdings
 - e. budget
2. Reviews are a major source of information for selection materials. The primary sources of reviews that may be used are School Library Journal, Library Journal, Kirkus Reviews and Booklist.
3. The lack of a review or an unfavorable review shall not be the sole reason for rejecting a title that is in demand. Consideration is given to requests from library patrons and items discussed in public media. Materials are judged from the work as a whole and not on a part taken out of context.
4. Must meet the basic principles of the Library Bill of Rights, Freedom to Read and Freedom to View statements adopted by the American Library Association (ALA):
<http://www.ala.org/advocacy/intfreedom/librarybill>
<http://www.ala.org/advocacy/intfreedom/statementspols>
5. Every effort will be made to represent all points of view.

Town Hall Policy Manual

6. Purchasing materials for the collection does not include endorsement of their contents by the staff of the library or the Town of Merton.

Interlibrary Loans

The Town Hall Library is a part of an interlibrary loan network that, in effect, gives patrons access to the collections of most public libraries in the state. In return, the library agrees to make its collection available to the loan network and to allow its holdings to be published in a catalog accessible to the network users. Staff will communicate if there are difficulties in obtaining an ILL request.

Withdrawals

An up-to-date, attractive and useful collection is maintained through a continual withdrawal and replacement process. Replacement of worn materials is dependent upon current demand, usefulness, more recent acquisitions, and availability of newer editions. This ongoing process is the responsibility of the library director and is authorized by the trustees. Withdrawn materials will be handled in a similar manner and under the same authority as donated materials.

Collection Challenges

The library recognizes that some materials are controversial and that any given item may offend some patrons. Selection of materials will not be made based on anticipated approval or disapproval but solely based on the selection criteria in this policy.

Responsibility for what children see rests with their parents or legal guardians. Selection of library materials will not be inhibited by the possibility that materials may come into the possession of children.

Library materials will not be marked or identified to show approval or disapproval of their contents, and no library materials will be sequestered except to protect them from damage or theft.

Patrons who request that material be withdrawn from or restricted within the collection may complete a "Town Hall Library Request for Reconsideration of Library Materials" form (see Appendix for form and procedure). This material selection/collection development policy, as with all other policies, should be reviewed on a cyclical basis and/or revised as the need arises.

Town Hall Policy Manual

Donations and Gifts	Issued: March 2009 Revised August 2010 Revised December 2014 Reviewed February 2021 Revised August 2023
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Materials

The Town Hall Library welcomes gifts of books and other materials, with the understanding that they will be added to the collection only if deemed an appropriate addition. If they cannot be added due to duplication, condition, or dated information, the Director may refuse or dispose of the donation. The selection criteria used for purchasing materials also applies to gifts.

Memorial gifts of books or money are also accepted. Suitable bookplates may be placed in memorial books if paid for and coordinated with the donor. Specific memorial items may be ordered when requested by a patron if they meet the library's selection criteria. Prospective donors should be encouraged to confer with the Director for advice on selecting appropriate materials. The Director may make selections based on library need when no specific items or types of items are requested.

Due to the high cost of disposal/recycling of materials, the library is unable to accept all material donations. General examples of materials that the library is unable to accept include:

- Textbooks
- Magazines
- Materials in poor condition such as, but not limited to: pages missing, broken spines, mildew or mold
- Outdated titles
- Encyclopedias
- Readers Digest Condensed books
- VHS Tapes/Cassette Tapes/formats no longer supported/obsolete

If the library chooses to decline a gift/donation, appropriate alternatives may be suggested by the Director.

Gifts are accepted with the understanding that they become property of the Town Hall Library upon receipt, and the library may make all necessary decisions as to their retention or location once acquired. Materials not added to the library's collection may be exchanged with other libraries, sold, discarded, or disposed of through charitable organizations.

Town Hall Policy Manual

By law, the library is not allowed to appraise donated materials, though it can provide an acknowledgement of receipt of the quantity of items if requested by the donor. If a list of items donated is required, it is the donor's responsibility.

Monetary Gifts

Monetary gifts given without restriction will be utilized to purchase materials or equipment to support library programs and services.

Monetary gifts offered with specific restrictions, including endowment funds, require Library Board approval of such restrictions before such monetary gifts are accepted by the Library Board.

Works of Art

Any donations of artwork will be approved by Art Committee members who were appointed by the Foundation Board and the Library Board.

At the discretion of the Library Board, plaques may be installed at or near large works of art. The library reserves the right to choose the wording, size, location, and style of the plaque.

In-kind Gifts (not books)

The library may accept other kinds of donations. Merchandise coupons or complimentary admission tickets in support of Library programs are often a component of programs like Summer Library Reading Program. In-kind donations of this type should be acknowledged in the library's promotional materials.

Regarding other in-kind donations, the library reserves the right to sell the donated items for value and use the proceeds for any purpose appropriate to the library's vision. The library may transfer ownership to any other agency it deems appropriate.

Tax Deductibility

Gifts to the Town Hall Library are tax-deductible. An acknowledgement letter will be provided and will serve as the receipt for tax purposes. The library is not permitted by the IRS to give donors an appraisal of the value of gifts. Donors are responsible for meeting the requirements of the IRS for any estimate(s) or contributions claimed.

Private contributions are essential to the development and operation of the facilities and services of the Town Hall Library. Consistent with this policy, specific recognition accorded to donors may include named spaces, furnishings or fixtures within the library, letters of acceptance and appreciation, press releases, public events, mementos, certificates, placement on a donor wall, or other commemorations of a gift as deemed appropriate by the Library Board, and in conjunction with the Town Hall Library Foundation when the gift is processed through the Foundation.

Town Hall Policy Manual

Donor Recognition and Named Gifts	Issued: March 9, 2009 Revised December 2015 Reviewed February 2021 Revised July 2023
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The Town Hall Library Foundation has an established infrastructure to track, acknowledge and recognize donor gifts, so it is preferred that all contributions be made directly to the Foundation. However, final decisions regarding donations to the Town Hall Library are handled with regard to the donor's wishes.

Final approval on naming and wording rests with the Town Hall Library Board. The Town Hall Library Foundation and the Town Hall Library Board will work in partnership and in accordance with this policy to ensure appropriate management of the process of naming, donor recognition, gifts-in-kind, realized bequests, and any other contribution configuration which results in public recognition.

Every effort will be made to ensure that the donor's name is spelled correctly. If a name is spelled incorrectly, the name will be corrected at the Town Hall Library or Library Foundation's expense. In the event of a donor name change due to divorce, marriage or other change in name, the donor may have the option to correct the name at the donor's expense.

Naming a building or segments of buildings does not imply that the name or names will be used in perpetuity. Once a building is demolished or replaced, or if occupancy or usage of the building or spaces change, or if the former name is no longer appropriate, then a new naming process would be under the purview and consideration of the Town Hall Library Board.

Town Hall Library items that have individualized plaques are dedicated as such for only the life of the item, and not in perpetuity.

Donor recognition shall be subject to donor wishes as to confidentiality. Donors requesting anonymity shall be omitted from all public displays and publications.

The Donor Recognition Wall recognizes donations made in the 2004 – 2009 Capital Campaign for those donors whose gifts exceeded \$500.

Town Hall Policy Manual

Reference Service Policy	Issued: 2000 Revised February 2012 Revised September 2014 Reviewed February 2021
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Library staff will provide appropriate and impartial service to all patrons, and strive to—

- Provide high quality, consistent assistance to patrons seeking information, materials, advisory service, or guidance in the use of the library.
- Acquire resources appropriate to the community's needs to satisfy most requests, using materials available in the library or available electronically using the library's Internet connection.
- Refer the question or patron to appropriate outside sources if the request cannot be answered using the library's resources.
- Provide current information by continuously updating the library's collections, acquiring new titles and subscription electronic resources, within budgetary limits. Reference transactions are confidential under Wisconsin Statute 43.30.

Town Hall Policy Manual

Program Policy	Issued: 2000 Revised: 2011 Reviewed January 2016 Reviewed February 2021
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The library supports its mission of connecting people with ideas and information by developing and presenting programs that provide additional opportunities for information, learning and entertainment. Programming is an integral component of library service that:

- Expands the Library's role as a community resource
- Introducing patrons and non-users to Library resources
- Provides entertainment
- Provides opportunities for lifelong learning
- Expands the visibility of the library

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

- Community needs and interests
- Availability of program space
- Treatment of content for intended audience
- Presentation quality
- 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

Library programs are offered as availability of staff, funds, and other resources allow.

All Library programs are open to the public. A fee may be charged for materials for certain types of Library programs. The library's philosophy of open access to information and ideas extends to Library programming, and the library does not knowingly discriminate through its programming. Library sponsorship of a program does not constitute an endorsement of the content of the program or the views expressed by participants. Access to programming may be limited to specific ages depending on the nature of the program, and at the discretion of the presenter or the library staff member in charge.

Registration may be required for planning purposes or when space is limited. Even in the event of pre-registration, the library does not guarantee seating once a program has begun. The library reserves the right to deny attendance to anyone becoming disruptive to audience members or the program facilitator, and to anyone in violation of the Library Use policy. Adult supervision is

Town Hall Policy Manual

required at all programs involving youth, in accordance with Town Hall Library's Children in the Library policy unless otherwise stated by the program facilitator.

Town Hall Policy Manual

Public Relations Policy	Issued: 2000 Revised January 2016 Reviewed February 2021 Revised July 2023
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To promote active participation in the services and events offered to people of all ages, Town Hall Library recognizes the role of public relations to foster understanding of the library's objectives and initiatives among governing officials, civic leaders and the public. Further, the Town Hall Library Board of Trustees recognizes that public relations involve all people connected with the library. Good service supports good public relations, and it is the Board's view that every public contact reflects the library.

To this end, the Town Hall Library Board of Trustees has a budget provision to address various expenses about public relations, including creation and distribution across all formats. Materials to be used by public media will be approved by the Library Director in conjunction with the Adult Services Librarian.

Official statements to the public and media in the instance of an emergency will be made by the Library Director, Board President, Adult Services Librarian or designee. If there is a need to provide the public with information, the Library Director will provide staff with that information.

Town Hall Policy Manual

Video Recording & Photography Policy	Issued: October 2015 Revised February 2021 Revised March 2025
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The Town Hall Library Board of Trustees permits video recording and photography under the conditions described herein and only to the extent that it does not interfere with the operations, programs, and activities of the library and is consistent with the library's policies and procedures. The Board hereby authorizes video recording and photography as follows:

- Town Hall Library allows amateur photography and video recording in all publicly accessible areas of the library other than public restrooms, if it does not interfere with Library operations.
- No commercial or media photography or video recording may occur in Library facilities without the prior permission and approval of the Library Director and/or his/her designee. Such approval shall contain the conditions under which the commercial/media photography or video recording will take place and address the rights to ownership of the photos/videos. For commercial/media requests, please call 262-966-2933.
- Any consent granted pursuant to this Policy to permit photography or video recording may be revoked at any time by the Library Director or his/her designee upon failure to comply with terms of the Policy or other rules and regulations of the library.
- The library may capture and utilize photos/videos from Library events and from any event in which the library participates. These photos/videos may be used for publicity on the library's website, in Library publications, or on the library's social media accounts. The library may also use photos/images/videos voluntarily submitted to the library by users for promotional purposes.

The following disclaimer is posted on Library's events calendar on www.townhalllibrary.org.

Photo/Video Permission

Staff often take photos or videos during Library programs and events. The library may use these photos/videos for publicity in print, on social media, and on our website. If you do not want a photo/video of yourself or your child taken, please inform the person in charge immediately prior to the event taking place.

This statement will be reiterated at the beginning of each Library event, giving attendees the opportunity to opt out of having their photo/video taken.

Town Hall Policy Manual

Equipment Use Policy	Issued: 2000 Revised 2011 Revised January 2016 Revised February 2021
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A valid Town Hall Library or Bridges Library System/Café Member Library card is required to use most equipment at Town Hall Library. Guest passes for Public Internet Computers are reserved for guests, and patrons with library cards need to use their individual card numbers for access. Patrons can replace lost cards, but if more than one replacement card is issued within a calendar year, a \$1.00 fee may be charged.

Public Internet Computers are available on a first-come, first-served basis. A 30-minute time limit will be observed if there is a queue for use. Time is limited to 120 minutes per day per patron. Library staff will provide general assistance but cannot provide training.

Use of printers is fee based, and the user is responsible for paying for their printed copies.

A public photocopier is available for use, and is fee based. The copy machine user is responsible for paying for their copies. Under Federal Law there are copying restrictions on copyrighted materials that users need to abide. Violations are the responsibility of the copy machine user.

Town Hall Library is not responsible for injury or damage to personal items resulting from the use of library equipment.

Town Hall Policy Manual

Electronic Resources & Internet Use Policy	Issued: 2000 Revised 2013 Revised February 2021 Revised March 2025
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The Town Hall Library develops collections, resources, and services to meet the cultural, informational, recreational, and educational needs of its patrons. It is within this context that the Town Hall Library offers access to the internet and other electronic resources. The internet, as an information resource, enables the library to provide access to ideas, information, and commentary from around the globe. While it offers access to a wealth of materials that is personally, professionally, and culturally enriching to individuals of all ages, it also enables access to some materials that may be considered controversial or inappropriate.

The Town Hall Library does not monitor and has no control over the information accessed through the internet and cannot be held responsible for its content. Not all sources on the internet provide accurate, complete, or current information. The patron must take responsibility for determining the validity of information. The internet may not be a secure medium for transmitting data or personal information such as name, address, or credit card numbers. Patrons who reveal this information while using electronic resources do so at their own risk. The library is not responsible for any damage, direct or indirect, arising from patron use of its internet connection. Parents and guardians, not the library or its staff, are responsible for their children's use of the library's computers and internet service, as well as the information and content of their child accesses. The library offers computers with internet ("Internet Stations") and wireless internet to its patrons. To use an Internet Station or wireless internet, a patron must follow these rules:

General Rules

Patrons must not use the library internet service in an unacceptable manner. Examples of unacceptable use include, but are not limited to:

- destroying or damaging equipment or software
- altering software or hardware settings and configurations
- trying to gain access to passwords, files, and data belonging to others
- harassing others
- posting libelous content
- violating copyright law or licensing agreements
- committing illegal or criminal activity
- Viewing, sending, receiving, or displaying lewd, obscene, or indecent materials (per Sec. 944.23 Wis. Stats.) or exposing children to harmful and obscene material (per Sec. 948.11 Wis. Stats.)
- Patrons must pay the library for any documents they print. Payment is due at the time of printing. Printing will be charged per page.

Town Hall Policy Manual

Internet Station Rules

- Patrons must have a library card in good standing or a guest pass.
- Any cardholder with \$10.00 or more fines and/or fees on their card may not be able to use the public internet computers. Suspension rules of other libraries honored at all CAFÉ Libraries
- Patrons under 18 years old must have a Permission and Release Form for Internet Access Use signed by a parent or guardian on file with the library.
- No patron may use another person's library card or guest pass.
- Patrons must agree to and accept the Electronic Resources & Internet Policy before using the internet.
- Internet Stations are available on a first-come, first-served basis. Library staff may set a time limit if others are waiting to use an Internet Station. If no one is waiting to use the computers, a patron may continue to use the computer until another patron wishes to do so.
- A maximum of two people may use an Internet Station at one time, except in the case of parents/guardians supervising patrons under 18 years of age at an Internet Station.
- Patrons must respect the privacy of others and not interfere with other patrons' use of Internet Stations.
- Patrons must be able to use Internet Stations independently. While Library staff occasionally help patrons with basic computer use, they will not provide in-depth troubleshooting or training.

Wireless Internet Rules

- Patrons must agree to and accept the Electronic Resources & Internet Policy before using the wireless internet.
- Patrons must be able to use wireless internet independently. Library staff will not provide instruction or training, configure a patron's electronic device, or install any device or software on a patron's electronic device.

Violations

Violation of this policy is misconduct that can result in expulsion from the library and forfeiture of Library privileges, as detailed in the Library's Appropriate Behavior Policy. The library reserves the right to end a patron's use of Internet access if the patron violates this policy. Patrons who cause damage to any Library equipment or materials must pay the library's repair or replacement costs.

Town Hall Policy Manual

INTERNET USE AGREEMENT

I understand and will abide by the Merton Town Hall Library's Internet Use Policy. I further understand that any violation of the regulations is unethical and may constitute a criminal offense. Should I commit any violation, my access privileges will be revoked, and appropriate legal action may be taken?

As the parent or guardian of this individual, I accept full responsibility for my child's use of the Merton Town Hall Library's Internet service and agree to oversee my child's use of this service. I have read the attached Internet Use Policy, and I understand that the library's access to the Internet is intended and designed for educational and informational purposes. I will not hold the library responsible for materials or information acquired by my child through the use of the library's Internet service. I hereby give permission for my child to use the library's network for Internet access and certify that the information contained on this form is correct.

Parent/Guardian Signature

Date

Town Hall Policy Manual

Meeting Room Usage Policy	Issued: May 2009 Revised January 2010 Revised May 2015 Revised November 2015 Reviewed February 2021
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Town Hall Library's McBroom Community Room was designed to provide appropriate space for Library meetings and programs and to support and promote the library's mission of providing free and easy access to informational, recreational, and educational materials. When it is not needed for library activities, it may be used by Waukesha County based groups. The room may not be used by organizations for commercial purposes, for private social events, or for any illegal activities. Use of the meeting room does not constitute an endorsement of the views of the user of the room by the Town Hall Library.

Application for Use

Applications will be handled on a first-come, first-serve basis.

One completed application form for each date must be submitted to the Circulation Desk in person or by mail. The application must be signed by an authorized representative of the group, who resides in Waukesha County, and who shall attend the meeting and be personally responsible for the conduct of the meeting and for any damage to facilities.

Each application will be reviewed, and the contact person will receive written confirmation by fax, email, mail, in-person or by phone. The meeting room will not be considered scheduled until confirmation is sent.

Applications must be submitted at least seven (7) days (not to include Saturday or Sunday) prior to the meeting date, to allow sufficient time to process the application and notify the contact person.

Applications will be accepted no earlier than two months before the desired meeting date. For example, for a meeting to be held on April 10, the earliest date an application may be submitted is February 10.

Although telephone applications will not be accepted, the library staff can provide information regarding the availability of the room over the telephone. The room will only be reserved when a room reservation application form is received and approved.

Town Hall Policy Manual

The use of the room by an organization is limited to one meeting per month. A parent organization and its sub-groups will be considered as separate entities if they clearly identify themselves as such.

Hours

Meetings may be scheduled for hours when the library is open, Monday through Saturday. Meetings must adjourn at least 15 minutes before the library closes. No meeting room access is available on Sundays or outside scheduled library hours.

Equipment The equipment needed must be requested on the application form, and it is the responsibility of the user to make sure equipment is compatible and viable prior to use.

Capacity and Facilities

Maximum room capacity is 48 people. Chairs and tables are available for groups to set up to meet their individual needs. Town Hall Library does not assume responsibility for setting up the room. When the meeting is concluded, the room must be cleaned up and all furniture returned to its original position.

Kitchen facilities with a sink, small refrigerator, and coffee pots are available; however, supplies are not provided. Each organization is required to clean all areas used and reset rooms. Responsible parties will be billed for any extra cleaning required because of food or beverages in the room.

Additional Information

Library use of the Community Room is priority. Town Hall Library reserves the right to deny a reservation if the room is needed for library use. If the library cancels a reservation by the general public, we will attempt to find an alternate location in the library for the meeting. All uses other than by Town Hall Library will be granted on a first-come, first served basis.

GUIDELINES FOR ELIGIBILITY

Meeting rooms are available for non-profit community, civic, cultural, educational organizations whose members are primarily from Town of Merton/North Lake and nearby communities – including local governmental agencies, organizations and elected officials.

Although civic organizations, including political organizations, may be eligible to use a meeting room, political rallies or electioneering are not allowed.

The person representing the non-profit community civic, cultural, educational or governmental organization in the application process must

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- be at least 18 years of age
- be a resident of the Town of Merton, or a Town Hall Public Library cardholder, or a representative of a non-profit community, civic, cultural, governmental or educational organization whose members are primarily from nearby communities.
- sign an agreement to be responsible for the use of the room.

Meeting rooms/library spaces are not available for commercial use, social gatherings, private events or fund-raising activities. Events sponsored by the Town of Merton or the Town Hall Library are the exception.

A return engagement by a group or sub-group that has abused or damaged the facility in its earlier use or has violated any of the regulations set forth in this policy will not be approved.

All meetings must be free and open to the public.

The Library Director makes the final decisions regarding eligibility.

Appeals and/or comments can be made to the Library Board in writing. Address such communications to:

Town Hall Library Board of Trustees
PO Box 158 North Lake, WI 53064

Regulations Organizations that wish to continue to use library facilities must abide by the following regulations:

- All advertisements, announcements, press releases, flyers, etc. relating to meetings must clearly state the meeting is not sponsored by the Town Hall Library.
- Displays, posters, and literature connected with a meeting may not be placed anywhere in the library except in the Community Room while the meeting is taking place. With the permission of the library staff, a flyer advertising the meeting may be placed on a bulletin board.
- Each organization will be admitted to and must vacate the room at the times outlined on the reservation application form and in conjunction with library hours.
- Groups using the meeting room are not permitted to charge registration or admission fees or to request the purchase of an item as a condition of attending a meeting. Membership dues and voluntary incidental donations (such as coffee money or the recovery of photocopy costs) may be collected.
- The use of the name, address, or telephone number of the Town Hall Library as the address or headquarters of any group using the library for meetings is prohibited.
- Beverages and light snacks are permitted if prior approval is obtained. Approval will be noted on your approved reservation application form. It is the responsibility of the meeting room user to provide snacks, beverages, and all supplies needed to prepare and serve them. Beverages served are limited to coffee, tea, or water unless special approval

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is granted. Alcohol or malt beverages are not permitted except for specifically approved library functions.

- Smoking, vaping and the use of tobacco products are not permitted.
 - A group composed of minors (under eighteen years of age) must have one adult chaperone per ten minors attending the meeting. An adult chaperone must also sign and submit the meeting room application form.
 - Displays may not be affixed directly to the walls of the meeting room without prior consent. Library fixtures may not be removed from the walls.
 - Meeting room users are responsible for carrying out their own supplies and for operating the equipment they use. The library does not provide porter service to transport supplies to or from meetings rooms, nor does it provide staff to operate equipment in meetings.
 - The library reserves the right to limit or prohibit any use of the meeting room, which represents a threat to the health or safety of library customers or to the orderly use of the library.
 - For and in consideration of the use of the meeting room and library facilities, any person or group using same hereby agrees to harm and hold harmless the Town Hall Library from all actions or suits relating to its use of such rooms and facilities
- Further, such person or group agrees to reimburse the Town Hall Library for all costs for repair of all damage as may be caused directly or indirectly to the room and/or facilities by such use thereof. If any organization refuses to pay for the damage, the matter will be referred to by the Town Attorney for legal action.

There is no telephone service in the meeting room unless pre-approved by Director. Library staff are not available to accept calls or relay messages except in emergency situations.

The library is not responsible for equipment or materials owned by a community group and used in the library. No storage space is available.

Library staff may attend or observe any meeting or program at any time

Town Hall Policy Manual

Bulletin Boards, Artwork, and Display Cases Policy	Issued: 2000 Revised November 2011 Revised May 2015 Reviewed February 2021 Revised- March 2024
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The Library Board adopts the following policy regarding the bulletin boards, display cases and art displays within the library, authorizing the Library Director or their designee to implement and supervise the Policy.

In this Policy, the term “Library Director” includes the Director’s designee.

1. Public-Area Bulletin Boards, Artwork, and Display Cases Purpose

- a. The purpose of bulletin boards, artwork displays, and display cases in the library’s public areas is to further the library’s mission in the community and provide information on cultural, educational, recreational, civic events or topics in accordance with this Policy.

2. Regulations for Public-Area Bulletin Boards

- a. Due to space limitations, priority is given to informational material from, in this order: the Library, Town of Merton, Waukesha County, State of Wisconsin, and federal government meetings, programs, and services.
- b. For any other informational material, the library may post or display material if it complies with the following regulations:
 - I. The content is non-partisan and from a non-profit organization.
 - II. The content is of an informational, educational, cultural, recreational, or philanthropic nature and related to the local community.
 - III. The content does not include any commercial displays, sales, or promotions of products and services.
 - IV. The content is not for a private party or event, fundraiser, volunteer sign-up, or petition.
 - V. Sufficient space exists for the material.
- c. **For all postings:**
 - I. The content must clearly include the sponsoring organization’s name.
 - II. The content must be one sheet of paper and must not exceed 8.5x11 inches in size.
 - III. Material must be submitted to the Library Director for approval. The Library Director will determine whether the submission meets the criteria of this policy within five business days of submission.
 - IV. Material becomes the library’s property upon submission. The Library Director has discretion as to whether to post the material and may consider the space available, compliance with this policy, whether the material contains specific information on an event (ex. time, place, and date), and the material’s legibility.

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- V. Without notice, the Library Director may remove any material after one month of posting, when the information on the material is no longer current, or upon request of the organization that submitted the posting.
- VI. The Library Director may remove any material at any time without notice if material posted without approval or if space needed for priority material.
- VII. Approving and posting submissions does not indicate the library's endorsement of the material or content.
 - a. Bulletin board in the front entrance lobby is for Library information only, and any items posted here, will be removed and discarded without notice.
 - b. Only authorized library staff, not patrons, may post approved material on any public-area bulletin board.

Regulations for Public-Area Display Cases

- a. Anyone who wishes to use the public display cases must apply to the Library Director.
- b. The library may approve material for public display cases if it complies with the following regulations:
 - I. The material is non-partisan.
 - II. The material is of an educational, cultural, recreational, or philanthropic nature and related to the local community.
 - III. The material does not contain any commercial displays, sales, or promotions of products and services.
- c. The Library Director has discretion as to whether, when, and how long to display the material, and may consider the space available and compliance with this policy in making this decision.
- d. If the Library Director denies permission to display material because it violates this policy, they shall notify the patron, in writing, of their decision within 30 days.
- e. If approved for use of a display case, the patron must set up and take down the material on display.

Regulations for Public Area Art Displays

The goal of the exhibition space located in the Town Hall Library is to provide a showcase for local artists to display their works and to create a pleasant environment for patrons and staff. Shows change regularly.

The criteria by which exhibits approved include:

- Content that complements the mission and service philosophy of the library
- Subject, technique, and style suitable for the intended audience
- Artistic expression
- Historical or regional relevance
- Relationship to other events or exhibits in the community or the library
- Ability to display in designated areas and space allowances; and
- Significance of the contributor

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Displays intended to further a political agenda not permitted. The opportunity to exhibit work at the Town Hall Library is open to any artist living in Wisconsin. Preference given first to Waukesha County residents, and particularly those who live in the Town of Merton. Artists interested in having their work displayed should visit the library to determine if their work is a good match for the space available.

For more information, contact the **Adult Services Librarian**.

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Emergency Closings & Safety Policy	Issued: 2000 Revised April 2013 Reviewed February 2021
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The Town Hall Library will remain open during all regularly scheduled hours unless severe weather conditions, building mechanical or utility issues (Heating/Air Conditioning), inadequate staffing (less than 3 staff) or a safety issue warrants the closing of the facility to the public and/or staff.

The decision to close the library due to emergency will be at the discretion of the Library Director or his/her designee, and depends upon the following:

- General conditions of the roads in the North Lake area/ local schools closed due to weather
- Availability of staff to open and operate the library (The decision to close the library will be made in certain conditions such as the required number of personnel not available to work).
- Condition of building equipment/operating systems
- Requests for closure by local, county or state law enforcement agencies

Depending on the circumstances, the Library Director or designee will decide if the staff may continue working when the facility is closed to the public, will be sent home or will be instructed not to report for their scheduled shift. All scheduled staff will be paid for their scheduled hours that day if the library closes for an emergency.

Health Emergencies

The Rescue squad (911) should be called immediately in the event of a serious problem.

Staff members should exercise caution when administering first aid of even a minor nature because of potential liability and possible further harm to the victim. Keeping the sick or injured person comfortable and protected from disturbance until medical help can be obtained is advised. An Accident/Incident Report Form (see Appendix/copies kept/filed at circulation desk) should be filled out as soon as possible.

No medication should be dispensed to the public.

Fire/Explosion/Gas Leak

In the event of a fire, explosion or gas leak, fire alarms activate in an area that is safe. Evacuate building and only use fire extinguisher if you can without putting anyone at risk. Do not operate any electrical switches, particularly in the case of a suspected gas leak.

Smoking in the library is strictly forbidden.

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Bomb Threat

Engage caller and write down exact statements. Try to get assistance from other staff while on the phone. Try not to interrupt the caller, but ask the following questions:

When is the bomb going to explode?
Where is the bomb? What does it look like?
What kind of bomb is it?
What will cause it to explode?
Why are you doing this?
Who are you? Where are you calling from?

Leave the phone off the hook after the caller hangs up, as law enforcement can better track the call. Immediately after the caller hangs up, clear the building. Once outside the building, call 911 using the cordless phone or personal cell.

Wait for authorities to handle the bomb search. Once all clear is given, return to the building and fill out an Accident/Incident Report Form.

Threatening Behavior/Weapons on Premises

Call 911. Try to isolate/separate the uncooperative person and evacuate the area/room. Once law enforcement has contained the situation, fill out an Accident/Incident Report Form.

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Revision of Library Policies	Issued: 2000 Reviewed February 2021
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All of the library's policies shall be subject to review and revision by the library board at least every five years. Individual policies will be reviewed or added as needed.

Adopted by the Town Hall Library Board of Trustees 12/11/2000.

Town Hall Policy Manual

Expense Reimbursement	Issued: November 2018 Reviewed 2021
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Town Hall Library recognizes that there are instances where staff members need to attend meetings/workshops/conferences, or to acquire items needed to support library services and programs as part of their library duties. The Town Hall Library Board provides a budget line for mileage reimbursement (paid at the annual approved Internal Revenue Service rate as updated by the Town of Merton) to be used in support of these work expectations.

Staff members will typically depart from/arrive at the Town Hall Library for purposes of mileage reimbursement. However, if the employee departs from or arrives at a location other than the library, mileage will be paid from/to the library or alternate location, whichever is lower. An exception would be to travel to a location other than the library on a non-workday. In this situation, mileage may be paid from the other location.

The Library Director approves staff reimbursements; however, the Library Board approves reimbursements for the Library Director.

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**APPENDIX
ACCIDENT/INCIDENT REPORT FORM**

Date of incident: _____ Time: _____ AM/PM

Name of injured person: _____

Address: _____

Phone Number(s): _____

Date of birth: _____

Who was injured person? (circle one) Patron Staff

Type of injury:

Details of incident:

Did the injury require a 911 call? Yes _____ No _____

If yes, who placed the call? _____

Was the injured party transported to the hospital? Yes _____ No _____

Name of hospital? _____

If the injured party refuses medical attention, please have them sign below.

*Signature of injured party Date

*No medical attention was desired and/or required.

Person completing the form Date

Return this form to the Library Director as soon as possible after the incident.

TOWN HALL LIBRARY

Town Hall Policy Manual

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS

The Town Hall Library attempts to serve the entire community. Selection of books and other materials is guided by community interest and demand and is grounded in the library's Collection Development Policy (a copy is available on request). If you feel that a particular item is not suitable for inclusion in the library's collection, please fill in the form below.

Your name _____ Phone _____

Address _____

Do you represent: Yourself _____ An organization (name) _____

1. Resource on which you are commenting:

_____ Book _____ Textbook _____ Video Display _____ Magazine _____

Library Program _____ Audio Recording _____ Newspaper _____

Electronic information/network (please specify) _____

Other _____ Title _____

Author/Producer _____

Publisher and Date _____

2. What brought this resource to your attention?

3. Please summarize your reasons for requesting reconsideration of the work:

4. Did you read/view the entire work? _____ If not, what parts?

5. Are your objections based on age of the potential user or to the point of view expressed?

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6. What do you believe is the theme or intent of this work?

7. Are you aware of judgments of this work by reviewers or critics?

8. What action would you like the library to take in regard to this work?

9. What work would you recommend that would, in your judgment, be more appropriate?

Internet sites

10. What is the Web address (URL) that you would like us to reconsider?

11. Please tell us what you know about this site, including its content, where you learned about it, whether it was a link from another site, etc.

12. What happens to this form once I have completed it? The request goes to the library director. The library director reviews the request, then drafts a recommendation, based on such factors as the information provided by the user, how well the item meets the criteria for materials selection, consultation of review sources for the item, how the item fits in with the overall collection, personal examination, and consultation with appropriate library staff. This recommendation is forwarded to the Library Board for consideration. The Library Board President or his/her designee then responds to the individual in writing with the Library Board's decision.

Town Hall Policy Manual

Photography Release Form

I hereby authorize Town Hall Library, hereafter referred to as THL, to publish photographs taken on _____ of myself and/or the minor child or children listed below, and our names and likenesses, for use in THL print, online and video-based marketing materials, as well as other THL publications.

I hereby release and hold harmless Town Hall Library from any reasonable expectations of privacy or confidentiality for myself and for the minor child and children listed below associated with the images specified above. Further, I attest that I am the parent or legal guardian of the child or children listed below and that I have full authority to consent and authorize Town Hall Library to use their likenesses and names.

I further acknowledge that participation is voluntary and that neither I, the minor child, or minor children will receive financial compensation of any type associated with the taking or publication of these photographs or participation in THL marketing materials or other THL publications. I acknowledge and agree that publication of said photos confers no rights of ownership or royalties whatsoever.

I hereby release Town Hall Library, its contractors, its employees and any third parties involved in the creation or publication of THL publications, from liability for any claims by me or any third party in connection with my participation or the participation of the minor children listed below.

Authorization:

Printed Name: _____

Signature: _____ Date: _____

Street Address: _____

City/State/Zip: _____

Names and Ages of Minor Children:

Name: _____ Age: _____

Name: _____

Name: _____ Age: _____

This release includes use of photos for outside publications Yes _____ No _____

Initials _____

Form adapted from http://photography.lovetoknow.com/Photography_Release_Form