

Chapter 3

Access to Baright Public Library Services

Section 1: Hours of Operation

The library will be open: Monday through Thursday, 10 a.m. to 8 p.m.; Friday and Saturday, 10 a.m. to 5 p.m.; Sunday, 1 p.m. to 5 p.m. Regular and holiday hours will be posted on the library's web site.

The library will close on the holidays approved by the trustees and in alignment with the City of Ralston policies. The library director may open and/or close the library when deemed necessary for special events and/or emergencies.

Section 2: Americans with Disabilities Act

The library strives to provide equal access to employment opportunities and to library facilities, activities, and programs in adherence to the Americans with Disabilities Act of 1990. The library does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its library programs and services. The library will take appropriate steps to ensure that communications with job applicants, library customers, and members of the public with disabilities are as effective as communications with others.

The 1999 construction of the library was in compliance with the ADA. Every effort will be made to accommodate the needs of persons with disabilities. Individuals with service animals are welcome in areas where pets and animals are not normally permitted. Library materials are provided in various formats to the extent possible to assist in using library resources.

Questions about ADA compliance and complaints or suggestions about accessibility of library facilities, activities, and programs should be addressed to the library director.

Section 3: Data Privacy

The library is committed to protecting the privacy of our customers. We will limit requests for personal information to that which is necessary to conduct library business. Personal information gathered such as name, address, phone number, e-mail, photograph, etc., will be used only for the purposes of identification and accountability of library materials. Information related to materials borrowed or used will not be disclosed except as required to retrieve items that are overdue or to collect fines and fees owed to the library. To conduct occasional program promotions, the library may use e-mail or postal addresses for the library's internal mailing lists.

Nonpersonal information about visits to the library's web site or use of electronic resources may be collected. This information is used for system administration and to calculate usage statistics. No personal information collection is connected to usage information.

Personal information will not be sold, leased, or otherwise shared with any other organizations or outside parties, unless specifically required by law. Information about library users, materials borrowed, or services utilized are private, subject to the provisions of The USA PATRIOT Act and state laws related to confidentiality of cardholder records. This information will be secured, and the library will attempt to notify library customers of any breaches in the security that result in the theft of records.

Section 4: Video Security Cameras

As a department of the City of Ralston, the Library uses security cameras to provide peace of mind to library users and staff and to provide law enforcement assistance in prosecuting criminal activity. The camera footage is stored on City servers.

Cameras are installed indoors and outdoors with the guidance of the Ralston Police Department. Cameras may be installed in public spaces where individuals lack a reasonable expectation of privacy such as entrances, book stacks, public seating areas, computer areas, and exterior areas. Cameras will not be installed in restrooms.

Cameras will not be installed for the purpose of monitoring staff performance.

Access to the footage in pursuit of documented incidents of criminal activity or violation of the Library's Rules of Conduct is restricted to the Ralston Police Department and to the Library Director. Public access to video footage is not allowed.

The Library Director may access the real-time monitors in a secure area to ensure private access.

Security cameras will automatically record over themselves on an ongoing basis. Video records are not maintained unless criminal activity or policy violation has occurred.

Non-city requests for video footage will be referred to the Ralston Police Department.

Section 5: Public Participation in Library Decision Making

The library upholds the Nebraska Open Meetings Law and welcomes Ralston residents and those who have an interest in the library at any open meeting of the library board either as observers or to present information and concerns to the board.

Library board meetings are held in compliance of the Nebraska Open Meetings Law. Any member of the public who wishes to speak to the board is asked to register on arrival, indicate group affiliation if speaking on behalf of anyone other than self, and to limit comments and general information to five minutes. Supporting documentation is welcomed but not mandatory. A member of the public wishing to place a library-related item on the official agenda for action should contact the library director one week in advance.

When public information forums are planned, care will be taken to schedule forums at times that are convenient to potential participants. Several forums may be scheduled to allow maximum input into library service decisions.

Telephone calls, letters, and visits to the library director are encouraged, and the director maintains an open-door policy. Appointments to meet with the director are encouraged, but

not required. The director will respond to letters and telephone calls within five workdays. Comments placed in the library's suggestion box will receive a personal response, if requested. Responses to questions and comments of general interest may also be addressed on the library's web site.

Section 6: Public Use of Computers

The library provides a variety of computers for public use to enhance library services. Library computers access the library's holdings and other resources on the Internet. Software and hardware are purchased according to the collection development policy to support library services. Recommendations for additional software purchase are welcomed and will be handled according to the collection development policy. The library does not attempt to have the latest version of any particular software program and/or hardware. Programs are selected, updated, and discarded according to the collection development policy.

Library staff provides limited assistance with computer technology or software. The library will provide introductory technology training that meets the library customer's level of need.

Users 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." Personal software may not be loaded on library computers. Personal files may not be stored on library computers, and any files left on computers will be deleted. Users will supply their own storage devices when needed. Computer users are expected to adhere to the library's policies on public conduct.

Library computers are available on a first-come, first-serve basis for two hours. Library staff may establish reasonable time limitations on the library's computers to meet program service needs.

Section 7: Internet Access

As part of the library's mission of providing access to information of all types in a variety of formats, the library provides access to the Internet for the staff and for the public.

The library also provides wireless connection for customers to use their personal devices. Information exchanged electronically should not be considered secure. Customer use is subject to the library's acceptable use policy. Parents are responsible for monitoring their children's use of library computers and the Internet and establishing appropriate boundaries.

Section 8: Library Programs

Programs are an extension of the services provided by the library and are offered for citizens of all ages. Programs are defined as a planned activity or event that may be developed and presented by library staff or may be co-sponsored by the library and other community organizations. Library programs are open to the public without charge.

Programs for all ages will be presented throughout the year. Story time programs, teen programs, summer reading programs, and adult programs will be scheduled throughout the year as interest warrants.

Funds will be budgeted for program presenters and supplies. Grant funds and donations will be sought to supplement summer reading and other special programs.

Speakers from community groups and businesses may be invited to present programs of general interest or of a timely nature. While presenters may not directly solicit business before, during, or following a program, they may provide cards and brochures for attendees. Presenters may display and sell products with prior approval from the library director. Fees will not normally be charged for library sponsored or co-sponsored programs.

Library programs are generally open to anyone wishing to attend. When space restrictions or program requirements limit the number of people who may attend, registration will be done on a first-come, first-serve basis. Persons attending library sponsored or cosponsored programs are expected to adhere to the library's policies on public conduct.

Section 9: Access to Teen Area and Children's Area

In order to make the teen area and the children's area of the library safe and comfortable for young people, adults who are in these areas without a child or who are not actively using children's or teen library books may be asked to leave the area. Adults may attend scheduled meetings in the story time room.

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