

PROPOSED CHANGES TO PUBLIC POLICIES

SERVICE ANIMAL CODE OF CONDUCT

Laramie County Library System adheres to the Americans with Disabilities Act (28 CFR 35.136) and welcomes service animals. The library expects service animals to have acquired proper social behavior skills and manners. Service animals are expected to work calmly on a leash.

The following behaviors are prohibited by service animals while in the library or on library property:

1. Aggressive behavior toward people or other animals, including, but not limited to biting, snapping, snarling, growling, lunging, or barking.
2. Jumping up on people or furniture.
3. Soliciting food or seeking petting from people other than their owner. Service animals may not go up to people, whether in a friendly manner or not.
4. Sniffing merchandise or people or intruding into another dog's or peoples' space while on library property.
5. Roaming so that the leash is a tripping hazard.
6. Blocking an aisle or main walk way.
7. Unruly behavior or unnecessary vocalizations in the library.
8. Urinating or defecating in the library.

If a service animal is not able to comply with the above guidelines, library staff will ask the owner and service animal to leave the library.

The above guidelines were adapted from the International Association of Assistance Dog Partners minimum training standards for public access.

EXHIBITIONS

Exhibitions ~~(of art, artifacts, and collections)~~ at the ~~Laramie County Library System~~ in ~~Cheyenne~~ will support ~~the Laramie County Library System's (LCLS) library's~~ mission by exhibiting items that contribute to lifelong learning and cultural exposure.

1. LCLS—~~originated displays exhibitions-~~ have first priority and take precedence over all other exhibitions.
2. ~~All eE~~Exhibition proposals which are not solicited by the Exhibition Team must be submitted according to the LCLS’s Exhibition Proposal Requirements for review by ~~the Exhibition Team~~ the library’s Community and Media Relations (CMR) division and Programming Committee. School-age (PreKindergarten-12th Grade) art exhibitions are exempt from this requirement, but must be coordinated through ~~the LCLS Community & Media Relations (CMR)~~ in advance.
3. ~~Exhibitions will be selected/denied by the Exhibition Team and presented to the Executive Director (County Librarian) for a final decision.~~ The Executive Director (County Librarian) has the final decision over all exhibitions.
4. Prices for art available for sale will not be displayed unless an exception is granted by the County Librarian. LCLS will provide artist contact information (with cards provided by the artist) to patrons who ask for such information. If a sale occurs as a result of an exhibition at the library, the artist is requested, though not required, to donate 20% of the proceeds to the Laramie County Library Foundation.
5. Ideas presented in exhibitions at the library do not constitute endorsement by LCLS.

BULLETIN BOARDS FOR PUBLIC NOTICE

1. ~~The~~ Laramie County Library System will utilize the bulletin boards in Cheyenne, Pine Bluffs and Burns to promote local events if they fit the following criteria:
 - a. Does not promote a commercial event or product, sale of a product/item or a political campaign.
 - b. Is not intended as a permanent promotion of a non-educational program.
2. Library staff must first approve any item posted on the bulletin board. Approval may be obtained at any service point on the first floor of the Cheyenne facility and at the service desk in the branches. ~~No promotion of sales or a commercial service will be permitted.~~ Postings of a permanent nature will be prohibited. Staff will dispose of all posters that are on the board past the date of the event or items posted without staff approval or as otherwise necessary.

CODE OF CONDUCT

The Board of Directors endorses the following code of conduct as it will be presented to patrons, staff and volunteers:

It is the purpose of the Laramie County Library System to provide free, open and equal access to ideas and information to all members of the community. To accomplish this purpose, a code of conduct is provided to assist staff, volunteers and patrons in promoting safe, healthy and barrier-free access to all the resources and facilities the system has to offer. The code is designed to foster an atmosphere of mutual respect and courtesy and applies to all patrons, volunteers and staff while on library system property.

WHILE AT THE LIBRARY OR ON LIBRARY PROPERTY, YOU ARE ENCOURAGED TO:

1. Ask the staff for help. Let the staff know when you are unable to find what you need so they can try to get the information for you. This also helps the library know what needs to be added to the collection.
2. Inform the staff if you need accommodation or if assistance is needed for your full use of library services.
3. Explore new ideas and interests by attending library programs.
4. Be responsible for the safety, well-being and conduct of children in your care.
5. Cooperate with the requests of library staff.
6. Turn off cellular phones when attending a library sponsored program.
7. Keep your personal belongings in your control at all times. The library is not responsible for lost or stolen items.
8. Eat and drink in any area of the library. Although lids are preferred on drinks, they are not required.
9. Report any spills to a library employee immediately.
10. Clean up after yourself.

WHILE AT THE LIBRARY OR ON LIBRARY PROPERTY, THE FOLLOWING IS PROHIBITED:

1. Behavior that is unsafe or disturbing to other patrons, volunteers or staff such as using offensive language, loud talking, shouting, screaming, [children crying or making other loud noises](#), pushing, running, shoving, throwing things, [fussy or loud young children that can't be quieted](#), or other disruptive behavior.
2. Verbally or physically harassing or threatening other patrons, volunteers or staff. Harassment may include, but is not limited to: initiating unwanted conversation;

impeding access to or within the building; or other actions that an individual reasonably perceives to be hostile, threatening, intrusive or offensive.

3. Abandoning, or leaving unattended, children or other persons in need of supervision. Leaving young children unattended in the library at any time.
4. Actions that damage library property or the property of others.
5. Any behavior that is prohibited by law.
6. Sexual misconduct, such as exposure, offensive touching, verbal comments or unwanted sexual advances to patrons, volunteers or staff.
7. Smoking or use of tobacco or tobacco products or e-cigarettes, except in designated outside areas. Use of alcohol and/or drugs.
8. Bringing animals, other than service animals, into the library except as authorized by a library manager. By Federal Law employees may ask what services an animal provides.
9. Accessing staffing areas, unless accompanied by a library employee.
10. Lying down on the floor, benches or couches.
11. Bodily hygiene that is offensive so as to unduly interfere with another patron's use of the library. You shall be required to leave the building.
12. Inappropriate dress, including no shirt or shoes.
13. Tampering with the arrangement of library materials, which makes finding or using them difficult.
14. Use of radios, tape or CD players, or other personal listening or communication devices, at a level that can be heard by others.
15. Disruptive use of cellular phones. Cellular phones may be used for quiet short conversations anywhere in the library except in the Capital Room on the third floor. Employees will ask you to end your call if you are disrupting others with your conversation.
16. Talking or use of cellular phones in the Capital Room on the third floor. This is a designated a silent reading room.
17. Skateboarding, skating, or loitering on library property.

18. Parking in designated spaces when you do not meet the requirements for parking in those spaces.
19. Adults using the second floor when they do not have a legitimate reason for being there. Second floor reading areas, tables and computers are intended for use by children or teens.
20. Solicitation of funds or busking (performing for money), distribution of literature or promotional materials, or sale of goods by any person or agency other than the library.
21. Use of library computers for anything other than their intended purpose. Downloading or searching any files other than those on your own CD, or USB. (See library's Internet Policy.)
22. Blocking aisles or passageways so as to make it dangerous, difficult or impossible to walk through. This includes placement of cords for electricity to electronic equipment, such as laptop computers.
23. Putting feet on the furniture except for foot rests or furniture in the children's area designed for this purpose.
24. Placing flyers on cars in the public or staff parking lots or on cars parked on the street around the library.
25. Standing anywhere other than the perimeter public right of way sidewalk to seek signatures for petitions.

INTERPRETATION FOR CHILDREN OF THE CODE OF CONDUCT

HAPPY, SAFE AND HEALTHY AT THE LIBRARY
Let's work together!

The people who work in the library will help you find things, learn something new and have fun.

GOOD LIBRARY BEHAVIOR MEANS THAT YOU WILL:

1. Ask for help when you need it.
2. Be kind and polite to everyone.
3. Speak in your indoor voice. Loud talking and noise makes it hard for those who need a quieter place.
4. Never climb in the library.

5. Keep your hands to yourself.
6. Walk and look where you are going.
7. Be careful of younger children, especially in My Library Place.
8. Take good care of books, chess pieces and other items that belong to the library.
9. Practice your listening skills in story times and library programs.
10. Do what a person who works for the library asks you to do.

Note: This list is not all inclusive and other behaviors judged inappropriate by library staff may be cause for consequences.

CONSEQUENCES OF MISCONDUCT:

The Executive Director (County Librarian) or designee will apply these rules in a fair and equitable manner for the benefit of all. If any of the information is unclear, please ask a member of the library staff for clarification. The consequences of misconduct may be any of the following: verbal warning, eviction, loss of library privileges by being barred from all library facilities on a temporary or permanent basis, or prosecution to the full extent of the law. If the police are called, the offender may be cited. Parents will be called or notified in writing in the case of a minor (less than 18 years of age). The library reserves the right to inspect all bags, purses, briefcases, packs, personal listening devices, computers and coats.

PROCESS OF APPEAL FOR BARRING

A person who has been barred from the library for more than fourteen (14) days may make an appeal for reinstatement of library privileges. The appeal must be in writing and mailed to:

Laramie County Library System, Board of Directors
2200 Pioneer Ave
Cheyenne, WY 82001

A hearing on the request for reinstatement of library privileges may be held if the Board, in its sole discretion, feels one is required in the case. In all cases where reinstatement is requested, the Board shall consider the request for reinstatement at a board meeting that is within 45 days of the date of the request for reinstatement. The Board may consider the documentary evidence provided by library staff in regard to the barring of the patron and request further information from library staff during its consideration. The Board may also consider the written request of the patron as well as any other information it feels is relevant to the decision. After considering the request, the Board shall issue a written decision in regard to the request within

45 days of the date it considers the request. The Board's decision shall be considered a final agency decision.

In a case where a patron has been permanently barred from the library, or for a period of one year or more, the patron may reapply for consideration of reinstatement to the Board subsequent to a denial of readmission by the Board, after the passage of 120 days from a Board decision denying reinstatement.

FEES, LOAN PERIODS AND LIMITS

You need your library card or must know your library card number and PIN (personal identification number) to check out materials and equipment or renew materials, place holds, to add dollars to your account for future payment of printing, fines and fees and to access public computers that have internet, databases and software. Note: For your protection, library employees will not look up your library card number.

For the fair, smooth operation of the library and to make sure that materials and equipment are available in a timely fashion, fees, loan periods and limits are established as follows:

<u>Print Materials</u>	<u>Loan period</u>	<u>Limit</u>	<u>Fee</u>	<u>Overdue Fee</u>
Most nonfiction books	21 days			\$0.10/day
Most fiction books	21 days			\$0.10/day
Children’s book & cassette sets	21 days	8		\$0.10/day
New adult fiction	7 days			\$0.10/day
Periodicals (magazines)	7 days			\$0.10/day

<u>Audiovisual (AV) Materials</u>	<u>Loan period</u>	<u>Limit</u>	<u>Fee</u>	<u>Overdue Fee</u>
Books-on-tape	21 days	16		\$0.10/day
Books-on-CD	21 days	16		\$0.10/day
Books-on-CD MP3 format	21 days	8		\$0.10/day
DVD	4 days	4	\$2/item*	\$1/day
Blu-ray	4 days	4	\$2/item*	\$1/day
Video games	4 days	2 per format	\$2/item*	\$1/day
Music CDs	7 days	8		

*AV fees include tax

<u>Equipment</u>	<u>Loan period</u>	<u>Limit</u>	<u>Fee</u>	<u>Overdue fee</u>
Overhead projector	up to 4 days	1	\$5/day	\$5/day
35mm slide projector	up to 4 days	1	\$5/day	\$5/day
Screens	up to 4 days	1	no fee	\$1/day
eReader	14 days	1	no fee	\$1/day

Equipment for use in library meeting rooms	Loan period	Limit	Fee	Overdue fee
TV/VCR/DVD player	per meeting	1	\$ 5.00	
Laptop w/AV cart	per meeting	1	\$20.00*	
Easel	per meeting	1	no charge	
Overhead projector	per meeting	1	\$ 2.50	
35mm slide projector	per meeting	1	\$ 2.50	
Projector – permanent	per meeting	1	no charge	
Microphone	per meeting	1	no charge	
Piano (Cottonwood Room only)	per meeting	2	\$10.00	

*A credit card is required for use of these items.

Faxing (8.5 X 11 size pages only)	Fee
Sending local, long distance or toll free	\$0.50 per page
Sending international	\$3.00 per page
Receiving a fax	\$0.10 per page
Reference Services – from library staff to individuals or businesses	\$0.10 per page

Fees (see also LOST/DAMAGED MATERIALS POLICY)

Material or Equipment returned without barcode	\$1
Material or Equipment returned without RFID tag	\$2
Lost material	Cost of item plus a processing fee
Damaged material – returned to library	One-half of cost of item plus processing fee
Damaged material – not returned to library	Cost of item plus a processing fee
Lost or damaged equipment restores equipment to full function)	Cost of equipment or cost of repair (if repair

3D printing – refer to 3D PRINTING policy for specific costs

NOTE: All materials or equipment checked out on the bookmobile are due in 28 days.

1. **Responsibility** – In return for the right and privilege to use the Laramie County Library, you are responsible for ensuring that books, material and other equipment are returned when due; to pay promptly all fines, fees, damages or losses charged against your library card account or the library account of any minor you have signed for a library card account; and to pay collection costs and fees incurred by the library in obtaining payment of monies or the return of materials owed to the library by the signee of the library card.
2. **Renewals** – Most materials may be renewed twice unless another borrower has placed requests on the materials. This includes using the renewal function and/or checking materials in and checking it out again. Materials may be renewed at any Self Check station, on any WYLD Cat terminal in the library, via WYLD Cat through an internet connection or over the phone during normal business hours. Materials that have rental fees must be renewed in person at the library or by phone.

3. **Rental fees** – Rental fees are charged for DVD, Blu-ray, and video game materials. Juveniles and adults may check out these materials if the privilege on their library card permits (see LIBRARY CARDS). Refunds or exchanges will not be made due to selection error by patrons.
4. **Rentals** – DVDs and Blu-rays are intended for use with a standalone DVD and/or Blu-ray player and television. Laramie County Library does not guarantee a DVD or Blu-ray will work on your computer. No refunds will be given for DVD or Blu-ray rentals that are being used on a computer and do not work. Laramie County Library will not be responsible for any damage to personal computer equipment, software or data.
5. **Overdue fees** – For most materials, daily overdue fees of \$.10 per item are charged. eReaders, DVDs, Blu-rays and all versions of video games carry overdue charges of \$1 per day. Patrons will be notified by mail that materials or equipment are overdue on the 7th, 14th and 21st day an item is overdue. If unpaid fees are \$10 or more, staff must ask the patron to pay some of the fee. If the patron is unable to pay then a supervisor must be called to approve check out.
6. **Collection fees** – When a material or equipment is 35 days overdue or damaged materials or equipment are not paid for, the account is turned over to a collection agency. The borrower pays all collection agency fees. There is a \$20 fee each time an account is turned over for collection. Any borrower with an account sent to collection will not be able to check out any material or equipment until the account is cleared.
7. **Lost and damaged material or equipment** – Patrons are responsible for all items checked out on their library card. The parent or guardian signing a minor's library card application form is responsible for all items checked out on the minor's card, even if the minor has reached the age of majority. The library cardholder is responsible for the replacement cost of any lost library material or equipment. Damaged materials are billed at half the replacement cost if the damaged material is returned to the library. Damaged equipment will be the entire cost of the equipment whether returned to the library or not. If the equipment can be repaired to full usefulness, the patron may be charged for the cost of repair. (See LOST/DAMAGED MATERIALS POLICY)
8. **Refunds of \$10 or less** – Refunds of \$10 or less will be credited to the patron's account. Refunds over \$10 will be issued via check following the next regularly scheduled board meeting or credited to the patron's account. If issued refund checks are not cashed or do not clear the bank within 6 months of the issue date, the funds will be considered a donation to the library.
9. **Request Services** – A request may be placed at any public desk or via WYLD Cat on any item in the library's collection that is checked out. A fee of \$.50 is charged to the patron's library card for each request that is not picked up.

10. **Interlibrary Loans and Holds** – Materials that are not owned by LCLS may be borrowed from another library in Wyoming or from libraries across the United States via interlibrary loan (ILL). A \$2 fee will be charged for ILL requests. Requests may be placed via WYLD Cat or at an ‘Ask Here’ service point in the Cheyenne library or the public desk in any branch. Fees charged by the loaning library are the responsibility of the borrower. A fee of \$.50 is charged to the borrower’s library card for each request that is not picked up. This fee also applies to holds that are not picked up. Overdue fines are \$1.00 per day for items borrowed from the University of Wyoming or libraries located outside Wyoming. Overdue fines for items borrowed from libraries within Wyoming varies. The limit of outstanding requests and checked out interlibrary loan materials is 8, excluding magazine and journal articles.
11. **Copyright Law** – The copyright law of the United States (Title 17 U.S. Code) governs the reproduction of library materials which are copyrighted. The person making the copy is responsible for any copyright infringement.
12. Homebound patrons who receive service from the library where they live have the following exceptions to the above policies:
 - a. All materials checked out to a “homebound” library card check out for four weeks.
 - b. No overdue fees are charged.
 - c. Number of items allowed per visit is determined by the library employee responsible for this service, except for DVDs with a limit of 8.
 - d. There is no charge for DVDs
 - e. No DVDs that are shelved in the new section of the Audio-Visual Collection may be checked out to a “homebound” library card.

LIBRARY CARDS

1. A library card is your account with the library. You need your library card to check out or renew items, place holds, to add dollars to your account for future payment of printing, fines and fees and to access public computers that have internet, databases and software. Internet access is filtered as per the library’s internet policy (See INTERNET page for details).
2. Through signature on and use of the Laramie County Library System (LCLS) card issued under these policies the signer understands, acknowledges and agrees to be bound by the policies of the LCLS. The signer further understands that the policies of the LCLS are subject to change and agrees that in exchange for the consideration of the use of the issued library card, the signer will be bound by any policies issued by the LCLS.
3. Notice of changes to the LCLS policies will be provided as required under Wyoming law. Copies of the policies are available at a service point in any LCLS facility.

4. **Responsibility** – In return for the right and privilege to use the Laramie County Library, you are responsible for ensuring that books and other items are returned when due; to pay promptly all fines, fees, damages or losses charged against your library card account or the library account of any minor you have signed for a library card account; and to pay collection costs and fees incurred by the library in obtaining payment of monies or the return of materials owed to the library by the signee of the library card.

5. The following items describe library card privilege levels and what is required to get a library card.
 - a. Adult card (full privilege A2)
 - i. You must be at least 18 years of age
 - ii. You must supply full identification with photo and proof of address in Laramie County. Address may not be for temporary lodging such as temporary shelters, hotels, motels, campgrounds or similar places of temporary lodging.
 - iii. Identification must be one of the following: driver’s license (any state); any state identification card that is issued by a Department of Motor Vehicles; military ID (either enlisted or dependents); passport; Magic City Enterprise ID with picture and current address; or birth certificate and original Social Security card for individuals with no picture ID.
 - iv. If the identification does not contain a current address, proof of current address must be one of the following current items (current only): ~~printed check or;~~ bank statement; insurance policy; mortgage document; lease agreement; vehicle registration; tax document; official school document; document from a government agency; rent receipt; pay stub; phone bill; cable bill; utility bill; doctor’s bill, or any other bill bankbook/statement; utility bill; phone bill; cable TV bill; car registration; mortgage payment coupon/agreement; formal lease agreement (6 months); or payroll check with address.
 - iv-v. If you have a military ID you do not need proof of address.
 - b. Limited card that allows checkout and computer access (limited privilege A3)
 - i. Limited to 4 print items at a time.
 - ii. The patron must supply a photo ID as listed above.
 - iii. The patron does not need proof of address, but must have an address in Laramie County that is not considered temporary lodging such as temporary shelters, hotels, motels, campgrounds or similar places of temporary lodging. Comea Shelter’s Transitional Housing is not considered temporary housing under these guidelines. The patron must have a letter issued by Comea Shelter’s Transitional Housing stating the person is living in the transitional housing.
 - c. Limited card that allows computer access only (limited privilege CC)
 - i. The patron must supply a photo ID as listed above.

- ii. The patron does not need proof of address, but must have an address in Laramie County.
 - iii. Minors with photo ID from a school or a Wyoming Driver's License will be eligible for a library card with this privilege.
 - iv. The patron who already has a library card and owes fines will not be allowed a second library card just for computer use.
- d. Minor card
- i. A parent or guardian must be present and must sign the library card. The minor will also have a space on the library card for them to sign their name. The minor must be under 18 years of age and the parent or guardian must supply full identification/proof of address as stated above under Adult card.
 - ii. Options for parent relating to access to material and the internet:
 - 1. JV – Minors with this privilege level on their library card may check out all material in the library except DVDs on the First Floor. Internet access is filtered at the same level as adult card (See INTERNET page for details).
 - 2. J2 – Minors with this privilege level on their library card may check out all material in the library that circulates. Internet access is filtered at the same level as adult card (See INTERNET page for details).
 - 3. J3 – Minors with this privilege level on their library card may check out materials on the Second Floor with the exception of teen materials. They are not allowed to check out any materials on the First Floor or Third Floor. Internet access is filtered at a higher level than an adult card (See INTERNET page for details).
6. A patron's first library card is issued at no charge. (See replacement policy).
7. Since the age of majority (adulthood) for the State of Wyoming is 18 years of age this means minors may not be turned over to a collection agency. The library uses a collection agency when library accounts show items are more than 35 days overdue. Parents or legal guardians are responsible for their minor's library card account.
8. Those who register for a library card online will be notified via e-mail when their library card is available, generally in 48 to 72 hours. Picture ID, proof of address as stated in number 1 above, and signature are required at time of pickup of the library card.
9. If a patron presents a library card from LCLS and is unable to check out a material type due to restrictions or privilege level, they may not use a card from another WYLD library to circumvent LCLS policies.
10. **Lost or Stolen Library Cards** – You are responsible for all materials or equipment checked out on your library card up to the date you report, **in writing**, to Laramie

County Library that the card was lost or stolen. Written notification may be given via email to circstaff@lclsonline.org, U. S. Postal Service or delivered in person to the Cards & Accounts Desk. To temporarily deactivate the card immediately call the LCLS Cheyenne Cards & Accounts Desk at (307) 634-3561. Written notification is still required for a permanent deactivation.

11. **Replacement Library Cards** – The patron must complete a replacement library card application and a photo ID is required. A fee of \$3 is charged to replace a stolen, lost or damaged library card.
12. **Cancelling a Library Card Account** – Written notification is required to cancel a library card. Until you have cancelled a library card account in writing you are responsible, even for a minor who has now turned 18, until you notify the library in writing. Written notification may be given via email to circstaff@lclsonline.org, U. S. Postal Service or delivered in person to the Cards & Accounts Desk.