

# **City of Scottsbluff, Nebraska**

**Monday, August 20, 2018**

**Regular Meeting**

## **Item Reports2**

**Council to consider policy revisions and the updated 2018-2021  
Community Needs Response Plan for the Library.**

**Staff Contact: Noelle Thompson, Library Director**

## Agenda Statement

Item No.

For Meeting of: August 20, 2018

**AGENDA TITLE:** Community Needs Response Plan

**SUBMITTED BY DEPARTMENT/ORGANIZATION:** Library

**PRESENTATION BY:** Noelle Thompson, Library Director

**SUMMARY EXPLANATION:** The library requests Council's approval of revised policies and the updated 2018-2021 Community Needs Response Plan, formally entitled Strategic Plan. The updated plan is required to maintain the library's gold-level accreditation status through the Nebraska Library Commission.

**BOARD/COMMISSION RECOMMENDATION:** Library Board has approved the revised policies and updated Community Needs Response Plan and recommends Council's approval.

**STAFF RECOMMENDATION:** Staff requests the Council's approval of the revised policies and updated Community Needs Response Plan.

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### EXHIBITS

Resolution ☐ Ordinance ☐ Contract ☐ Minutes ☐ Plan/Map ☐

Other (specify) \_\_\_\_\_

**NOTIFICATION LIST:** Yes ☐ No ☐ Further Instructions ☐

Please list names and addresses required for notification.

**APPROVAL FOR SUBMITTAL:** \_\_\_\_\_

Rev: 11/15/12 City Clerk

City Manager

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Rev: 11/15/12 City Clerk

## Revisions made to Lied Scottsbluff Public Library Policies

### **Confidentiality of Customer Records**

Addition of the line, "This aligns with the American Library Association's Code of Ethics, Principle III: 'We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.' The principle of preserving confidentiality protects the intellectual freedom of library users." The intention is to give reason for the value of protecting patron privacy and the relationship between privacy and intellectual freedom.

### **Internet Use**

A revision of the order of rules and responsibilities

The item "Explore the wide range of available information on the Internet and explain what sites are appropriate or inappropriate" was amended to read "including social networking sites."

### **Rules of Conduct**

Amended "Public displays of affection" to read "Engaging in acts that are sexual, sexually suggestive, or violent"

Item regarding skateboards amended to read, "For customer safety, skateboarding is not allowed in any part of the library or on library grounds. If a skateboard is used for transportation, it may be carried into the library and stowed in a safe and unobtrusive way."

### **Technology Plan**

Under the guidance of the Nebraska Library Commission, a Technology Plan was developed and included in the revised policies. The purpose of the plan is to assess library and community technological resources and needs and state short-term and long-term goals.

### **Unattended Children Policy**

Addition of the line, "Parents/guardians who are frequently late picking up their children will be given a copy of the policy and a letter stating safety procedures for staff and patrons."

## Revisions made to Lied Scottsbluff Public Library 2018-2021 Community Needs Response Plan (formerly Strategic Plan)

The plan was updated to include current statistical information about the City of Scottsbluff, derived from the 2016 American Community Survey, as well as results from the Community Needs Survey conducted by library staff in Spring 2018. The *Community Needs* section was amended to include kindergarten and college preparedness and the enhancement of independence and career readiness. A fourth *Priority Area* was added—"Community Outreach"—to include the extension of services to patrons unable to visit the library and the partnerships we will continue to establish with community organizations. Previous goals that have been attained or are no longer applicable have been omitted and replaced with short- and long-term goals.

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## **Advocacy**

Advocacy is an ongoing effort, which helps communicate specific awareness and understanding of the importance of Lied Scottsbluff Public Library. This policy and its guidelines apply to the Lied Scottsbluff Public Library Board, Library Director, staff and other designated spokespersons for the Library.

The Library has a responsibility to maintain and foster communication with current and potential customers of library services and resources to assure effective usage by all within the community.

The Library Board recognizes that advocacy involves every person who has a connection with the library (i.e. board members, foundation members, Friends of the Library, Library Director, Library staff and City of Scottsbluff administration and officials).

Objectives of this advocacy policy are as follows:

- Promote community awareness of library services, programs and partnerships
- Nurture public interest in and usage of the library
- Develop and promote understanding and support of the library and its important educational role in the community

Strategies:

- Training and workshop sessions will be made available to library stakeholders
- Communication with government leaders, service clubs, civic organizations and other community partners will be maintained by the Library Director and Library Board.
- Local media will be utilized to ensure public awareness of library services, resources and programs
- Social media, in-house displays, flyers and other promotional materials will be used
- Library partnerships with regards to classes, exhibits and other educational activities will be priority to fulfill the community's needs for self-directed education, research and instruction assistance, as well as enlightening and cultural experiences.
- All promotional materials must be approved by the Library Director

## **American Library Association's Code of Ethics**

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.



## **American Library Association's Freedom to Read Statement**

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it the less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of

experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the

application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

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This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

*A Joint Statement by:*

[American Library Association](#)  
[Association of American Publishers](#)

*Subsequently endorsed by:*

[American Booksellers Foundation for Free Expression](#)  
[The Association of American University Presses, Inc.](#)  
[The Children's Book Council](#)  
[Freedom to Read Foundation](#)  
[National Association of College Stores](#)  
[National Coalition Against Censorship](#)  
[National Council of Teachers of English](#)  
[The Thomas Jefferson Center for the Protection of Free Expression](#)

## **American Library Association's Freedom to View Statement**

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

## **American Library Association's Library Bill of Rights**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

## **Bulletin Boards/Displays/Exhibits**

Use of the bulletin boards and display cases in the public areas of the Lied Scottsbluff Public Library shall be according to the following guidelines. Library staff will determine what may be posted and where within the Library based on the priorities and restrictions given below, as well as considerations including space, size of the item, and length of posting. Final decision on the display of any item shall belong to the Library Director.

### **Priorities:**

- Library and City of Scottsbluff official notices
- Library public relations materials, including program publicity and library advocacy
- Information about upcoming literary and cultural events
- Program publicity for non-commercial organizations
- Health and safety awareness
- Other

Restrictions: the following materials may not be posted.

- Political advertisements (unless announcements of a non-partisan/bi-partisan nature such as candidate forums, debates, etc.)
- Commercial or for-profit advertising

### **Exhibits:**

Exhibits at the Lied Scottsbluff Public Library will support the library's mission of providing instructive and enlightening experience for all. Priority will be given to displays related to the Library. Exhibition proposals must be submitted in writing to the Library Director for review. Any exhibit housed in the library may not display a posted cost associated with a specific item. The Library will exercise normal precautions for the security of any exhibit, but the ultimate responsibility for the exhibit rests with the owner. The Library is not responsible for damage or theft. All exhibits, regardless of format (posters, displays, booklets, sculptures, etc.) must be approved by the Library Director prior to being placed in the Library.

## **Cell Phones and Other Electronic Devices**

Due to the increased customer traffic and usage of electronic devices, including cell phones, the library has implemented the following policy:

- Cell phones should be turned off or set on vibrate upon entering the library
- Any customer needing to take a short phone call (1-2 minutes) is asked to move to the lobby/vending area. For lengthy calls, please exit the library building and return when the call is completed.
- Texting and Internet usage must be silent and not disruptive to others using the library

Failure to comply with staff requests to follow this policy may result in restriction of library privileges.



## **Computer Use**

### **Online Public Access Catalogs:**

There are three computers designated for public use of the Library's online public access catalog (OPAC). The sole purpose of these computers is to provide direct access for library customers to the library's print and digital collections.

### **Public Access Computers:**

Any person with a valid Lied Scottsbluff Public Library card, as well as a library account in good standing, may access the library's public computers for free. Visitors choosing not to obtain a library card may purchase a daily guest pass to access the computer for \$2. All computer users are limited to three one-hour sessions per day. There is a cost associated with printing. Black and white prints are \$.15 per page and color prints are \$.50 per page. Library customers are not allowed to bring their own paper due to potential damage to the equipment.

The library has three computer areas. Children ages eleven (11) and under are to be on the children's computers located under the globe in the children's area. Teens ages twelve (12) to fifteen (15) are allowed to use the computers located in the teen room. All other library customers ages sixteen (16) and up are to use the computers located in the main area of the library closest to the circulation desk. For library customers with disabilities, there is an ADA computer available for use. This computer is located next to the Heritage Room.

\*Parents are highly encouraged to monitor the computer usage of their children (see Internet Policy).

### **User Responsibilities:**

Any information lost while using the public computers is not the responsibility of the Library. Public computers that are highly used are more susceptible to problems. The Library and the City of Scottsbluff's IT department make every effort to keep computers virus-free, however, we cannot make guarantees. Computer users needing in-depth computer training are encouraged to attend library technology trainings that are offered periodically by the library and library technology/educational partners

## **Confidentiality of Customer Records**

Nebraska State Statute 84-712.05 (11) and the Lied Scottsbluff Public Library protect the privacy of library users. Information related to a person's use of the library's materials and services (including information sought, materials used or Internet usage) is confidential and can be disclosed only under certain circumstances. This aligns with the American Library Association's Code of Ethics, Principle III: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted." The principle of preserving confidentiality protects the intellectual freedom of library users.

When necessary for the recovery of lost or stolen library materials or when illegal activity involving the library takes place, the Library Director may authorize disclosure of information to federal, state or municipal authorities.

In all other situations, a valid subpoena or court order is required to disclose or release library records. All library staff members are to refer any request for such records to the Library Director. Upon receipt of such order or subpoena, the Library Director will inform City Administration and will consult with the City Attorney's office to determine if such order or subpoena is in proper form and if there is a showing of good cause for issuance.

## **Copier/Microfilm Use**

The Library is not in the copying business nor does it seek to compete with local businesses that provide copying services. The Library provides a self-service public copier for customer use. Copyright Law only protects libraries from liability for unsupervised copying (i.e. copies made on coin-operated, user-controlled machines). A staff member who makes copies for the public is in violation of copyright law.

The self-service copier is for public use and is strictly a self-service machine. This machine can make normal letter sized (8 ½" x 11") copies as well as legal sized (8 ½" x 14") copies. Library staff can provide suggested solutions, but the customer must be the person who presses the start button to make the copy. Copies are \$.15 per copy.

The Library does provide one microfilm reader/printer for customer use and review of the Star Herald microfilm. The charge for printing from the microfilm reader is also \$.15 per copy.

The library does not allow library customers to bring their own paper in for copying or printing purposes due to risk of damage to the equipment.

## **Emergency Procedures**

### **Medical/Health Emergencies:**

Library staff is advised to exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training, library staff is advised to help keep the sick or injured person comfortable until medical help arrives. In the event of a serious medical problem, 9-1-1 will be called immediately. If possible, staff should try to calmly get the person's name and phone number, as well as attempt to contact the person's home.

### **Fire:**

At the first indication of smoke or fire, the Scottsbluff Fire Department will be called (9-1-1). Library staff is instructed to evacuate every person from the building immediately. Library staff will clear the building of all persons and instruct everyone to gather under the pergola directly across the parking lot from the front entrance. Library customers must evacuate, even in a case of a false alarm. The Scottsbluff Fire Department must check the entire building and reset the alarm before anyone can re-enter the building.

### **Tornado Watch/Tornado Warning:**

Library staff will notify library customers when severe weather, specifically a tornado watch, has been issued for Scotts Bluff County. All unaccompanied children will be encouraged to call a parent, guardian or caregiver to secure safe transportation home.

When the tornado watch becomes a tornado warning for Scotts Bluff County, all library customers will be advised to accompany library staff to the back hallway for safety. Adults and adults with children may choose to leave at that moment at their own discretion, however, they will be asked to make the decision quickly as staff will be securing the building and escorting other customers to safety. Signs will be posted to advise anyone entering the Library's lobby to seek shelter in the men's restroom, as interior doors will be locked for security reasons. All staff will remain until the warning has been lifted.

## **Equipment Use**

The following rules govern the use of all equipment belonging to Lied Scottsbluff Public Library.

1. Loans

Equipment may not be loaned to an individual or a group for use outside the library; with these exceptions:

- a. When a representative of the library (staff or board member) is presenting a program
- b. When borrowed by an authorized representative of the City of Scottsbluff
- c. Any loans will be for the shortest period of time permitted by the circumstances
- d. Loans are allowed at the discretion of the Library Director

2. In-Library Use:

Any individual or group using the library's community room, in accordance with the policy for the use of that room, may use the library's equipment during their time in the community room. All individuals reserving the community room and using the equipment must be in good standing with the Library.

3. Priority:

The Library has priority on the use of all equipment for its library programs and/or meetings.

4. Misuse, Damage or Abuse:

All individuals or groups using the Library's equipment are responsible for its proper care. Fees will be charged and denial of future use of the equipment will be enforced by the Library Director if there is misuse, damage or abuse.

## **Facilities Use**

The Library's facilities are a showpiece for the community, which must be properly used and maintained. Use of the facilities must be governed by a consistently applied policy taking into account the intended purposes of the facilities and the government and library principles of non-involvement with religion and political factions, non-competition with the private sector and non-preferential treatment of people and business.

### **Administrative Responsibility**

Day-to-day administration of the facilities is the responsibility of the Library Director, and as delegated, the library staff. The Director, guided by this policy and general Library and City policies, will determine the course of action when questions arise over the use of facilities.

### **Jane and Chet Fliesbach Community Room**

The Jane and Chet Fliesbach Community Room is located in the southwest corner of the library. This room is suitable for programs and meetings of groups up to a seated capacity of approximately sixty (60) persons or up to one-hundred and ten (110) young people not using chairs. This room contains a large projector screen, projector, twenty (20) laptops, DVD player, sound system, large white board, small white board easel, tables, chairs and multiple electrical outlets. Public restrooms, drinking fountains and vending machines are available in the lobby outside the community room.

### **Scheduling**

When scheduling the use of the library's community room, first priority will be given to the Library. If not reserved for Library purposes and programs, the meeting room is available on a first-come, first-serve basis. Preference will be given to public meetings (civic, cultural or educational) which are non-profit in nature. For-profit groups may use the community room when available for a fee of \$25 per hour. For-profit meetings must be educational in nature. No sales or customer recruitment may take place.

### **Guidelines**

- Meetings cannot interfere with the day-to-day operations of the library and must be held during normal library hours
- No admission fee may be charged by any group without prior approval of the Library Director
- No alcoholic beverages may be served at any meeting held at the library during normal business hours. Permission to serve alcoholic beverages must be obtained properly through the approval of the City of Scottsbluff's City Council per City ordinance

- Reservations may be made up to one year in advance. However, reservations for the next calendar year may be made beginning October 1<sup>st</sup>.
- The library reserves the right to limit the number of meetings held by any group or organization to maximize availability of meeting room space for as many groups as possible
- It is the responsibility of the group using the room to set-up tables and chairs, as well as clean-up when finished. A fifty dollar (\$50) minimum fee will be assessed for any special cleaning required.
- Misuse of the community room or violations of the Library Rules of Conduct will result in the loss of future privileges for the individual and/or group as determined by the Library Director.
- Use of the community room by any group does not constitute Library endorsement of said group's policies or beliefs.

### **Use of Library Equipment**

Any group wishing to utilize the library's audio-visual equipment will need to notify the library one week in advance. The group reserving the community room is responsible for lost or damaged equipment.

### **Reservations**

Reservations are required for use of the community room and activity room (if applicable). The activity room can be reserved with Library Director approval in special circumstances. The person in charge or representing the group must sign a reservation form for each use. Reservations for multiple dates are not allowed.

### **Group Study Rooms:**

There are two (2) rooms designated as quiet, study rooms. These rooms are available on first-come, first-serve basis and are limited to two hours use per day.

## **Gift and Donations**

### **Books and Materials Donations:**

Lied Scottsbluff Public Library welcomes donations of most books and audiovisual items in good condition. The library will not accept magazines, encyclopedias, or textbooks. Materials donated will be added to the library's collection if they meet the criteria of the materials selection policy. Materials not added will be sold at the annual Friends of the Lied Scottsbluff Public Library used book sale or disposed of. Large donations must be approved by the Library Director prior to acceptance.

### **Memorials and Monetary Donations:**

Monetary memorials or donations are appreciated by the library. Monetary gifts can be made payable to the Lied Scottsbluff Public Library Foundation. Non-monetary donations such as furniture, art, landscaping items, and equipment will be evaluated by the Library Director and the Library Board. The decision to accept such a donation is based on need, space, and appropriateness.

### **Restrictions of Use of Gifts:**

No restrictions on how monetary gifts may be used by the Library will be honored without prior approval of the Library Board. No gift shall be accepted subject to restrictions that would prohibit, or tend to inhibit, other gifts.



## **Internet Use**

In response to the continual advancement of technologies and the evolving informational needs of the community, Lied Scottsbluff Public Library offers access to the Internet. Internet access is just one of the many components of the library's mission to provide high quality public education to all ages. Internet access allows library customers to explore a wealth of online digital resources to further enhance their educational or enlightenment goals. However, because of the breadth of information on the Internet, the unstructured and unregulated nature of the Internet and the challenges of filtering, Lied Scottsbluff Public Library cannot control or be held responsible for the content of resources available on the Internet.

- Any person, regardless of age or residency may have access to the Internet and digital resources available through Lied Scottsbluff Public Library.
- Persons under the age of sixteen (16) years of age must use filtered Internet computers in the children's or teen areas as appropriate.
- Use of computers for one hour will be on a first-come, first-serve basis. Extensions will be allowed for up to three hours as computers are available.
- No more than two (2) people are allowed at one computer station
- Adults using a computer workstation must continue to supervise all children accompanying them to the library (see unattended children policy)
- Computer users may not load any outside software programs
- Centralized printing is available. Customers are encouraged to print preview, as they are responsible for the cost of all printouts
- Wi-Fi access is available for mobile customers free of charge
- Users are not allowed to display any visual images containing nudity, obscenity or graphic violence, as defined by Nebraska State Statute 28-807 (6) (9) and (10)
- Library improper conduct policy applies to computer users

## **Non-Acceptable Use**

It is not acceptable to use the library's Internet services or equipment for any purpose that violates city ordinance, state or federal laws. Information and resources accessible via the Internet are private to the individuals and organizations that own or hold rights to those resources and information. Therefore it is not acceptable for any individual to use the Lied Scottsbluff Public Library Internet services or equipment to access or copy information unless permission to do so has been granted by the owners or holders of rights to those resources or information.

Interference with or disruption of network users, services or equipment is not acceptable. Viewing of certain materials in the Library may be considered improper in time, place, or manner (i.e. nudity, obscenity, or graphic violence). The Library reserves the right to end an Internet session at any time.

### **Parental Responsibilities:**

The Lied Scottsbluff Public Library does not serve in loco parentis (in place of a parent). The responsibility for what minors view or read on the Internet rests solely with the parent or guardian. Parental involvement is the best way to ensure a child's safety when online.

Below are a few recommended guidelines for parents or guardians to ensure children have a positive online experience, whether at home or at the library.

- Use of the Internet as a family
- Explore the wide range of available information on the Internet, including social networking sites, and explain why sites are appropriate or inappropriate
- Provide guidelines for your child on the amount of time they spend online
- Instruct your child to ALWAYS ask permission before using their full name, address, telephone number, or school name anywhere on the Internet
- Instruct your child to NEVER give out personal information online
- Instruct your child to NEVER arrange to meet anyone they met while online, unless discussed with a parent or guardian and accompanied by a trusted adult.
- Teach your child to be a good online consumer. Consider the information source, date and accuracy of all print and online resources Public Accessibility Guidelines
- Any person, regardless of age or residency may have access to the Internet and digital resources available through Lied Scottsbluff Public Library.
- Persons under the age of sixteen (16) years of age must use filtered Internet computers in the children's or teen areas as appropriate.

## **Library Use**

### **Obtaining a Library Card:**

There is no fee for residents or non-residents of Scottsbluff to obtain a library card. Customers are responsible for all materials checked out on their library card.

### **Library Card Registration:**

Lied Scottsbluff Public Library requires proper identification and proof of current residence to obtain a library card. The registration form will ask for:

- Full name
- Current mailing address
- Current physical address (if a P.O. Box is given)
  - \*If applicant receives mail at a P.O. Box, the applicant must provide proof of their current residential address in addition to the P.O. Box number.
- Date of Birth
- Phone Number

Any person under the age of sixteen (16) will be required to have a parent or legal guardian sign the registration form accepting responsibility for materials borrowed and any fees associated with their child's account.

### **Proper Identification:**

Any time something other than a current, state issued identification card or driver's license is offered as proof of identity, a photo ID will be required along with one proof of current residential address.

### **Proof of Current Residence: acceptable documents include**

- Address printed on a state issued ID or driver's license
- Piece of mail postmarked within the last 30 days
- Telephone, gas, electric or cable bill with registrant's name and address
- Motor vehicle registration
- Insurance card

### **Proof of Residential Address and Identification for Children:**

Children age sixteen (16) and above will be issued a library card provided they are able to present proper identification and proof of residential address. Otherwise, a parent or guardian must accompany them and be able to show proper identification and proof of residential address for themselves in order to obtain a library card for the child.

Children under the age of sixteen (16) must be accompanied by a parent or guardian. This parent or guardian must show proper identification and proof of current residential address for themselves in order to obtain a library card for their child.

### **College Students**

College students may obtain a library card using the temporary local address of their local college residence as a primary address. However, their permanent home address must be listed as an alternate address on the registration form.

### **Present Card When Borrowing Materials:**

Any person wanting to borrow materials from the library or use the library's computers must possess their current library card in order to do so.

### **Library Card Replacement**

There will be a charge of \$1.00 for replacing a lost/damaged library card. Library customers will be asked to present a valid photo ID when replacing a lost library card.

### **Reporting a Lost/Stolen Library Card**

In the event a library customer's card is lost or stolen, it is the customer's responsibility to contact the library at 308-630-6250 to report it lost. Once marked lost, the card cannot be used by any person, therefore protecting the customer's account. If not reported, the customer will be responsible for all items checked out on their library card.

### **Loan Periods**

All library materials can be checked out for 14 days with the exception of mass market paperbacks (28 days) and DVDs (7 days). DVDs are limited to four items per library card. There is no limit on books, magazines, audiobooks or CDs. A receipt indicating dates due for each material will be given at time of checkout.

### **Renewals**

A library customer may renew checked out items up to three times, with the exception of DVDs which are limited to one renewal. Any items on hold for another customer are not renewable. Items may be renewed in-person, by phone or online.

### **Fines and Fees**

Lied Scottsbluff Public Library is committed to providing high quality education to all ages. Because of this commitment, the library does require that materials borrowed be returned on-time. Overdue items accrue fines at \$.10 per day (\$1.00 maximum per item). The exception to this is DVDs, which will accrue fines at \$1.00 per day (\$5.00 maximum per item).

Overdue notices are sent to the customer's address on file. It is the customer's responsibility to update their address with the library if needed.

### **Lost and Damaged Items**

Materials are to be returned in the condition in which they are borrowed. Full replacement cost, including a processing fee, will be charged for each item lost or damaged. The library will accept replacement copies of lost or damaged books that meet specific standards. Please consult a library staff member before you obtain a replacement copy to ensure that it will comply with library standards.

### **Unpaid Accounts**

Despite the library's best efforts to remind library customers of overdue materials or outstanding account balances, the ultimate responsibility lies with the customer. If a library customer has materials that have been overdue for forty-five (45) days or more or has an outstanding balance of twenty-five (\$25) dollars or more, their account will be referred to the library's collection agency. Once an account is referred to the collection agency, a fifteen (\$15) dollar non-refundable referral fee will be added to the unpaid account.

### **Requesting Items**

If a library customer is looking for a popular title, but the item is checked out, a request/hold may be placed on the title. When the material is returned, the library will notify the customer that the material is ready for pick-up. Requests can be made in-person, by phone or online through the "my account" link on the library's online catalog. Materials on request will be held for ten (10) days.

### **No Refunds on Payments for Lost Materials**

Because the library makes every effort to quickly reorder replacement materials, refunds on payments for lost items cannot be provided. If a lost item is paid for and later found, the item becomes the property of the customer.

## **Materials Selection**

The purpose of this policy is to guide librarians and to inform the public about the rationale used when materials are selected for the library. A policy cannot replace the judgment of librarians, but clear objectives stated in this policy will assist library staff when choosing from a vast array of available materials.

### **Goals for material selection include:**

- Providing resources that fulfill our educational mission
- Advancement of knowledge
- Education and enlightenment of those within our community
- Recreational reading and/or viewing

The Lied Scottsbluff Public Library uses the Library Bill of Rights and Freedom to Read statements adopted by the American Library Association as the foundation of this materials selection policy and process.

### **Responsibility for Selection:**

The final responsibility for materials selection lies with the Library Director. At the Library Director's discretion, selection duties may be delegated to other library staff members as appropriate.

### **Use of Library Materials**

Lied Scottsbluff Public Library recognizes some items may be viewed as controversial and that any given item may offend some customers. Selection will not be made on the basis of any anticipated approval or disapproval. Works will be judged on their merits in order to build a well-rounded collection to better serve the vast and varied interest of all library users.

Library materials will not be marked or identified to show approval or disapproval of contents. The ultimate responsibility for library usage by children rests with the parents and legal guardians. Selection will not be inhibited by the possibility that library resources may come into the possession of children.

### **Criteria for Selection:**

These guidelines for material selection apply to all purchased or donated items. Several guidelines and combination of guidelines may be used.

#### **General Criteria for Selection:**

- Suitability of physical form for library use
- Suitability of subject and style for intended audience

- Present and potential relevance to community needs
- Accuracy, appropriateness and effectiveness of medium to content
- Relation to existing collection and other materials on the subject
- Authority/reputation of the author
- Attention given by critics, reviewers and public interest/demand
- Ease of use, availability, price, and format

Demand is a valid factor in selection and shall be considered an important factor when materials are selected.

The collection should contain the various positions expressed on important and complicated or controversial questions, including unpopular or unorthodox positions. This library does not promote a particular view or opinion. Resources are provided in order for individuals to examine issues freely and make their own decisions.

### **Maintaining the Collection:**

Any policy concerning selection of library materials should also incorporate collection maintenance. This includes:

- Keeping materials in attractive and useable condition
- Using the Crew Method of weeding (withdrawal) of outdated or worn materials, as well as withdrawing less essential materials to relieve space issues.
- Inventory to determine materials lost or missing

### **Reconsideration of Materials:**

If any library customer believes that the library has not followed the material selection policy, they may speak with the Library Director at the earliest convenience of both parties. If the customer is not satisfied by the result of the first step, a materials complaint form may be requested from the Library Director, filled out completely and submitted for Library Board review. The Library Board shall consider the complaint and provide a timely, considered response to the library customer. The decision of the Library Board will be final.

## **Patron Dress Code**

For safety and health concerns, all persons using the Library are required to wear a shirt and shoes.



## **Personnel**

Personnel employment, salaries, promotions, dismissal, retirement, vacation, sick leave, emergency leave, dress code and resignation shall be as stated by the current Personnel Manual for the City of Scottsbluff.

### **Library Hours**

The Library shall be open:

Monday through Thursday    9:00 a.m. – 7:00 p.m.

Friday and Saturday         9:00 a.m. – 5:00 p.m.

Sunday                          Closed

\*The hours are subject to change at the discretion of the Library Director after consultation with the City of Scottsbluff's City Manager.

### **Holidays:**

The Library will be closed on the following holidays:

New Year's Day

Labor Day

Martin Luther King Jr. Day

Veteran's Day

President's Day

Thanksgiving Day

Memorial Day

Day after Thanksgiving

Independence Day

Christmas Day

In keeping with the City of Scottsbluff's Personnel Manual, holidays shall be observed on the day they are observed by the State of Nebraska. When a holiday falls on a Saturday, the preceding Friday will be observed as the official holiday. When the holiday falls on a Sunday, the following Monday will be observed as the official holiday.

The Library will close no later than 4:00 p.m. on Thanksgiving Eve, Christmas Eve, and New Year's Eve.

If the Library Director believes the Library should be opened or closed for special circumstances, the decision will be made by the Library Director in consultation with the City of Scottsbluff's City Manager.

## **Staff Development**

The Library encourages attendance of all staff and library board members at professional meetings, conferences and conventions. When possible, time will be allowed with pay for staff members to attend.

## **Resource Sharing**

Lied Scottsbluff Public Library recognizes that no single library can meet all the demands for materials. The Library is committed to cooperation with other libraries to strengthen services and resources of this library and other libraries.

The Library will borrow materials which are not owned by this library on interlibrary loan from other libraries. Guidelines of the Interlibrary Loan Code for Nebraska will be followed (see addendum). Interlibrary loan requests will be monitored to determine if a material purchase is advised.

The Library will lend materials to other libraries unless the material is rare, valuable or in great demand.

Library cardholders can request interlibrary loan services, but will be responsible for any postage or insurance fees. If a customer fails to pick-up an interlibrary loan request, the fees will be assessed on their account and must be paid prior to any further check outs or services.

## **Rules of Conduct**

Conduct that interferes with or discourages the educational mission of the Lied Scottsbluff Public Library is strictly prohibited. Section 51-212 of the Nebraska Statutes specifically gives public libraries the power to regulate the use of the library and to exclude from the library persons who violate or refuse to comply with the library's rules and regulations. Violations of local ordinances, state or federal law will be immediately reported to the Scottsbluff Police Department.

Improper Conduct may include, but is not limited to the following:

- Speaking in a voice louder than a normal conversation
- Inappropriate or disruptive use of cell phones (cell phones must be silenced when entering the library and conversations should be taken to the lobby area or outside the building).
- Improper use of library technology (see Computer Use and Internet Use Policy)
- Behaving in a manner which is either physically or verbally abusive to library staff or other library customers
- Running/horseplay
- Loitering, congregating in the entrances/walkways/parking lots which impedes indoor or outdoor traffic areas
- Swearing/cursing
- Engaging in acts that are sexual, sexually suggestive, or violent
- Sleeping, drunkenness or consumption of alcohol or illegal drugs in the library or on library property
- Vandalism including marking, breaking or otherwise damaging any portion of the library building, paved areas, sidewalks or other structures constituting library property, including landscaping and grass
- Weapons of any kind
- Animals with the exception of service dogs. Service dogs must be leashed and with their owner at all times
- Misuse of restrooms, such as personal bathing, laundering clothes, etc.
- Unattended children (see unattended children policy)
- Smoking (see tobacco policy)
- Defacing or damaging library materials
- Theft
- For customer safety, skateboarding is not allowed in any part of the library or on library grounds. If a skateboard is used for transportation, it may be carried into the library and stowed in a safe and unobtrusive way.
- All bicycles must be placed in one of the two available bicycle racks located in front of the library. This is for customer safety. No exceptions.

- Any activity deemed inappropriate in a learning environment by library staff or the Library Director

**\*\*Parents, guardians and caregivers, please keep in mind the library is a learning environment. If your child becomes unsettled and begins to loudly cry or scream, please take them immediately to the lobby or a nearby restroom until they are composed.**

### Consequences for Improper Conduct

Any person who behaves in an improper manner may be asked to leave the library premises without a warning. If the individual is a child, the parent or caregiver will also be asked to leave. The Scottsbluff Police Department will be contacted if a person fails to obey a request to leave the library and its property from library staff.

If any person continues improper conduct after being readmitted to the library building after a previous violation, such person may be restricted from the library and its property for periods of one or more days, weeks or months, up to permanently, as may be deemed appropriate by the Library Director. Fair and reasonable consideration of the pertinent facts and circumstances will be evaluated.

### Appeal Procedure:

1. Notice of Appeal: The Library Director's written determination may be appealed to the Library Board, if the individual aggrieved files a written notice of appeal within 10 days after he/she receives the determination. Such notice shall be filed with: both the Library Director and the Library Board Chairperson, c/o Lied Scottsbluff Public Library; 1809 3rd Avenue, Scottsbluff, NE 69361. The Board shall hold a special meeting within 30 days after the notice has been filed. The appellant shall be notified at least 10 days before the special meeting.

2. Special Meeting: The Library Board Chairperson shall conduct the special meeting. The appellant may present any relevant information regarding the appeal of their restriction to the library board for their consideration. The library director will also be present to answer questions regarding the restriction if necessary.

3. Decision. Within 30 days of the completion of the hearing, the Board shall issue a written decision stating the reasons therefore. The Board shall have the power to affirm or reverse the written determination. The decision of the Board shall be final.

## **Technology Plan**

In alignment with its mission to deliver high quality public education to all ages, Lied Scottsbluff Public Library will invest time and resources in maintaining and upgrading technology equipment to better serve library patrons. The Library strives to provide equal and equitable opportunities for patrons to use technology for communication, literacy, education, and artistic and cultural enlightenment.

As of May 2018, the Library has twenty-nine computers available for public use, twenty-five of which are available for internet access and other basic functions, such as document composition. Sixteen internet capable computers are reserved for patrons ages sixteen years and over, four are reserved for minors ages twelve through fifteen years, and four are reserved for children ages eleven years and younger. One AWE station is available to children, and one station is ADA compliant, complete with Purple Video Relay Service access for hard-of-hearing patrons. Three computer stations are limited to card catalog access. In addition to the twenty-nine desk top stations, the Library possesses 25 laptops which are made available for library programming or in-house use upon request. Free wifi is available in and around the facility. Users may print from library desktops and laptops or from their own mobile devices. A projector with hdmi connectivity and a smart tv are available for staff and patron use. Additionally a public copier, scanner, and fax machine are available to all library users, and a microfilm reader is available to access archived copies of the Star-Herald newspaper.

Allo Communications provides telephone and internet service to all City departments, including the Library, and the City of Scottsbluff contracts Intralinks, Inc. for all installation and maintenance of technology equipment.

Over the next year, the Library will install a temporary makerspace through the Nebraska Library Commission's Library Innovation Studios project. For twenty weeks, the Library will host maker equipment and provide access to technological and innovative learning tools not readily available in local communities. Following the completion of the project, the Library will partner with local organizations and entities to invest in the permanent or semi-permanent installation of the equipment best suited to the Scottsbluff community.

The Library will continue to research and examine technological trends to remain relevant and provide users with the access to technological developments at no charge. The Library will support the popularity and ease of access of ebooks, e-audiobooks, and e-magazines through contracts with Overdrive Libraries and RBDigital, and will regularly train users to access these resources. Library staff and community partners will teach monthly tech classes featuring a variety of topics to keep our community informed, competent, and empower users of technology, and children's, teen, and adult staff will regularly integrate technology tools and training into programming to provide thorough and relevant educational experiences to all library users.

## **Telephone Use**

The Lied Scottsbluff Public Library does not allow library customers to use staff phones for personal use. In cases of emergency, library customers may make a phone call at the circulation desk. The call must be local and last no longer than one minute. Staff will monitor to ensure the call is in fact an emergency. Abuse of this policy will result in future requests being denied.

The Library does not have a public address system or intercom. Therefore, the library staff cannot be expected to receive calls requesting staff to find someone in the library. This is not an efficient use of staff time, as it takes away from customers in the library needing assistance, as well as customers attempting to call the library for over-the-phone help and service.

## **Tobacco Use**

All persons are prohibited from using any tobacco products in the library, including traditional tobacco products, as well as smokeless tobacco, electronic cigarettes and vaporizers of any kind. This policy is consistent with the Nebraska Clean Indoor Air Act (LB395).

Any person using tobacco products on the library's property must do so outside, at least twenty (20) feet from the building.



## **Unattended Children**

The Lied Scottsbluff Public Library encourages children and families to use its facility together. To better protect children while using the Library and to provide all customers with a facility that is safe, pleasant and conducive to library use, the following guidelines must be observed:

1. A caregiver over the age of sixteen (16) must accompany every person under the age of eight (8). The caregiver is responsible for the behavior and supervision of children in their care while at the library.
2. The library reserves the right to contact parents, guardians or proper authorities if minors are left unattended and require supervision.
3. Caregivers of children under the age of eight (8) must stay within the line of sight of the children.
4. Parents, guardians, and caregivers should be aware of Library opening and closing times and make suitable arrangements to meet and/or transport their children. In the event that a minor age sixteen (16) or younger is left after library hours and no one can be contacted to provide transportation within fifteen minutes after closing, the staff will call the Scottsbluff Police Department for assistance. Staff will not transport children home or to any other destination under any circumstances. Parents/guardians who are frequently late picking up their children will be given a copy of the policy and a letter stating safety procedures for staff and patrons.

## **Volunteers**

Lied Scottsbluff Public Library welcomes volunteers. A volunteer is defined as a person assisting with public library service without monetary compensation. All volunteers are required to complete a volunteer application form. This volunteer application form once submitted to library staff will be reviewed by the Library Director and supervisors. Upon review, the Library Director and supervisors will contact the applicant within seven days. Volunteers are subject to a criminal background check through the Scottsbluff Police Department and are subject to the same physical requirements and rules of conduct as City of Scottsbluff employees. Based on City of Scottsbluff policy, the library does not allow applicants serving court-ordered diversion or other types of mandated community service to volunteer at the library.

## **Lied Scottsbluff Public Library**

### **2018 – 2021 Community Needs Response Plan**

#### **Purpose Statement:**

Community Needs Response Plans are used to communicate an organization's goals and the strategies needed to achieve these goals. Through the development and implementation of the following plan, the Lied Scottsbluff Public Library will have a guiding document, which will be reviewed annually, to help better provide library services to the community it serves. Outlined in this plan are the library's mission and vision, priority areas, as well as the goals and strategies directly linked to community needs. This plan will guide the director's allocation of financial resources, as well as serve as a guiding document for all library staff. This document also provides all key library stakeholders (i.e. City administration, City Council, Library Board members, and the citizens of Scottsbluff) a specific description of how the Library will design services to meet community needs over the next three years.

The 2018-2021 Community Needs Response Plan was created and developed through a six-month long process involving feedback from the Library Board, Friends of the Library, City administration, as well as the Library staff. The library also conducted a fourteen-question survey, both online and in print, of which it received two hundred twelve respondents. Once all the feedback and data was reviewed, as well as consideration for current budget allocations, the 2018-2021 Community Needs Response Plan was developed.

#### **Lied Scottsbluff Public Library Board Members:**

John Marshall – Board Chairperson	Anne Radford – Board Member
Marg Dredla – Board Member	Beth Merrigan – Board Member
Victoria Casillas – Board Member	

#### **Lied Scottsbluff Public Library Staff:**

Noelle Thompson, Library Director	Judith Oltmanns, Technical Services Librarian
Debra Carlson, Children's Librarian	Jana Kehn, Library Assistant
Roberta Boyd, Library Assistant	Peggie Michael, Library Assistant
James Pauley, Library Technician	Jessie Lopez, Library Technician
Michael Wright, Library Technician	Jill Hessler, Library Technician

Approved by the Library Board August 8, 2018

## **City of Scottsbluff Mission Statement:**

The City of Scottsbluff's mission is to promote a safe, healthy environment for its citizens, visitors and business community; by providing essential services and infrastructure as well as opportunities for growth in a fair, fiscally responsible manner.

## **Lied Scottsbluff Public Library Mission Statement:**

Lied Scottsbluff Public Library delivers high quality public education for all ages.

## **Lied Scottsbluff Public Library Vision Statement:**

Through the delivery of high quality public education for all ages, the Lied Scottsbluff Public Library advances the economy, enhancing quality of life in our community.

## **Community Profile:**

The City of Scottsbluff is located in Scotts Bluff County in western Nebraska. As of 2016, the population of Scottsbluff was estimated to be 14,937. The racial make-up of Scottsbluff is 62.7% white, non-Hispanic. 34.1% of the population is Hispanic of any race, 1.4% African American, .9% American Indian, 0.6% Asian and 1.4% of mixed race. Over 16% speak a language other than English and over 30% of those speak English less than "very well."

Based on the American Community Survey from 2016, 81.9% of the population has attained a high school degree or higher. Approximately 21% of the population ages 25 and up have earned a Bachelor's degree or higher. The graduation rate of Scottsbluff students has increased from 80% in 2014 to 91% in 2016.

Median household income rests at \$37,665, which is well below both state and national averages exceeding \$50,000. 19.9% of Scottsbluff's population lives below the poverty level.

## **Community Needs:**

In conversations with community leaders and in response to the Community Needs Survey, the following outline pressing community needs for the City of Scottsbluff.

- Growth of the economy through the attraction of new businesses, as well as growth of existing local businesses
- Lessen the impact of poverty on all families
- Educational support for all children and teens from birth through graduation day, including kindergarten and college preparedness.

Approved by the Library Board August 8, 2018

- Continuing education opportunities for adults to enhance independence and career readiness.
- Recruit and retain young people and new families
- Provide enlightening recreational and cultural opportunities for all ages

## **Library Analysis:**

Throughout this process, the Library has had to assess its strengths and weaknesses in order to better address the community needs listed above.

The Library's mission is focused on delivering high quality public education for all ages. Education is a key economic driver. The freedom to pursue education is a must for any community to thrive. Through library print and digital resources, as well as multiple continuing education workshops, the Library is ensuring equitable educational opportunities to all in the community regardless of age, race or socio-economic status. Through early literacy programs and resources, the library reduces the negative effect poverty can have on school performance for all children.

By providing free Internet access, including Wi-Fi connectivity, those in poverty can remain connected to needed resources, such as government assistance, employment opportunities and job assistance sites like NWorks. Educational opportunities range from self-directed, customer-led instruction to research assistance and instruction from staff and community partners. Educational opportunities ranging from literacy to technology skills are available both through trained library staff or community partners with an expertise in the subject taught.

The 2011 renovation and grand re-opening of the library facilities have enabled the Library to assist with the community's effort to recruit and retain young people and families. When making the decision to move into a new community or to stay within that community, most will evaluate the quality of the educational institutions (i.e. schools, public libraries, local colleges, etc.), as well as the recreational facilities available for quality of life purposes. By marketing its programs and services, the Library has a gateway to engage young families and individuals by connecting them with the community they live in.

Despite our many strengths, the Library currently suffers from a stagnate library budget, as well as lack of adequate staffing, both for the size of the Library building and the number of programs and services provided by the Library. Funding and staffing will have a great impact on whether or not this plan can reach its full potential. The Director will continue to work with City leaders and the Library Board to find both funding and staffing solutions to improve the library's programs and services.

Approved by the Library Board August 8, 2018

## **Priority Areas:**

Through this analysis, the library created three priority areas as part of its mission to help meet the needs of the community. Below are the three priority areas and brief explanation of what each area encompasses in relation to the Library and its services.

### **Priority Area I: Self-Directed Education**

- Comprehensive, current and relevant collection of materials, both in print and digital formats
- Inclusion of multiple formats and elimination of the obsolete
- Convenient access, both in-house and remotely to library resources
- Efficient access through timely handling of all materials

### **Priority Area II: Research Assistance and Instruction**

- Assistance provided to library customers with research needs and guidance to ensure successful results
- Conduct research on behalf of library customers when time is sensitive
- Teach effective research strategies to all library customers to achieve more accurate research results
- Develop, teach or partner with organizations to provide educational classes and workshops

### **Priority Area III: Instructive and Enlightening Experiences**

- Further the library as the community's living room and cultural and educational center
- Positive and lasting impressions made on all library customers regardless of their request or reason for using the library
- Formal instruction covering a range of informational and educational needs for both youth and adults

### **Priority Area IV: Community Outreach**

- Services and materials made available to those unable to visit the library
- Promotion and demonstration of the library's mission and services demonstrated through partnerships and staff and volunteer presence in the community
- Frequent communication through the media, social media outlets and community organizations to advocate the library's mission and services (moved from III to IV)

Approved by the Library Board August 8, 2018

## **Specific Community Needs To Be Addressed By the Library:**

Listed below are the specific community needs and related goals that the Library will address. Goals were developed through public survey results and both formal and informal conversations with stakeholders. Goals serving more than one community need are listed accordingly.

\* While the library does not specifically address the community needs of attracting new businesses and growing existing businesses, the economic development needs of the community are indirectly met through the provision of business resources, free internet access, a community room available for public use, adult education courses which enhance patrons' job skills, and access to technological and innovative learning tools.

### **Community Need #1: Lessen the impact of poverty on all families**

**Goal: The library will cultivate a print and digital collection to better serve the educational, cultural and enlightenment needs of the community. (Priority Area I)**

#### **Objectives:**

- The Library will increase digital library collections (Ongoing)
  - Explore costs and acquire collections for digital magazines digital music and streaming video.
- The Library will maintain and invigorate the library's print collection (Ongoing)
  - Use the CREW method to withdraw old materials based on currency, accuracy, condition, popularity and obsolete formats if applicable.
  - Acquire new materials to meet the library's educational and enlightenment mission and provide timely access to library customers.
- The library will add circulating tablets to the collection for public use.

**Goal: The Library will foster an organizational culture of education and innovation through professional staff development. (Priority Area I, II, III)**

#### **Objectives:**

- Library staff will participate in professional conferences (ALA, PLA, NLA or other conferences related to the mission of the library.) (Annually)
- Library staff will participate in various Nebraska Library Commission sponsored webinars and trainings, as well as locally sponsored meetings and trainings provided by the Western Library System. (Ongoing)
- The library staff will participate in monthly staff development meetings for internal professional development and cross-training. (Monthly)

Approved by the Library Board August 8, 2018

**Community Need #2:** Educational support for all children and teens from birth through graduation day, including kindergarten and college preparedness.

**Goal: The Library will empower the community's youth through engagement, education and enlightenment opportunities from birth through graduation. (Priority Area III, IV)**

**Objectives:**

- The Library will continue successful programs for children, such as the annual summer reading program, story times, Cradle Catchers, KinderCarding, LEGO Club and other special events geared to children and incorporating literacy themes. (Ongoing)
- The Library will seek new ways to engage teens through the creation of classes and/or events and the restructuring of the Teen Advisory Council (TAC). (Ongoing)
- The Library will incorporate the use of technology in everyday youth programming, such as story times, summer reading, Lego Club, STEM Club, etc. (Ongoing)
- The Library will seek and support partnerships that bring new opportunities for the community's youth (Ongoing)

**Goal: The library will cultivate a print and digital collection to better serve the educational, cultural and enlightenment needs of the community. (Priority Area I)**

**Objectives:**

- The Library will increase digital library collections (Ongoing)
    - Explore costs and acquire collections for digital magazines and digital music streaming video.
  - The Library will maintain and invigorate the library's print collection (Ongoing)
    - Use the CREW method to withdraw old materials based on currency, accuracy, condition, popularity and obsolete formats if applicable.
    - Acquire new materials to meet the library's educational and enlightenment mission and provide timely access to library customers.
  - The library will add circulating tablets to the collection for public use.
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- **Community Need #3:** Continuing education opportunities for adults to enhance independence and career readiness.

Approved by the Library Board August 8, 2018



**Goal: The Library will foster an organizational culture of education and innovation through professional staff development. (Priority Area I, II, III)**

**Objectives:**

- Library staff will participate in professional conferences (ALA, PLA, NLA or other conferences related to the mission of the library.) (Annually)
- Library staff will participate in various Nebraska Library Commission sponsored webinars and trainings, as well as locally sponsored meetings and trainings provided by the Western Library System. (Ongoing)
- The library staff will participate in monthly staff development meetings for internal professional development and cross-training. (Monthly)

**Goal: The Library will create opportunities for individuals to access, interact and innovate using new technologies (Priority Areas II, III)**

**Objectives:**

- The Library will provide hands-on interactive technology training classes for all ages. (Monthly)
- Through the Library Innovation Studios project, the library will make new technologies available to the public for the development and facilitation of entrepreneurship, creativity, and skill development. (Fall 2018)
- Following the conclusion of the Library Innovation Studios project, the library will partner with local organizations to invest in the permanent or semi-permanent installation of equipment best suited to the Scottsbluff community.
- The library will pursue a partnership with other education entities to improve the quality, reliability, and speed of telecommunications services. (Fall 2019)

**Community Need #4: Recruit and retain young people and new families**

**Goal: The Library will empower the community's youth through engagement, education and enlightenment opportunities from birth through graduation. (Priority Area III, IV)**

**Objectives:**

- The Library will continue successful programs for children, such as the annual summer reading program, story times, Cradle Catchers, KinderCarding, LEGO Club and other special events geared to children and incorporating literacy themes. (Ongoing)

Approved by the Library Board August 8, 2018

- The Library will seek new ways to engage teens through the creation of classes and/or events, and the restructuring of the Teen Advisory Council (TAC). (Ongoing)
- The Library will incorporate the use of technology in everyday youth programming, such as story times, summer reading, Lego Club, STEM Club, etc. (Ongoing)
- The Library will seek and support partnerships that bring new opportunities for the community's youth (Ongoing)

**Goal: The Library will actively and consistently market its services and events to all. (Priority Area IV)**

**Objectives:**

- The Library will utilize local media to advocate library services and events to the community. (Ongoing)
- The Library will utilize social media platforms such as Facebook, Instagram and other related social media sites to advocate library services and events to the community. (Daily)
- The Library Director will participate in local service organizations (Monthly)
- The Library will participate in local community events to better advocate services and events to all in the community. (Bi-Monthly)

**Community Need #5: Provide enlightening recreational and cultural opportunities for all ages.**

**Goal: The library will cultivate a print and digital collection to better serve the educational, cultural and enlightenment needs of the community. (Priority Area I)**

**Objectives:**

- The Library will increase digital library collections (Ongoing)
  - Explore costs and acquire collections for digital magazines digital music, and streaming video.
- The Library will maintain and invigorate the library's print collection (Ongoing)
  - Use the CREW method to withdraw old materials based on currency, accuracy, condition, popularity and obsolete formats if applicable.
  - Acquire new materials to meet the library's educational and enlightenment mission and provide timely access to library customers.
- The library will add circulating tablets to the collection for public use.

Approved by the Library Board August 8, 2018

**Goal: The Library will continue to expand and diversify its educational, cultural and enlightenment classes and workshops for adults, teens and children. (Priority Area II, III)**

**Objectives:**

- The Library will nurture current and establish new local and state partnerships with various organizations (Ongoing)
  - Examples of partnerships include: AIM Career Link, Nebraska Workforce Development, Humanities Nebraska, Midwest Theater, Western Nebraska Community College, Western Nebraska Arts Center, Bird Conservancy of the Rockies, Riverside Discovery Center, local-public and private schools, etc.
- The Library will provide technology trainings for individuals on a variety of topics (Monthly)
- The Library will research, fund and facilitate literary and author events (Ongoing)
- The Library will form and facilitate a Teen Advisory Council to advocate on behalf of local youth to library staff regarding programming, services, and collection development.

**Summary:**

Through the implementation of the 2018-2021 Community Needs Response Plan, the Lied Scottsbluff Public Library hopes to remain an energetic, innovative and vital part of the City of Scottsbluff, both in the eyes of our stakeholders and those in our community. This is a living document. The Library Director and Library Board will conduct a full review of the plan annually. Any known statistical data will be updated as appropriate.

Approved by the Library Board August 8, 2018