

## **Other Policies**

### **Customer Service**

Public libraries exist to meet the needs of their customers and communities. The library director and staff should be familiar with and practice the following characteristics of excellent customer service.

Approachability – make yourselves available to customers

Interest – have an interest in the customer's request and be committed to providing assistance.

Listen to the message and respect the customer's request – lower your voice for confidentially listen intently and understand what the customer is asking.

Do not be influenced by the appearance or age of the customer.

Make sure customer has answer to what he/she needed.

### **Public Relations Policy**

Public relations goals of the Maynard Community Library are

- To promote a good understanding of the Library's objectives and service among governing officials, leaders and the general public
- To promote active participation in the varied services offered by the library to people of all ages

The board recognizes that public relations involve every person who has connection with the library. The board urges its own members and every staff member to realize that he or she represents the library in every public contact. Good service supports good public relations.

The director will be expected to make presentations and to participate in community activities to promote library services. A reasonable amount of library time will be allowed for preparation and speaking. Materials to be used by press, radio or television will be approved by the director.

The board will establish a publications budget to cover costs related to printing, publications, supplies and miscellaneous needs related to the public relations effort.

## **Library Lockdown Policy**

In the event of a sheriff's emergency in the community such as a shooting, robbery, etc, it may be necessary to "Lockdown" the library to protect patrons and minimize overall exposure to danger. A "Lockdown" is a procedure used to limit patron exposure to an "active shooter" or similar incident.

When notified or hearing of an emergency situation in the area, the Maynard Library staff will put the library on "Lockdown". The doors of the library will be locked not allowing entrance or exit to anyone until the all clear has been received. This is for their own safety and for the safety of others.

In the case of children's programs such as story hour, class visits, summer reading program or unsupervised children in the library, the staff will not release children until present situation is safe. At that time, children will be released to parents or family relatives.

## **Conduct in the Library**

It is expected that the library patrons will conduct himself/herself with respect and courtesy to the library staff and other patrons. Observance of library policy and rules is expected at all times. Abuse of library privileges will result in a warning by the head librarian. Continued abuse may result in suspension of some or all library privileges at the discretion of the library director.

A patron who feels he/she has been unfairly suspended may file an appeal in writing with the board of trustees. Appeals will be considered at the next regular meeting of the board of trustees, provided they have been received seven days prior to the meeting.

## **Friends Group**

NA

## **Volunteers**

Due to insurance requirements, the library board defers volunteer services.

## **Iowa Library Association**

The library board will pay for the annual bill for the library director to be a member of the Iowa Library Association.

## **Library and Funding Bodies**

The Maynard Community Library receives funding from our city, county and state.

## **State Library of Iowa**

In order to better serve our patrons, the Maynard Community Library will make use of our State Library officials when we are unable to provide locally for those items requested.

**Fire**

In Case of fire, evacuate the building immediately. Call the fire department (911). There are two exits and fire extinguishers are located by each exit. Each year, the fire marshal refills the extinguishers.

**Tornado**

When a tornado warning has been issued in the community, the director will advise the library patrons of the situation and will ask them to proceed to the restroom. Stay away from windows and stay there until the storm passes.

**Health Emergencies**

Staff members should exercise caution in assisting anyone with any complaint because of the potential danger of a lawsuit. Make the patron or staff member comfortable. Call 911. At no time should staff members attempt to provide first aid and no medications, including aspirin should be ever be dispensed to the public.

**Winter Storms**

The library may close (or postpone opening) when weather conditions exists making it highly improbable for travel. The primary factor of any decision made will be the safety of the staff and the library patrons. However maximum efforts will be made to maintain regular library operating hours. If hazardous road conditions occur, the director will call a library board trustee and advise them of the situation. If a decision is made to close, a sign will be placed on the door and radio station 92.3 will be called to make the necessary announcements.

**Bomb Threat**

In case of a bomb threat, evacuate the building, lock the door, and call the police.

**Staff Safety**

The library board provides a safe and secure environment for all patrons and staff.