



DECATUR PUBLIC LIBRARY

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BOARD OF TRUSTEES

Personnel, Policy, and Public Relations Committee

Thursday, October 3, 2019 4:30 p.m.

Decatur Public Library Board Room

AGENDA

- I. Call to order – Dr. Ngozi Onuora
- II. Approval of agenda
- III. Minutes
 1. Minutes of September 5, 2019 meeting
- IV. **Public comments** – 15-minute time period for citizens to appear and express their views before the Decatur Public Library Board. Limit of 3 minutes per speaker; total of 15 minutes. No immediate response will be given by the Library Trustees or Library staff members.
- V. Written Communications from the Public
- VI. Old Business
 1. Other
- VII. New Business
 1. FOIA Report
 2. Personnel Update
 3. Equity, Diversity, Inclusion
 4. HR Source Benchmarking and Compensation Structure Development Project (**This portion of the meeting may be held in closed session pursuant to 5 ILCS 120/2 (c) (1) and/or 5 ILCS 120/2 (c) (2)**)
 5. Photography and Video Policy
 6. Reference Services Policy
 7. Other

VIII. Adjournment

If you have questions please contact:

Rick Meyer, City Librarian

421-9713 rmeyer@decaturlibrary.org

FOIA Report

Date	Response	Due	Notes
8/23/2019	x	9/9/2019	Reprimands
8/29/2019	x	9/6/2019	OMA
8/30/2019	x	9/9/2019	handbook/af racial/legal
9/6/2019	x	9/13/2019	Pre-construction meeting
9/6/2019	x	9/20/2019	Board August
9/7/2019	x	9/13/2019	MOU
9/8/2019	x	9/20/2019	ILA/FOIA Officers
9/8/2019	x	9/20/2019	Parking lot x2
9/10/2019	x	9/17/2019	Kanopy
9/11/2019	x	9/18/2019	Sloan's
9/12/2019		10/11/2019	2017 expenses
9/12/2019		10/11/2019	More discipline
9/13/2019		10/14/2019	Security footage
9/15/2019	x	9/23/2019	Additional Kanopy
9/20/2019		10/21/2019	Attorney invoice
9/6/2019	x	9/20/2019	E-rate internet funding/ certifications
9/6/2019	x	9/13/2019	Audio/no responsive Credit
9/6/2019	x	9/13/2019	card/attorney/FOIA/OMA/Policy
9/4/2009	x	9/11/2019	██████ reprimand
9/11/2019	x	9/18/2019	Summer Reading Board recording/glass
9/20/2019	x	9/27/2019	house/aaa trophies



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Photography and Video Policy Draft

I. General Policy

Permission is not required to take photographs or videos in public areas of the library building for personal, noncommercial use if no tripods, lights, or other specialized equipment is used. However, there may be library locations and/or exhibition areas where the taking of photographs or videos is restricted or prohibited (e.g. restrooms and archival materials), including areas reserved for staff use only. If tripods, lights, or other specialized equipment are to be used, requests must be made at least 24 hours in advance.

There shall be no photographing or video recording of the circulation, reference desk, or browsing areas *at any time patrons are present*, in order to preserve the confidentiality of individual borrowing records. There shall be no photographing or video recording in or of the children's area of the library building, except by staff or family members of the child or children being photographed or recorded.

II. Exterior Photography and Videos

Taking photographs and videos outside of the library building or on the library grounds does not require permission.

III. Commercial Photography and Videos

DPL may permit use of its facilities for the taking of commercial photographs or videos if the project does not interfere with DPL operations and accommodates the rest of this policy. DPL may charge a fee to offset costs incurred by the library to provide access to the facility, and prior permission must be sought at least one week in advance. The taker of commercial photographs or videos shall have the sole responsibility for obtaining all necessary releases and permission required by law from persons who can be identified in any photograph or video or for copyrighted materials. The library undertakes no responsibility for obtaining these releases or permissions.

IV. Photography and Videos of Materials and Resources

DPL permits the taking of photographs and videos of its publicly available collections. However, patrons are solely responsible for obtaining consent or other permission when taking photographs or videos of copyrighted materials.

V. Library Photography, Videos, and Recording

DPL may take photos, videos, and audio recordings at the library and during library events to use in its publicity materials and on its website and social media sites. DPL reserves the right to document its services and the public's use of the library building and grounds. These photographs, videos, and audio recordings may be copied, displayed, televised, and published (including on any library website or social media site).

VI. Library Board Meetings

Pursuant to Section 120/2.05 of the Illinois Open Meetings Act (5 ILCS 120/1 et seq.), any person may record the proceedings of the Library Board and other meetings required by the Act to be open to the public. The recordings may be made by tape, film, or other means and shall not disrupt the meeting or create a safety hazard.

VII. Right Subject to Compliance with Policy

DPL reserves the right to ask any individual or group violating this policy to leave the library.

Approval Pending



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Reference & Reader's Advisory Services Policy

Definition:

Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements. (Reference and User Services Association (RUSA))

Readers' Advisory Services are provided by public services librarians who assist in the reading needs of the patrons of a public library. A readers' advisor recommends specific titles and/or authors, based on knowledge of the patron's past reading preferences, and may also compile lists of recommended titles.

Introduction:

Staff trained to provide reference service and materials are available all hours the library is open. Decatur Public Library (DPL) staff will respond to all reference and information questions as efficiently, accurately, and completely as possible, and in a timely manner. All requests for information receive an answer or status report within one working day. Questions which cannot be answered with on-site resources are referred to the appropriate non-library resources. Every attempt is made to provide accurate answers to all questions. When possible, staff will refer patrons to authoritative, reputable sources, and offer supporting documentation or information upon further inquiry. Patrons have a right to be informed of the sources used to answer their questions.

Readers' advisory answers questions that have more to do with the patron's leisure reading than their informational needs. Readers' advisory covers both fiction and nonfiction titles. Readers' advisory shall be provided in the following methods: formal or informal readers' advisory interviews with staff; bestseller lists; displays; genre labels; library resources such as NoveList. Readers' advisory is provided to all ages and without judgment of reading tastes or interests.

Access

The library will provide reference services and materials to all persons regardless of the age, race, gender, national origin, economic status. Patrons do not need to be registered DPL cardholders to use library facilities, reference materials or services. Service is provided in response to all forms of inquiry including but not limited to patrons in the library, the telephone, e-mail, instant message, or other forms of technology as they emerge. The reference questions of patrons present at the library are given the highest priority.

Confidentiality

The needs of library patrons are treated with respect. Names of patrons and the transactions which occur between patrons and the staff are confidential and not discussed outside a professional context.

Services

Insofar as it is possible, reference service shall not only meet but also anticipate patron needs. The library shall provide instruction in the effective use of its resources. Such instruction can include individual explanation of information resources, written guides and instructions, group presentations, videos, or other forms of technology as they emerge. Print and electronic resources are available to assist staff and patrons in answering questions. Electronic books and subscription databases are available remotely to DPL cardholders, except where not permitted by license agreements.

Reference staff may be available to work one-on-one with patrons to assist in their information needs. Staff instructional sessions include, but are not limited to, using library's research databases, *training on Internet, basic Microsoft products*, and specific electronic devices such as e-readers. *One-on-one sessions are generally limited to 30 minutes OR Staff set reasonable limits on the amount of time and level of response given to patron requests for information in order to ensure equal and fair access to reference services for all patrons.* Staff reserves the right to schedule appointments for one-on-one sessions as time permits.

Staff help patrons with basic computer operations and applications and refer patrons to appropriate books, online tutorials, or classes for further assistance. When assisting with computer resources, staff will not enter personal information for patrons.

Limits of Services

In the instance of legal, medical, investment, or tax reference questions, the staff may only guide the patron to the material available on the topic of interest. The staff may not evaluate or interpret the information provided nor may the staff define the meaning of terms, offer investment advice, select income tax forms, or serve as a surrogate for a professional in any of the fields listed above. If all materials within the library are beyond the understanding of the patron, the patron will be advised to consult with their professional from the above listed fields for additional information or advice. Staff will not engage in conversation or debate of a personal nature, including but not limited to religious or political beliefs, or their personal lives. *Patrons may not request to work exclusively with a particular staff member.*

Evaluation of Reference Service and the Reference Policy

The library will evaluate its service every three years to assure that the service furthers the institution's goals, and the goals reflect the needs and interest of the community served.

Approval pending