

Policy & Procedure

Revised August 1, 2023



Laramie County Library System
EST. 1886 Cheyenne, U.S.A.

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General Information

VISION

Champion a knowledgeable and engaged community.

MISSION

Be a hub for engagement, literacy and learning, and lifelong curiosity and discovery.

COMMITTMENTS

- Free and easy access to the printed and digital word, information, and cultural enhancement
- A rich reading and literacy culture for children and adults
- Dynamic, current, pertinent, and uncensored collection of materials in a variety of formats
- Well-trained professional librarians, employees, and volunteers serving our community.
- Responsible resource development, management, and sharing
- State-of-the-art technology and digital resources
- Innovative and welcoming facilities to meet the needs of all people of Laramie County
- Promotion of library services through a variety of communication channels
- A flexible, nimble, and responsive approach to community needs
- Equity, diversity, and inclusion of all members of our community

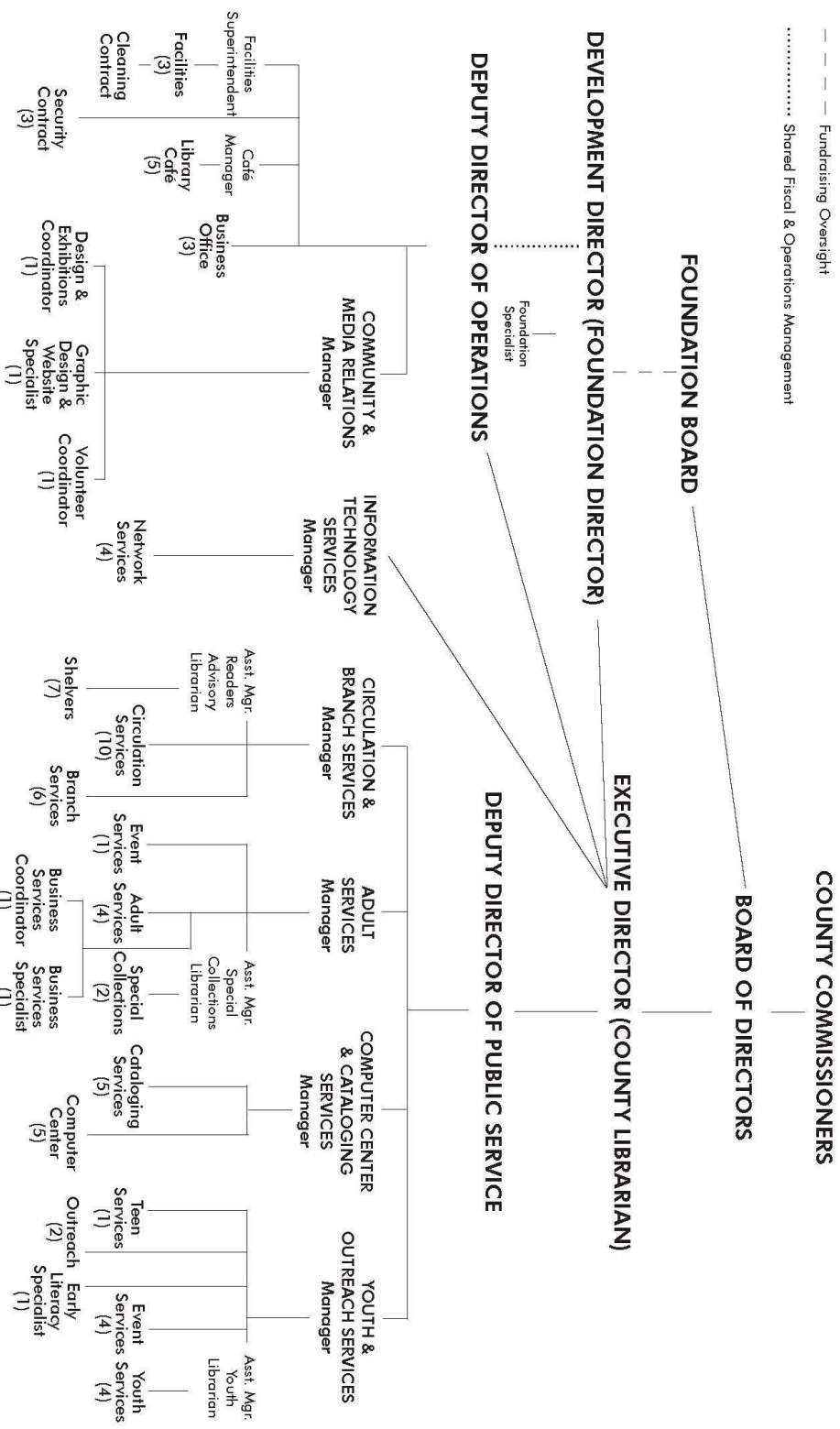
Adopted June 22, 2021 by the Laramie County Library System Board of Directors.

LARAMIE COUNTY LIBRARY SYSTEM

Organizational Chart

8/2022

— Direct Supervision
 - - - Fundraising Oversight
 Shared Fiscal & Operations Management



Numbers in parentheses indicate the number of additional positions in that division.



ORGANIZATIONAL CHART

Board of Directors Policies

APPROVAL OF ADMINISTRATIVE DIRECTIVES

All directives, regulations, handbooks or similar documents developed by personnel shall be consistent with adopted board policies. They shall be available for review by the board.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

ETHICS/CONFLICT OF INTEREST

Members of the Laramie County Library System Board of Directors shall recognize that as members of a public board, they are fulfilling a position of public trust, responsibility, and authority endowed by the State of Wyoming. In honoring the high responsibility, which his/her membership demands, the board member:

1. Shall remember that the first and greatest concern must be meeting the library's mission statement in serving all residents of Laramie County.
2. Shall bring about desired changes through legal and ethical procedures.
3. Shall uphold and enforce all laws pertaining to libraries.
4. Shall hold confidential all matters pertaining to library issues, which if disclosed, may needlessly injure individuals or facilities, and shall respect the confidentiality of information that is privileged under applicable law or executive session.
5. Shall recognize that decisions must be made by the board as a whole, make no personal promises or take private action, which could compromise the board, and recognize that authority rests only with the board in official meetings.
6. Shall endeavor to make policy decisions only after full discussion at publicly held board meetings.
7. Shall tender all decisions based on the available facts and refuse to surrender that judgment to individuals or special interest groups.
8. Shall refuse to participate in irregular meetings such as "secret" meetings, which are not official and in which all members do not have the opportunity to attend.
9. Shall encourage free expression of opinion by all board members and seek systematic communications among the board, public, library administration, and employees.
10. Shall make certain that the board remains responsive to the community and shall communicate to board members and the Executive Director (County Librarian), at appropriate times, expressions of public reaction to board policy and library service.
11. Shall avoid being placed in a position of conflict of interest and refrain from using the board position for personal or partisan gain.
12. Shall attend all regularly scheduled board meetings insofar as possible and become informed concerning the issues to be considered at those meetings.
13. Shall understand and accept the basic function of the board is to make policy and not to administrate; and learn to discriminate between the two functions.
14. Shall refer all complaints to the Executive Director (County Librarian) and discuss them at a regular meeting after failure of administrative solution.
15. Shall refrain from voting on any matter or letting any contracts in which the board member or his/her immediate family or business associate stand to gain a pecuniary benefit from the action, as defined by Wyo. Stat. Ann. §6-5-101, as amended.
16. Shall not knowingly make false or malicious statements about library employees or patrons.
17. Shall not engage in or create the perception of any activities, which may be perceived as a conflict of interest.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

FISCAL PLANNING

The timeline for fiscal planning will generally be the following, unless there are mitigating circumstances.

1. The fiscal year is July 1 through June 30 of the following year as defined by Wyo. Stat. Ann. §16-4-101, as amended.
2. Executive Director (County Librarian) requests input from the board at the February board meeting.
3. Executive Director (County Librarian) presents the first draft of the budget to the board at the March meeting.
4. A preliminary, out-of-balance version must go to the County Commissioners to meet the May 1 deadline. The Executive Director (County Librarian) presents this version of the budget to the board. The board makes any needed modification and approves the preliminary budget. This is done at the regular April board meeting or, if necessary, at a special budget meeting in April.
5. After receiving the actual millage and 1% funds amounts that are announced at the County Commissioner's public hearing in July, the Executive Director (County Librarian) presents a balanced version of the budget to the board. The board makes any needed modification and approves the balanced budget at the regular July board meeting.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

INVESTMENTS

1. The financial accounting procedures of Laramie County Library System are the responsibility of the Laramie County Library System Board of Directors and are carried out by the Executive Director (County Librarian) and Business Office employees. The Board of Directors is responsible for the control of library funds and shall budget and expend the funds [Wyo. Stat. Ann. §18-7-103 (a) (1977)], as amended.
2. The Laramie County Library System Board of Directors will invest certain public funds in the manner which will provide the highest investment return with the maximum security while meeting the cash flow demands of the library and conforming to all state and county statutes governing the investment of public funds.
3. Members of the Board of Directors will comply with Wyo. Stat. Ann. §6-5-118, as amended, by completing a Public Investment Disclosure form at the time of their appointment and every year thereafter during their term of service.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

MAINTENANCE OF LARAMIE COUNTY LIBRARY SYSTEM POLICY MANUAL

1. The policies of the Laramie County Library System Board of Directors will be maintained in electronic form known as the Policy Manual.
2. Pertinent policies from the Policy Manual will be incorporated into the Policy & Procedure Manual available on the library intranet.
3. A copy of the Policy Manual will be kept in the Business Office for public use.
4. During each fiscal year, amendments, deletions, additions, and review of policies will be made as needed and incorporated into the Policy Manual and/or Policy and Procedure Manual. Amendments, deletions, and additions to policies not relating to the public can change at any time with or without notice.
5. In compliance with the Wyoming Administrative Procedure Act (WAPA – Wyo. Stat. Ann. §16-3-101, as amended) when policy relating to the public is adopted or amended, the following will occur before the board adopts, amends or repeals a rule that implements library policy, which has general applicability to the public:
 - a. Notice will be provided
 - b. Provide 45-day comment period
 - c. Hold a public hearing
 - d. File with the County Clerk

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

OATH OF APPOINTMENT

Upon appointment, board members report to the County Attorney's office to be sworn in. The Oath of Appointment states that board members will "...honor and sustain the constitution of the United States, the constitution of the State of Wyoming, and to faithfully, honestly, and impartially discharge all duties as a member of the Laramie County Library System Board."

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

PURCHASE AND DISPOSAL OF ITEMS

1. The Executive Director (County Librarian) is hereby authorized to acquire and dispose of library personal property.
2. The Executive Director (County Librarian), or designee, may purchase personal property for the library.
3. Acquisition of library personal property that is non-standard or ongoing acquisition shall comply with the Administrative Directive addressing purchase of personal property.
4. No library personal property shall be disposed of, conveyed, destroyed or otherwise transferred without the permission of the Executive Director (County Librarian) or designee.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

RECOMMENDATIONS TO COMMISSIONERS FOR BOARD VACANCIES

When there is a board vacancy, interested persons submit a letter of application and resume to the library board. LCLS board members review the applications and submit a prioritized list of three names as recommendations to the County Commissioners. All letters of application and resumes are forwarded to the County Commissioners with the list as provided for in Wyo. Stat. Ann. §18-7-103(b), as amended. It is the responsibility of the County Board of Commissioners to make appointments.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

SEVERABILITY

If a court of competent jurisdiction finds any provision of this Policy Manual invalid or inapplicable, this determination shall not affect the remaining provisions.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

SOLICITATION

1. No public funds may be spent on donations to other organizations.
2. Wyoming Constitution Article 16, Section 006. Loan of credit; donations prohibited; works of internal improvement.
3. Neither the state nor any county, city, township, town, school district or any other political subdivision shall loan or give its credit or make donations to or in aid of any individual, association or corporation, except for necessary support of the poor, nor subscribe to or become the owner of the capital stock of any association or corporation, except that funds of public employee retirement systems and the permanent funds of the state of Wyoming may be invested in such stock under conditions the legislature prescribes. The state shall not engage in any work of internal improvement unless authorized by a two-thirds (2/3) vote of the people.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

Public Policies

3D PRINTING

The library maintains a 3D printer available to the public to make three-dimensional objects in plastic or other filament material using a design that is uploaded from a digital computer file.

1. Users utilizing the library's 3D printing services agree to abide by current library 3D printing procedures/guidelines.
2. Users will not be permitted to use the library's 3D printer to create any material that is:
 - a. Prohibited by local, state or federal law and/or regulations
 - b. Unsafe, harmful, dangerous or an immediate threat to the well-being of others
 - c. Construed as having the intent to harm
 - d. Obscene or otherwise inappropriate for the library environment
 - e. A gun, gun part, weapon or a salacious object
 - f. In violation of another's intellectual property rights
3. The library reserves the right to refuse any 3D print request.
4. Printed objects must not infringe upon any third party's intellectual property rights. By submitting content or objects, the user agrees to assume all responsibility for, and shall hold the library and its employees, volunteers, and board members harmless in all matters related to patented, trademarked or copyrighted materials.
5. Library's programs and needs regarding 3D printer usage take precedence over the public's use of the device.
6. The library is not responsible for any damage, loss or security of data arising from the use of its computers, equipment or network, nor for the functionality or quality of content produced on the 3D printer.
7. Responsibility for removing rafts and supports lies with the user. The library cannot guarantee model quality or stability, or confidentiality of the designs.
8. The print must fit within the printer's volume and shall not be a file larger than 10MB.
9. The user agrees to pay all fees associated with 3D printing prior to picking up their object.
10. Costs are determined by the amount of filament and other materials used during the printing process.
 - a. After the object is created, it will be weighed.
 - b. Users will be charged \$0.10 per gram rounded up to the nearest gram whether using library filament or their own.
 - c. Upon request, users may request to print using their own filament if it is compatible with the library's 3D printer.
11. Items printed from library's 3D printer that are not picked up within 7 days of notification of printing completion will become property of Laramie County Library System. The cost will be added to the user's library account.
12. Failure to pick-up and/or pay for requested 3D printed objects may result in temporary or permanent barring from 3D printing access.
13. Items must be picked up by the individual who printed them or a named designee.
14. Only designated library employees and volunteers will have direct access to the 3D printer.

Adopted October 26, 2021 by the Laramie County Library System Board of Directors.

ART OR ARTIFACTS DONATIONS

1. Artists, collectors or individuals who wish to donate art or artifacts must submit a request to donate art or artifacts. Upon request, a form will be emailed to or printed for the potential donor. Completion of the form is required for the donation to be considered. The Community & Media Relations unit will review the art or artifacts with final approval by the Executive Director (County Librarian).
2. Once art or an artifact is accepted as a donation, it becomes the property of the Laramie County Library Foundation. The donor relinquishes all rights to the art or artifact and the Foundation, in conjunction with Laramie County Library System (LCLS), may add the art or artifact to the LCLS permanent collection or may choose to sell or auction the art as a fundraiser.

Adopted April 25, 2023 by the Laramie County Library System Board of Directors.

BROCHURES/PAMPHLETS, NON-LIBRARY MATERIAL

1. Laramie County Library System will only accept brochures promoting non-library sponsored events or dissemination of information if they fit the following criteria:
 - a. Does not promote a commercial event or product.
 - b. Is not intended as a permanent promotion of a non-educational event.
2. Brochures/pamphlets for non-library sponsored events or information dissemination may be accepted at any service point. Library employees will place them in the hall off the gallery area near the west entrance as space permits. The library has the authority to dispose of extra brochures as necessary or if space becomes limited, the event has ended, or the brochures are not being utilized.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

BULLETIN BOARDS FOR COMMUNITY EVENTS

1. Library employees must first approve any item posted on the bulletin board. Employees will dispose of all posters that are on bulletin boards past the date of the event or items posted without employees' approval or as otherwise necessary.
2. Laramie County Library System will utilize bulletin boards in Cheyenne, Pine Bluffs, and Burns to promote local events, including:
 - a. Governmental, school, nonprofit, religious organizations or community group one-time events.
 - b. Any sale of product/item that is intended to raise funds for charity or a nonprofit, including raffles.
 - c. Events that charge, but the event is to raise funds for charity or a nonprofit.
 - d. General information about a governmental program or similar program that provides a free service to the public (these are space permitting).
3. The following are prohibited from being posted:
 - a. Any business promotion, such as business cards, information of services, how to contact someone for services, etc.
 - b. Any selling of an item, such as vehicles, furniture, etc.
 - c. Any notice of a free item to give away, such as furniture, books, etc.
 - d. Any notice of an event that is intended to provide a business with contacts, clients or future income in any manner.
 - e. Any political campaign-related materials.
4. When space is limited, employees may remove and repost regularly occurring meetings when space becomes available, such as a group that meets every 3rd Tuesday of the month.
5. Any posting that is not clearly covered in the criteria listed in this policy will go to the Executive Director (County Librarian) or their designee to determine if it can be posted or not. The library will notify the contact for the posting within 72 hours.

Adopted April 28, 2020 by the Laramie County Library System Board of Directors.

CODE OF CONDUCT

A library is a place dedicated to peaceful enjoyment and the acquisition of knowledge and information. Its purpose is to aid citizens in the acquisition of knowledge through reading, writing, selecting materials, researching, studying, and attending Library- or community-sponsored programs or meetings.

The Laramie County Library is a limited public forum, and not a location for general public accommodation, or use for purposes not associated with the Library's purpose, services, and mission.

The Code of Conduct is intended to ensure and foster an orderly atmosphere, conducive to every library patron, exercising their constitutionally protected interest in receiving, reading, and acquiring information. Activities permitted on Library premises are those consistent with the nature and purpose of the Library. Behavior inconsistent with or disruptive to the Library's mission and purpose are not permitted.

The Code is designed to foster an atmosphere of mutual respect and courtesy and applies to all patrons, volunteers, and staff while on library system property.

Entrance into the library and use of its facilities shall be considered acknowledgment and acceptance of Library policies, including but not limited to the Code of Conduct.

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

1. Respect others.
2. Inform employees if you need accommodation or if assistance is needed for your full use of library services.
3. Explore new ideas and interests.
4. Be responsible for the wellbeing, conduct, and safety of children in your care.
5. Use the second floor with the understanding that it is primarily intended for use by children, teens, and their families.
6. Keep your personal belongings in your control at all times.
 - a. The library is not responsible for lost or stolen items.
7. Eat and drink in any area of the library. Immediately report spills to an employee.
8. Clean up after yourself.
9. Cooperate with the requests of library employees.

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

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

BEHAVIOR THAT DISTURBS OR MAY ENDANGER OTHER PEOPLE

1. Behavior that a reasonable person could perceive to be hostile, threatening, intrusive or offensive.
2. Verbally or physically harassing or threatening other patrons, volunteers or staff.
Harassment may include but is not limited to:
 - a. Initiating and/or persisting in unwanted conversation;
 - b. Impeding access to or within the building;
 - c. Unwanted and/or unconsented touching of another person.
 - d. Threatening communication, whether direct or implied, including but not limited to gestures, behaviors, and/or non-consensual contact directed at individuals or groups, under circumstance in which a reasonable person would or should have known would cause substantial emotional distress and/or a reasonable person to suffer substantial fear for their safety or the safety of another person; or for the loss or destruction of their property.
3. Offensive language. Using profane, obscene or provocative language or other actions which a reasonable person would have cause to believe would disturb the peace of others and/or that an individual has reasonable grounds to believe to be hostile, threatening, provocative or offensive. For purposes of this provision the term "provocative language" shall include but not be limited to insulting and/or "fighting words" which by their very utterance inflict injury or tend to incite.
4. Excessive noise, especially in areas designated for quiet or silence. Electronic devices must be used with headphones.
5. Leaving children or people in need of supervision unattended.
 - a. If a library employee has to ask a child more than once to behave, that child is in need of supervision.
 - b. If an older child is left to supervise a younger child and they are not supervising that child, a parent or caregiver will be required to be with the children.
6. Adults using the second floor when they do not have a legitimate reason for being there. Second floor reading areas, tables, and computers are intended for use by children or teens.
7. Blocking aisles, stairs or entrance/exits so as to make it dangerous, difficult or impossible to walk through. Blocking aisles, obstructing or interfering with patrons, the public or staff use of or access to hallways, passageways or other areas of Library premises. Obstructing includes but is not limited to behavior and/or conduct which is obstructive or disruptive to freedom of movement on or in Library premises, including as to ingress or egress and/or the designated use of the facilities or premises. This includes but is not limited to placement of cords for electricity to electronic equipment, such as laptop computers.
8. Bodily hygiene that is offensive so as to unduly interfere with another individual's use of the library. You shall be required to leave the building. Individuals with bodily hygiene that is offensive, so as to constitute a nuisance and thereby unduly interfere with another patron's use of the library, shall be required to leave the building.

BEHAVIOR THAT IS UNLAWFUL

1. Committing or attempting to commit any behavior or activity that constitutes a violation of any federal, state or local statute or ordinance.
2. Sexual misconduct, such as exposure, offensive touching, verbal comments or unwanted sexual advances to patrons, volunteers or employees.
3. Smoking, chewing, and using other tobacco products, including vaping and electronic cigarettes and other inhalants, except in designated outside areas.
4. Using, possessing, selling, soliciting, offering, and/or appearing under the influence of alcohol or illegal drugs.
5. Bringing animals, other than service animals, into the library except as authorized by a library manager.
6. Making unreasonable use of the public restrooms, including laundering clothes and bathing and/or using such facilities in a manner which creates a nuisance and/or interferes with or obstructs their use by other library patrons.
7. Use of open flame or any burning or heating elements, except as provided in meeting rooms and with consent of library staff and pursuant to library policy.
8. Skateboarding, skating, use of motorized and non-motorized scooters or loitering on library property.
9. Failing to comply with direction from Library staff, including but not limited to: Refusing, failing to desist from behavior which violates library policy; Refusing, failing to leave an area of the library when directed to by staff; Refusing, or failing to leave library premises if directed by staff.

BEHAVIOR THAT MISUSES LIBRARY RESOURCES

Misuse includes but not be limited to

1. Actions that damage library property or the property of others.
2. Accessing employee areas, unless accompanied by a library employee.
3. Not cleaning up after yourself.
 - a. Food and drink left unattended may be discarded.
4. Lying down on the floor, benches or couches.
5. Inappropriate dress, including no shirt or shoes.
6. Tampering with the arrangement of library materials, which makes finding or using them difficult.
7. Bringing in, possessing or leaving garbage, articles or other material with a foul odor or which impose a potential health risk for other patrons and/or articles which, alone or in their aggregate, impede the use of the library by other users.
8. Talking or audible use of electronics in the Capital Room on the third floor.
9. Use of library computers for anything other than their intended purpose. Downloading or searching any files other than those on your own USB. (See Internet Policy.)
10. Putting feet on the furniture, except for footrests or furniture designed for this purpose.

11. Placing flyers on cars in the public or employee parking lots or on cars parked on the street around the library.
12. Leaving your belongings unattended for more than 60 minutes. These items will be placed in lost and found.
13. Monopolizing library space, equipment, and furniture in public areas or outlets to the exclusion of others.
14. Solicitation of funds or busking (performing for money), distribution of literature or promotional materials or sale of goods by any person or agency other than the library.
15. Parking in designated spaces when you do not meet the requirements for parking in those spaces.

“If any of the information is unclear, or if there are questions in regard to Library policies, please ask a member of the library staff for clarifications.”

CONSEQUENCES OF MISCONDUCT

CONSEQUENCES OF MISCONDUCT

Library staff are empowered to enforce Library policies and procedures. The Executive Director (County Librarian) or designee will apply these rules in a fair and equitable manner for the benefit of all and review reports of misconduct and or policy violations.

The consequences of misconduct may be any of the following: verbal warning, eviction, loss of library privileges by being barred from all library facilities on a temporary or indefinite basis (including barring of library card), and/or prosecution to the full extent of the law. If the police are called, the offender may be cited. Parents will be called or notified in writing in the case of a minor (less than 18 years of age). The library reserves the right to inspect all bags, purses, briefcases, packs, personal listening devices, computers, and coats.

BARRING FROM LIBRARY PREMISES

The Executive Director (County Librarian) shall make decisions regarding consequences in regard to individuals who are determined to have violated any Library policies and/or the Code of Conduct. In making a decision, the Executive Director (County Librarian) will consider evidence provided by library staff in regard to the actions and alleged violations on the part of the patron and may request further information from library staff during its consideration. The Executive Director (County Librarian) in their sole discretion may but is not required to request information from the individual subject to any potential sanction and/or any non-staff witnesses.

Individuals who are barred or banned from library premises will be informed of this in writing. Reasonable efforts based on available information will be made to provide written notice to any violator including at the last or known address reasonably available to library staff. A summary of the reasons for the decision, and the length of time, temporary or indefinite ban is in effect, shall be included in the notice.

Proof of receipt by the individual of the notice of barring is not required for the decision to be in full force and effect, from the point the decision is made by the Executive Director.

Individuals entering upon or attempting to enter upon library premises during the pendency of any ban may be charged with criminal trespass.

PROCESS OF APPEAL FOR BARRING

A person who has been barred or banned from the library may make an appeal for reinstatement of library privileges. The appeal must be in writing and mailed or delivered to:

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

E-mail or electronic submissions of an appeal, will not be accepted.

Appeals from being barred from library premises must contain a thorough explanation of any challenges to the decision barring the individual from library premises and/or grounds or the basis for any reversal or modification of the decision barring entry to library premises. The written appeal, unless further evidence is requested from the individual, in the sole discretion of either the Executive Director or the Library Board, will constitute the individual submissions and basis for any request for readmission.

The Executive Director (County Librarian) shall review the submission of an individual seeking readmission and shall render a decision in regard to the appeal. The decision shall be in writing and will be provided to the individual at the last known available address. The Executive Director (County Librarian)'s decision denying or modifying a request for readmission shall be final, unless, within ten (10) days of the issuance of the Executive Director (County Librarian)'s decision, the individual appealing makes a written request for a hearing before the Library Board.

The Library Board retains complete discretion in regard to the granting of a hearing upon request. In the event the Board denies a hearing, the decision of the Executive Director (County Librarian) shall be a final administrative agency decision from its issuance or from the date the Board denies a request for hearing, whichever is later in time.

A hearing on the request for reinstatement of library privileges may be held by the Board, in its sole discretion, should it determine one is required. Such a hearing is not a contested case and the presence of the individual appealing is not required for the hearing to be held. In all cases where reinstatement is requested and the Board grants a hearing, the Board shall consider the request for reinstatement at a Board meeting within 45 days of the date of the request for reinstatement.

The Board's decision is a review of and determination in regard to the Executive Director (County Librarian)'s prior decision. The Board may consider the documentary evidence and/or testimony provided by library staff in regard to the barring of the patron and request further

information from library staff during its consideration. The Board will consider the written request of the patron, as well as any other information it feels is relevant to the decision.

After considering the request, the Board shall issue a written decision in regard to the request within 45 days of the date it considers the request. The Board's decision shall be considered a final agency decision.

In a case where a patron has been indefinitely barred from the library, or for a period of one year or more, and any initial request for reinstatement has been denied, the patron may reapply for consideration of reinstatement to the Board subsequent to a denial of readmission by the Board or the Executive Director (County Librarian), after the passage of 120 days, from any decision denying reinstatement.

In a case where a patron has not been indefinitely barred, or the ban is for less than one year and any initial request for reinstatement has been denied by either the Executive Director (County Librarian) or the Board, the patron may reapply for consideration of reinstatement to the Board after the passage of 30 days subsequent to the initial denial.

Final decisions regarding barring from library premises, whether by the Executive Director (County Librarian) or by the Board, may be appealed pursuant to the Wyoming Administrative Procedures Act within 30 days of the execution of the respective decision.

PETITIONS

1. Laramie County Library System is a limited public forum.
2. Members of the public who are seeking to have petitions signed may do so by standing on the perimeter, public right of way or sidewalk to seek signatures for petitions.
3. During inclement weather they may request to the Executive Director (County Librarian) space inside the library under the following guidelines:
 - a. Petitioner must complete an online request form for approval to collect signatures.
 - b. Petitioner will use only the table provided in the gallery space of the library.
 - c. Petitioner will not move the table to a different place.
 - d. Petitioner will stay behind the table at all times.
 - e. Petitioner will not yell, coerce, follow or otherwise impede or harass people who are walking by.
 - f. Petitioner may use a pre-approved sign or near the table.
 - g. Petitioner may use a normal inside voice to ask people to approach the table and inform on the petition's topic.
 - h. Petitioner will clean up the petition area and table, leaving nothing behind each day.
 - i. Petitioner will be out of the building at least 10 minutes prior to the library closing.

- j. Violation of any of the above or any part of the Code of Conduct will result in petitioning privileges being revoked for that individual and/or the subject of the petition.

INTERPRETATION FOR CHILDREN OF THE CODE OF CONDUCT

HAPPY, SAFE, AND HEALTHY AT THE LIBRARY

Let us work together!

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

GOOD LIBRARY BEHAVIOR MEANS THAT YOU WILL:

1. Ask for help when you need it.
2. Be kind and polite to everyone.
3. Speak in your indoor voice. Loud talking and noise makes it hard for those who need a quieter place.
4. Never climb in the library.
5. Keep your hands to yourself
6. Walk and look where you are going.
7. Be careful of younger children, especially in My Library Place.
8. Take good care of books, chess pieces, and other items that belong to the library.
9. Practice your listening skills in story times and library events.
10. Do what a person who works for the library asks you to do.

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

Adopted August 1, 2023 by the Laramie County Library System Board of Directors.

CODE OF CONDUCT, SERVICE ANIMAL

Laramie County Library System adheres to the Americans with Disabilities Act (ADA) and Wyo. Stat. §35-13-203. The library welcomes service animals and expects service animals to have acquired proper social behavior skills and manners. Service animals are expected to work calmly on a leash. Under the ADA, service animals must be harnessed, leashed or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks.

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

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

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

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

Adopted April 25, 2023 by the Laramie County Library System Board of Directors.

COLLECTION DEVELOPMENT

1. Using the Library Bill of Rights adopted by the American Library Association as its guiding principle, Laramie County Library System will make available to the citizens of Laramie County collections of popular and timely materials in a variety of formats appealing to the broad spectrum of public interest. To ensure the needs of the community are being met and that the collections remain vital, collections will be weeded on a yearly schedule.
2. Materials in the Special Collections are generally retained due to the rare and special nature of those collections. However, materials may be withdrawn from those collections if they are obsolete or inaccurate; worn or damaged and can be replaced; superseded editions; ephemeral materials no longer timely; or items inappropriate for the nature of the collection.
3. Laramie County Library System adheres to the tenets of the Freedom to Read Foundation's Freedom to Read Statement:
The First Amendment to the United States Constitution guarantees all individuals the right to express their ideas without governmental interference, and to read and listen to the ideas of others. The Freedom to Read Foundation was established to promote and defend this right; to foster libraries and institutions wherein every individual's First Amendment freedoms are fulfilled; and to support the right of libraries to include in their collections and make available any work which they may legally acquire.

Adopted May 25, 2021 by the Laramie County Library System Board of Directors.

DISPLAY OPPORTUNITIES

1. Laramie County Library System allows displays by outside entities as space permits and if the library is not utilizing the display space.
2. All display proposals, which are not solicited by the library, must be submitted according to the LCLS Exhibition Proposal Requirements for review by the Exhibition Team.
3. Locked display spaces available in Cheyenne:
 - a. Two small movable glass display cases
 - b. Gallery glass display cases
 - c. First floor glass display case by elevator
 - d. Second floor glass display case in south hallway
 - e. Third floor glass display case in south hallway
4. The Burns Library has a limited display area in the café. There is no designated display space in the Pine Bluffs Library.
5. Approval for use of display cases and/or other displays in the library are determined on a case-by-case basis.
6. Laramie County Library is not liable for damage or theft of items displayed.

Adopted April 2, 2013 by the Laramie County Library System Board of Directors.

DVD LOANS TO SCHOOLS, BILLING

1. For the purpose of checking out DVDs for in school use only, all high schools and junior high schools in LCSD #1 and LCSD #2 are eligible for one school AV library card.
2. A principal, assistant principal or another school employee authorized to expend funds and take responsibility for card usage must sign for the card. Contact the Audiovisual Coordinator for procedures.
3. The fee for DVDs checked out on these library cards will be \$1.00 per title for 4 days.
4. The library card must be presented to library employees by a designee of the school in order to check out DVDs. Self-checkout is not an option when using these library cards.
5. DVDs will be available in the same manner as they are for individual library users. They may not be held for a specific date or time.

Adopted September 27, 2011 by the Laramie County Library System Board of Directors.

EMERGENCY, HEALTH

1. Members of the public who use the library are expected to comply with directives made by the Wyoming Department of Health, or any governmental agency designated with authority, during a health emergency.
2. Members of the public are requested to not use the library if they are feeling ill.
3. Members of the public may be expected to wear face coverings while in a library facility. If so expected, then the public shall wear face coverings. Failure to comply will be a violation of Code of Conduct under actions that are prohibited #2 "Behavior that is unsafe..."
4. Members of the public must comply with social distancing of 6 feet from another person or as stated in the Wyoming Department of Health's or the governmental agency designated with authority, guidelines. This applies whether or not people are wearing a face covering. Failure to comply will be a violation of Code of Conduct under actions that are prohibited #2 "Behavior that is unsafe..."
5. Members of the public may be asked to clean workstations or areas where they sit before and/or after use of an area. They may use only items intended for cleaning as supplied by the library.
6. Members of the public are encouraged to follow personal hygiene recommendations of the Wyoming Department of Health, or the governmental agency designated with authority, such as frequent and thorough handwashing, sneezing/coughing into their elbow or a tissue, doing their best to not touch their face, and regularly using hand sanitizer.

Adopted July 28, 2020 by the Laramie County Library System Board of Directors.

EXHIBITIONS

Exhibitions at Laramie County Library System will support the library's mission by exhibiting items that contribute to lifelong learning and cultural exposure.

1. LCLS-originated exhibitions have first priority and take precedence over all other exhibitions.
2. Exhibition proposals from organizations and/or individuals outside LCLS must be submitted according to the LCLS's Exhibition Proposal Requirements for review by LCLS's Community and Media Relations (CMR) unit and Events Team. School-age (PreKindergarten-12th Grade) art exhibitions are exempt from this requirement, but must be coordinated through CMR in advance.
3. LCLS reserves the right to extend exhibition invitations to artists, individuals, collectors or groups.
4. The Executive Director (County Librarian) has the final decision over all exhibitions.
5. Prices for art available for sale will not be displayed unless an exception is granted by the Executive Director (County Librarian). LCLS will provide artist contact information (with cards provided by the artist) to patrons who ask for such information. If a sale occurs as a result of an exhibition at the library, the artist is requested, though not required, to donate 20% of the proceeds to the Laramie County Library Foundation.
6. Ideas presented in exhibitions at the library do not constitute endorsement by LCLS.

Adopted April 25, 2017 by the Laramie County Library System Board of Directors.

FEES, LOAN PERIODS, LIMITS AND CHARGES

To ensure the equitable operation of the library and that library materials and equipment are available in a timely fashion, the Board establishes the following fees, loan periods, and limits. Note that adult library cards have a limit of 100 items total; youth library cards have a limit of 60 items total.

<u>Print Materials</u>	<u>Loan Period</u>	<u>Limit</u>	<u>Charges</u>
Fiction Books	21 days		<i>See List of Charges below</i>
Fiction Books – NEW	7 days		<i>See List of Charges below</i>
Nonfiction Books	21 days		<i>See List of Charges below</i>
Youth Materials	21 days		<i>See List of Charges below</i>
Youth Book & CD Sets	21 days	16	<i>See List of Charges below</i>
Periodicals (Magazines)	7 days		<i>See List of Charges below</i>
Book Club Kits	42 days	2	<i>See List of Charges below</i>
Interlibrary Loan Fee	Determined by loaning library or 21 days	Determined by loaning library	\$2 per item requested; loaning library may charge additional fees
<u>Audiovisual (AV) Materials</u>			
Audiobooks (BOCDs & MP3s)	21 days	16 per format	<i>See List of Charges below</i>
Movies (DVDs & Blu-rays)	7 days	4 per format	<i>See List of Charges below</i>
TV Series	21 days	4 per format	<i>See List of Charges below</i>
Video Games	7 days	2 per format	<i>See List of Charges below</i>
Music CD	21 days	16	<i>See List of Charges below</i>
Interlibrary Loan Fee	Determined by loaning library or days above per item type	Determined by loaning library	\$2 per item requested; loaning library may charge additional fees

<u>Bookmobile</u>			
All materials	28 days	See above per item type	<i>See List of Charges below</i>
<u>Equipment</u>			
Overhead Projector	4 days	1	<i>See List of Charges below</i>
35mm Slide Projector	4 days	1	<i>See List of Charges below</i>
Screens	4 days	1	<i>See List of Charges below</i>
Laptop	7 days	1 per family	<i>See List of Charges below</i>
Hotspot	7 days	1 per family	<i>See List of Charges below</i>
<u>Meeting Room Equipment</u>			
Easel	Per meeting	2	<i>See List of Charges below</i>
Laptop w/AV Cart	Per meeting	1	<i>See List of Charges below</i>
Microphone	Per meeting	2	<i>See List of Charges below</i>
Projector – 35mm Slide	Per meeting	1	<i>See List of Charges below</i>
Projector – Permanent	Per meeting	1	<i>See List of Charges below</i>
Piano (Cottonwood Room)	Per meeting	2	<i>See List of Charges below</i>
TV/VCR/DVD Player	Per meeting	1	<i>See List of Charges below</i>
Whiteboard	Per meeting	1	<i>See List of Charges below</i>
Fees			
Fax – sending			<i>\$.50 per fax</i>
Fax – receiving			<i>\$.10 per page</i>
Copies – black & white			<i>\$.10 per page</i>
Copies – color			<i>\$1.00 per page</i>
Library card replacement			<i>\$3.00</i>
To Purchase			
Blank CD			<i>\$1.00</i>
Flash Drive (USB)			<i>\$5.25</i>

Envelope			\$.25
Laminating Sheet			\$1.00
Stamp			Current cost for a stamp
3D printing fee			\$.10 per ounce
Clear Book Jackets	Size 9, 10, 12, and 14		\$.50 each
Clear Book Jackets	Size 16		\$.50 each

See also LOST/DAMAGED ITEMS POLICY

<u>LIST OF CHARGES</u> <u>(for material and equipment checked out or used in house)</u>	<u>Charges</u>
Material or Equipment Returned <i>without</i> Barcode	\$1.00
Material or Equipment Returned <i>without</i> RFID Tag	\$2.00
Lost Material	Cost of Item + Processing Fee
Damaged Material – Returned to Library	One-half cost of item + Processing Fee
Damaged Material – Not Returned to Library	Cost of Item + Processing Fee
Lost or Damaged Equipment	Cost of Equipment OR Cost of Repair if Repair Restores Function
Processing Fee – Book	\$5.00
Processing Fee – AV	\$10.00
Collection Agency for long overdue items	\$20.00

1. **Responsibility** – In return for the right and privilege to use Laramie County Library System, you are responsible for

- a. ensuring that books, materials, and other equipment are returned when due
 - b. paying promptly all charges against your library card account or the library account of any minor you have signed for a library card account
 - c. paying collection costs and fees incurred by the library in obtaining payment of monies or the return of materials owed to the library by the signee of the library card.
- 2. **Renewals** – You may renew most materials up to two times, unless another borrower has placed a request on the material. This includes using the renewal function and/or checking materials in and checking out again. You may renew materials by contacting us in person or over the phone, using a Self-Check station, or by accessing your account online.
- 3. **Collection Fees** – When materials or equipment are 35 days overdue or damaged materials or equipment are not paid for, we may turn over your library account to a collection agency. You are responsible for paying all collection agency fees. There is a \$20.00 fee each time an account is turned over for collection. You will not be able to check out any material or equipment until your account is cleared.
- 4. **Lost and Damaged Materials or Equipment** – You are responsible for all materials checked out on your library card. The parent or guardian signing for a minor's library card is responsible for all materials checked out on the minor's card, even if the minor has reached the age of majority. You are responsible for the replacement cost of any lost library material or equipment. Damaged equipment is the entire cost of the equipment whether returned to the library or not. If the equipment can be repaired to full usefulness, we may charge you only for the cost of repair. (See LOST/DAMAGED MATERIALS POLICY)
- 5. **Refunds** – Refunds will be issued in cash or check for amounts that are \$10.00 and under. Refunds for amounts that are over \$10.00 will be issued in check only.
 - a. For cash refunds the patron will need to go to the Business Office on the second floor of the library from Monday through Friday between the hours of 10:00 am and 5:00 pm.
 - b. For refunds that will be a check, we will issue refunds following the next regularly scheduled Board meeting.
 - c. We will issue refunds over \$10.00 via check or crediting your library account following the next regularly scheduled Board meeting. If issued refund checks are not cashed or do not clear the bank within 6 months of the issue date, the funds will be considered a donation to the library.
- 6. **Interlibrary Loans** – The library may borrow materials from another library in Wyoming or from libraries across the United States via interlibrary loan (ILL).
 - a. There is a \$2.00 fee for ILL requests.
 - b. You may place requests using your account online or at any public service desk.
 - c. Fees charged by the loaning library are your responsibility; this may include overdue fees.
 - d. The limit of outstanding requests and checked out interlibrary loan materials is eight, excluding magazine and journal articles.

7. **Copyright Law** – The copyright law of the United States (Title 17 U.S. Code) governs the reproduction of library materials. You are responsible for any copyright infringement for copies you make.
8. **Homebound Services** – If you receive homebound services from the library, you are exempt from the following policies:
 - a. All materials checked out to a “homebound” library card check out for 28 days.
 - b. There are no ILL fees.
 - c. The number of items allowed per visit is determined by the library employee responsible for this service, except for DVDs and Blu-rays with a limit of eight.
 - d. No DVDs that are shelved in the new section of the Audiovisual Collection may be checked out to a “homebound” library card.

Adopted April 25, 2023 by the Laramie County Library System Board of Directors.

HOURS OF OPERATION

Hours of operation will be established to best meet the needs of the community while taking into consideration financial issues.

CHEYENNE

Monday	10:00 a.m. – 9:00 p.m.
Tuesday	10:00 a.m. – 9:00 p.m.
Wednesday	10:00 a.m. – 9:00 p.m.
Thursday	10:00 a.m. – 9:00 p.m.
Friday	10:00 a.m. – 6:00 p.m.
Saturday	10:00 a.m. – 6:00 p.m.
Sunday	1:00 p.m. – 5:00 p.m.

BURNS

Monday	1:00 p.m. – 5:00 p.m.
Tuesday	10:00 a.m. – 5:00 p.m.
Wednesday	CLOSED
Thursday	10:00 a.m. – 7:00 p.m.
Friday	10:00 a.m. – 5:00 p.m.
Saturday	9:00 a.m. – 12:00 p.m.
Sunday	CLOSED

PINE BLUFFS

Monday	CLOSED
Tuesday	10:00 a.m. – 7:00 p.m.
Wednesday	10:00 a.m. – 5:00 p.m.
Thursday	10:00 a.m. – 5:00 p.m.
Friday	1:00 p.m. – 5:00 p.m.
Saturday	9:00 a.m. – 12:00 p.m.
Sunday	CLOSED

BOOKMOBILE

Schedule is set administratively with fall/winter, winter/spring and summer schedules.

The Executive Director (County Librarian) or designee is authorized by the Board of Directors to close any library facility, open on a delayed schedule or to close a library facility early due to inclement weather.

Adopted March 25, 2014 by the Laramie County Library System Board of Directors.

INTERNET

To assist patrons in the use and understanding of the internet, the library provides users with the following policy:

1. The primary purpose of internet connectivity is to provide access for all Laramie County residents to other computer systems throughout the world for information, research, and entertainment appropriate to a public place.
2. Some of the most current and up-to-date sources of information today are only available via the internet.
3. Laramie County Library System supports intellectual freedom, but does reserve the right to limit access to services deemed incompatible with the stated intent of internet service.
4. Network users are advised that some websites, peer-to-peer networks, and other systems accessible via the internet contain material that may be considered offensive, illegal, and/or inaccurate. Unlawful use of the internet is prohibited.
5. As with any other sources of information, the accuracy of the information should be evaluated as to its source of authority.
6. To foster an atmosphere of mutual respect and courtesy, the LCLS Code of Conduct will be enforced in the Computer Center and computer areas as it is on all library property. Library employees will enforce policies prohibiting the viewing of internet sites that are inappropriate for a public place.
7. Filtering is used to block sites that are illegal or inappropriate for a public place. The categories listed next are the headings used by the filtering software company. Sites blocked include but are not limited to gambling, child pornography/child abuse (sites showing children being abused), malicious code viruses, pornography/adult content, and spyware.
8. Filtering software is not foolproof. Sites that fall under the above categories may occasionally and inadvertently be accessible on Laramie County Library System computers. Laramie County Library System assumes no responsibility for failures of the filtering software to block all contents from the above listed sites.
9. Parents/guardians concerned with their child's access to the internet must accompany their child to the library to ensure their parental right to censor information is enforced. Library employees assume no responsibility for children's use of library computers and the internet.
10. Parents/guardians do have the option of further filtering by selecting the most restrictive library card for a minor. The additional sites that are blocked on the most restricted card under the policy are chat sites, R-rated sites, and obscene/tasteless sites.
11. Parents are encouraged to educate their children concerning safety and security when using the internet.
12. The library is not responsible for any liability that may occur as a result of the disclosure of any personal information over its public computers and network.
13. The library is not responsible for any damage to personal devices or to the files downloaded to personal devices or file storage media.

14. The computers in the library may not be available at times due to upgrades, power outages, closure due to weather or other issues out of the library's control.
15. Guest usage of library computers that have internet access and other software is free.

Adopted May 25, 2021 by the Laramie County Library System Board of Directors.

LCD PROJECTOR

1. The portable LCD projector is for use by library employees for library business only.
2. Each meeting room has a ceiling-mounted LCD projector and connectivity for use with a laptop or DVD player.
3. A laptop on an AV cart is available for a fee and may be used in any meeting room.

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

LIBRARY BILL OF RIGHTS

Laramie County Library System adheres to the tenets of the Library Bill of Rights as adopted by the American Library Association:

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

1. 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.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be prescribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries that make exhibit space and meeting rooms available to the public they serve should make facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948.

Amended February 2, 1961 and January 23, 1980,

Inclusion of "age" reaffirmed January 23, 1996,

By the ALA Council

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

LIBRARY CARDS

1. Laramie County Library System will not collect PII (Personally Identifiable Information), as defined by the government of United States as “anything that can be used to distinguish or trace an individual’s identity,” other than name, address, phone number, and email.
2. A library card is your account with the library. You need your library card or library card number and PIN (personal identification number) to check out materials and equipment or renew materials, to place holds, to add money to your account for future payment of printing, fines, and fees, and to access public computers that have internet, databases, and software. You may also ask an employee to look up your account if you present a valid photo ID and verify information on your library account. This is to safeguard your personal information. Internet access is filtered as per the library’s internet policy. (See INTERNET page for details).
3. Through signature on and use of the Laramie County Library System (LCLS) card issued under these policies, you understand, acknowledge, and agree to be bound by the policies of LCLS. You further understand that the policies of LCLS are subject to change and agree that in exchange for the consideration of the use of the issued library card, you will be bound by any policies issued by LCLS.
4. Notice of changes to the LCLS policies will be provided as required under the Wyoming law. Copies of the policies are available at a service point in any LCLS facility.
5. Responsibility – In return for the right and privilege to use the library, you are responsible for ensuring that library materials are returned when due; for paying promptly all fines, fees, damages or losses charged against your library card account or the library account of any minor you have signed for a library card account; and for paying collection costs and fees incurred by the library in obtaining payment of monies or the return of materials owed to the library.
6. The following describes library card privilege levels and what is required to get a library card.
 - a. Adult card (full privilege A2)
 - i. You must be at least 18 years of age.
 - ii. You must supply full identification with photo and proof of address in Laramie County. Address may not be for temporary lodging such as temporary shelters, hotels, motels, campgrounds or similar places of temporary lodging.
 - iii. Identification must be one of the following: driver’s license (any state); any state identification card that is issued by a Department of Motor Vehicles; military ID (either enlisted or dependents); passport; Magic City Enterprise ID with picture and current address; or birth certificate and original Social Security card for individuals with no picture ID. If the identification does not contain a current address, proof of current address must be one of the following current items: check or bank statement; insurance policy; mortgage document; lease agreement; vehicle registration; tax document; official school document; document

- from a government agency; rent receipt; pay stub; phone bill; utility bill; doctor's bill; or any other bill.
 - iv. If you have a military ID, you do not need proof of address.
 - b. Limited card that allows checkout and computer access (limited privilege A3)
 - i. Limited to four print materials at a time.
 - ii. You must supply a photo ID as listed above.
 - iii. You do not need proof of address, but must have an address in Laramie County that is not considered temporary lodging such as temporary shelters, hotels, motels, campgrounds or similar places of temporary lodging. COMEA Shelter's Transitional Housing is not considered temporary housing under these guidelines. You must have a letter issued by COMEA Shelter's Transitional Housing stating that you are living in transitional housing.
 - c. Limited card that allows computer access only (limited privilege CC)
 - i. You must supply a photo ID as listed above.
 - ii. You do not need proof of address, but must have an address in Laramie County.
 - iii. Minors with photo ID from a school or a Wyoming Driver's License will be eligible for a library card with this privilege.
 - iv. If you already have a library card and owe fines, you will not be allowed a second library card just for computer use.
 - d. Minor Card
 - i. A parent or guardian must be present and must sign the library card. The minor will also have a space on the library card for them to sign their name. The minor must be under 18 years of age and the parent or guardian must supply full identification/proof of address as stated above under Adult card.
 - ii. Options for parent relating to access to material and the internet:
 - 1. JV – Minors with this privilege level on their library card may check out all material in the library except DVDs on the first floor. Internet access is filtered at the same level as adult card (See INTERNET page for details.)
 - 2. J2 – Minors with this privilege level on their library card may check out all materials in the library that circulate. Internet access is filtered at the same level as adult card (See INTERNET page for details.)
 - 3. J3 – Minors with this privilege level on their library card may check out materials on the second floor with the exception of teen materials. They are not allowed to check out any materials on the first floor or third floor. Internet access is filtered at a higher level than an adult card (See INTERNET page for details.)
- 7. Your first library card is issued at no charge. (See replacement policy).
- 8. Since the age of majority (adulthood) for the State of Wyoming is 18 years of age, this means minors may not be turned over to a collection agency. The library uses a

collection agency when library accounts show materials are more than 35 days overdue. Parents or legal guardians are responsible for their minor's library card account.

9. If you register for a library card online, you will have up to 14 days to pick up your card. Picture ID, proof of address as stated in number 5 above, and signature are required at the time of pickup of the library card.
10. If you present a library card from LCLS and are unable to check out materials due to restrictions or privilege level, you may not use a card from another WYLD library to circumvent LCLS policies.
11. **Lost or Stolen Library Cards** – You are responsible for all materials or equipment checked out on your library card up to the date you report, **in writing**, to Laramie County Library System that the card was lost or stolen. Written notification may be given via email to circstaff@lclsonline.org, U.S. Postal Service or delivered in person to the Cards & Accounts Desk. To temporarily deactivate the card, immediately call the LCLS Cheyenne Cards & Accounts Desk at (307) 634-3561. Written notification is still required for a permanent deactivation.
12. **Replacement Library Cards** – You must complete a replacement library card application and a photo ID is required. There is a fee of \$3.00 charged to replace a stolen, lost or damaged library card. Older library cards that start with the numbers 29092 will not be charged a replacement fee.
13. **Cancelling a Library Card Account** – Written notification is required to cancel a library card. Until you have cancelled a library card account in writing, you are responsible for all materials or equipment checked out on your library card, even for a minor who has now turned 18, until you notify the library in writing. Written notification may be given via email to circstaff@lclsonline.org, U.S. Postal Service or delivered in person to the Cards & Accounts Desk.

Adopted April 25, 2023 by the Laramie County Library System Board of Directors.

LIBRARY CARD, VALUE ADDED SERVICES

1. Your Laramie County Library System (LCLS) card provides a single point of management for a library-wide self-serve transaction system that enables you to:
 - a. Check out items
 - b. Place holds
 - c. Access public computers that have internet, databases and software
 - d. Add dollars to your account for future payment of printing, fines, and fees
 - e. Use your LCLS card as a debit card and add value to library accounts without assistance from library employees.
2. Use of the LCLS card is free – value balances and activity reports are easily obtained at the Automatic Payment Machines.
3. Use of the LCLS card’s “value added” feature can be made only at the LCLS main facility in Cheyenne, WY.

TERMS AND CONDITIONS

1. Value additions to your LCLS card account shall be in minimum amounts of \$0.10.
2. If merchandise is being returned that was originally purchased with your LCLS card, the refund must be credited back to your account if the amount is \$10.00 or less. Refunds over \$10.00 will be credited to your account or issued via check following the next regularly scheduled library board meeting.
3. Written notification may be given via email to billing@lclsonline.org, U.S. Postal Service or delivered in person to the Cards & Accounts Desk. To temporarily deactivate the card immediately, call the LCLS Cheyenne Cards & Accounts Desk at (307) 634-3561. Written notification is still required for permanent deactivation.
4. Your LCLS card and privileges are non-transferable.
5. When there has been no use of your LCLS card for a period of five (5) years, your account will automatically be closed and remaining funds, if any, will be forfeited.
6. The policies of the LCLS govern the use of the LCLS card and are subject to change without prior notification.

Adopted April 26, 2016 by the Laramie County Library System Board of Directors.

LIMITED PUBLIC FORUM

Laramie County Library System maintains a limited public forum, the primary function of which is the promotion of carrying out the fundamental functions of the library's mission and purpose. Policies relating to public use of library facilities may be modified, interpreted, and employed to carry out these purposes. Regardless of any policy expressed herein, the Laramie County Library System Board and/or the Executive Director (County Librarian) reserve the right to control and restrict the use of the library spaces and facilities in any manner consistent with the library's mission, goals, and purpose.

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

LOST/DAMAGED ITEMS

1. **UNCATALOGED PAPERBACKS** (paperbacks with no spine label): If a patron loses or damages an uncataloged paperback, they may:
 - a. Bring in another paperback in good condition and pay \$5.00 for a processing fee, keeping the damaged book if desired.
 - b. Return the damaged book and pay 50% of the cost of the book and \$5.00 processing fee and LCLS will retain the damaged book.
 - c. Keep the damaged item and pay the full replacement cost and \$5.00 processing fee.
 - d. Pay full replacement cost and \$5.00 processing fee for a lost item.
2. **AUDIOBOOKS** (lost part): If a patron has lost or damaged an individual CD in an audio book set and the individual CD can be replaced:
 - a. The patron will be charged the replacement cost and a \$5.00 processing fee.
 - b. The patron may keep the individual damaged tape or CD if desired.
 - c. The set will be retained by the library.
3. **BOOK with a CD in a set** (both those in plastic bags and those with CD in the back of the book): If a patron loses or damages one part in a book with a CD in a set and that part cannot be replaced:
 - a. The patron will pay 50% of the total cost of the set for a lost or damaged cassette, CD or book and a \$5.00 processing fee if:
 - i. The entire set for a damaged item is returned to the library or
 - ii. The rest of the set for a lost item is returned to the library.
 - b. If the patron wants to keep the damaged part of a set, they will pay the total cost of the set and a \$10.00 processing fee. They may keep the entire set.
 - c. If the patron wants to keep the rest of the set with a lost part, they will pay the total cost of the set and a \$10.00 processing fee.
4. **OTHER AV MATERIALS** (damaged):
 - a. If the patron returns any other damaged AV item, they will pay 50% of the cost of the item and a \$10.00 processing fee and the library will retain the item.
 - b. If the patron wants to keep the damaged item, they will pay the full price of the item plus the \$10.00 processing fee.
 - c. Patrons may bring in an exact copy of the damaged item, keep the damaged item if desired, and pay a \$10.00 processing fee.
 - d. If the library is unable to replace a single damaged disc in a DVD, video game, MP3 or CD set, the patron is responsible for the cost of the entire set and a \$10.00 processing fee.
 - e. Damaged booklets will be a \$5.00 charge plus a \$5.00 processing fee.
5. **ALL OTHER AV MATERIALS** (lost):
 - a. If the patron loses an AV item, they will pay the full price of the item plus the \$10.00 processing fee.
 - b. Patrons may bring in an exact copy of the lost item and pay a \$10.00 processing fee.

- c. If the patron loses a booklet, the charge will be \$5.00 replacement fee plus \$5.00 processing fee.
 - d. If the library is unable to replace an item other than a booklet in a DVD, video game, MP3 or CD set, the patron is responsible for the cost of the entire set plus a \$10.00 processing fee.
- 6. ALL OTHER MATERIALS (damaged):
 - a. If the patron returns any other type of damaged item, they will pay 50% of the cost of the item and a \$5.00 processing fee and the library will retain the item.
 - b. If the patron wants to keep the damaged item, they will pay the full price of the item plus the \$5.00 processing fee.
 - c. If the patron damages a booklet, the charge will be \$5.00 replacement fee plus \$5.00 processing fee.
 - d. Patrons may bring in an exact copy of the damaged item, keep the damaged item if desired, and pay a \$5.00 processing fee.
- 7. ALL OTHER MATERIALS (lost):
 - a. If the patron loses an item, they will pay the full price of the item plus the \$5.00 processing fee.
 - b. Patrons may bring in an exact copy of the lost item and pay a \$5.00 processing fee.
- 8. EQUIPMENT (lost or damaged):
 - a. If the patron loses equipment, they will pay the full price of the equipment.
 - b. If the patron damages equipment and it is not repairable, they will pay the full price of the equipment.
 - c. If the patron damages equipment and it can be repaired to full and complete use as well as look close to new, they will pay the cost for repairs.
- 9. The patron is responsible for paying any collection agency charges associated with the checkout of any lost or damaged item.

Adopted June 28, 2022 by the Laramie County Library System Board of Directors.

MEETING ROOM ACCESS, PUBLIC

Access to the library's meeting rooms is provided under the following guidelines and in compliance with seating limitations for each room:

1. The meeting rooms may be used for commercial and non-commercial activities. Generally, no fees are charged under the following circumstances (a voluntary suggested use fee of \$10.00 is recommended):
 - a. Nonprofit and not-for-profit meetings that are free and open to the public where all can participate fully
 - b. Governmental agency hearings that are open to the public
 - c. Meetings sponsored by LCLS in support of its mission and goals
2. Fees are charged for the following uses considered commercial:
 - a. Meetings that are closed to the public, e.g. interviews, depositions, etc.
 - b. Meetings of profit-making groups or businesses
 - c. Fundraising events other than those sponsored by the library
 - d. Meetings that are restricted to members of a particular group
 - e. Meetings that require payment of tuition or other fees
 - f. Meetings where products or services are promoted or sold
 - g. Meetings where money is collected through sales or donations
 - h. Private parties or events where only those invited may attend.
3. Fees for all meeting rooms except the Cottonwood Room are \$25.00 per half hour. The fee for the Cottonwood Room is \$30.00 per half hour. The fee is charged for the time used by the organization, and partial half hours are charged by the half hour. All fees must be paid the day the room is used.
4. Room set-up and take-down is the responsibility of the group using the meeting room. No library employees will be available to assist with set-up or take-down. Groups are expected to book adequate set-up time and take-down time when reserving the room.
5. A library card or driver's license is required to check out the meeting room keys, microphones, and AV cart.
6. Signage of a non-permanent nature may be used just outside the door of a meeting room using only approved tape obtained at an Ask Here desk. Signage must not obstruct passage in any manner.
7. Pianos are only available in the Cottonwood Room.
8. Political rallies, demonstrations, and announcements of candidacy may occur within a library meeting room as long as all meeting room and library policies are adhered to. Appropriate noise levels must be maintained.
9. When a meeting room is to be used for a private party or event that is limited to only those who are invited, a \$50.00 cleaning deposit is required. Once the room is inspected, the deposit may be refunded within 45 days of the use of the room.
10. Library activities take precedence over all other meeting room activities.
11. Laramie County Library System reserves the right to review each prospective use and determine whether or not that use falls within the meeting room policies and LCLS's Code of Conduct and the needs and the functions of the library.

12. To use the meeting rooms, the person responsible for the group must complete an application. Applications are used to ensure that groups comply with library policies.
13. Permission to use the library's meeting facilities does not constitute an endorsement by the library for a group's product, service or event. In issuing any publicity, groups may not imply that their events are sponsored, co-sponsored or approved by LCLS.
14. No alcoholic beverages may be served and tobacco use is not permitted.
15. Use of the premises may be terminated at any time if the conduct of the group or any member of the group is not in compliance with the LCLS Code of Conduct, meeting room policy or any other relevant library policy or the needs and functions of the library.
16. No frying of any kind may take place in the kitchen. Frying in the kitchen may result in a \$50.00 fee and suspension of all kitchen privileges for a period of one year.
17. Vacuums are available upon request. If the room and/or kitchen are not left in a clean and orderly condition, a \$25.00 cleanup fee will be charged. The cost of repair and/or replacement for excessive damage to room, damage to equipment or cleaning of carpet stains may be charged to the group.

SPECIAL SERVICES AND FEES

1. Commercial group fees: \$25.00 per half hour for all rooms except the Cottonwood Room. The fee for the Cottonwood Room is \$30.00 per half hour (partial half hours charged by the half hour).
2. For the Cottonwood Room and Willow Room, a kitchen is available at no charge. No refrigerator available. Two large pots of coffee and one for hot water available. All other supplies must be provided by the group using the kitchen. Note: If two meetings are going on at the same time, the kitchen may be shared.
3. Library audiovisual (AV) equipment, including a microphone, may be used in the meeting rooms. AV equipment must be reserved prior to the meeting. For a list of AV equipment and fees, ask at the Ask Here Desk on any floor.
4. Training is provided if you wish to connect a laptop or other device to the meeting room technology or want to use the library's AV Cart. A training session may be arranged with the IT Department by filling out a training request form. The IT Department needs 72-hour notice in which to schedule a room and trainer for the training session.
5. If you are using your own computer equipment to connect to the technology in the meeting rooms, limited troubleshooting assistance will be provided. Due to liability issues, IT employees will not be able to touch your laptop or other device.
6. Computer Classroom:
 - a. The Computer Classroom may be scheduled for a group to do training or work that requires computers. There are six computers available.
 - b. The Studio, used for video production, is in the Computer Classroom and the room may be scheduled for this use. There are two specialized computers in the room that assist with editing.
 - c. The library has one computer with a webcam that is in the Computer Classroom. The room may be scheduled for use of the webcam to ensure privacy and not disturbing other library users.

- d. Two specialized computers are in the Computer Classroom as well. They may be reserved by calling and asking for the Computer Center help desk or in person. The room is generally not scheduled for this purpose, but may be if the work involves a group collaborating.

Adopted June 28, 2022 by the Laramie County Library System Board of Directors.

MEETING ROOMS, BEFORE LIBRARY IS OPEN AND AFTER LIBRARY IS CLOSED

1. All meeting room policies apply for meeting room usage before the library is open and after the library is closed.
2. The Cottonwood Room and Willow Room are available for before-hour and after-hour usage. All other meeting rooms are only available when the library is open.
3. A fee will be charged for before- and/or after-hour usage at the rate of \$30.00 per half hour for the Cottonwood Room and \$25.00 per half hour for the Willow Room. (Governmental entities are excluded from this fee.)
4. A \$50.00 no-show or late fee will be charged to those who do not report at the scheduled time.

BEFORE LIBRARY IS OPEN

1. The Cottonwood Room and Willow Room may be booked beginning at 7:30 am, Monday-Saturday and 10:30 am on Sunday.
2. No assistance will be provided other than checking out the room key, microphones, and/or AV cart.
3. A library employee will meet the group in the Gallery space at the earliest time requested on the meeting room reservation form.

AFTER LIBRARY IS CLOSED

1. No employees will be present after hours. After-hour usage is contingent upon availability of security personnel contracted by the library. The security company will be compensated by the person booking the room at the normal hourly rate charged to the library for security services.
2. Requests for after-hour usage must be made at least three weeks in advance and may be made online using the Reserve a Meeting Room form. The time you request must overlap with the last hour the library is open.
3. Once the library receives your request, library personnel will contact the security company to check the availability of security personnel for the dates and times of your request.
4. No alcoholic beverages may be served and tobacco use is not permitted.
5. You must be in the library prior to closing to check out the room key, microphones, and/or AV cart. Employees may not stay late to accommodate you.

HOLIDAY AND CLOSURES

Requests to use the library during holiday or other closures must be made to the Executive Director (County Librarian) or designee.

Adopted April 25, 2023 by the Library County Library System Board of Directors.

MINORS IN LIBRARY WITH A GROUP

Minors who are in the library with a group will be the responsibility of the adult(s) who brought the group to the library.

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

PARKING

1. The parking lot west of the Laramie County Library is designated for those who are using library services.
2. Overnight parking is prohibited.
3. Any vehicle found to be in violation of this policy may be towed at the owner's expense.
4. In cooperation with the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) program, the Laramie County Library will have:
 - a. Parking spaces conveniently located near the west entrance of the library designated for carpools only.
 - b. The designated parking spaces are reserved for vehicles with more than one person and will be clearly marked with surface paint and/or signage.
5. Parking spaces for the disabled will consist of spaces in the bank of parking spaces nearest the building and spaces on 22nd Street.
6. The parking lot on the northeast corner of the site is designated for employee parking.

Adopted March 25, 2014 by the Laramie County Library System Board of Directors.

PET RELIEF AREA

A Pet Relief Area is provided for pets and their owners. Owners must leash their pets using this space. Owners must clean up after their pets, disposing of waste in a proper receptacle.

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

EVENT PARTNERSHIP

Partnerships for events held at any facility of Laramie County Library System (LCLS) will support our mission by providing events that contribute to lifelong learning and cultural exposure.

1. LCLS events have first priority and take precedence over all partnerships.
2. All partnership proposals, which are not solicited by the LCLS, must be submitted in compliance with the Event Partnership Proposal Form for review by LCLS and must be coordinated through the LCLS Adult Services (AS) Division in advance.
3. Partnership proposals will be selected/denied by LCLS.
4. Presenters bringing books/CDs/other items for sale are requested, though not required, to donate 10% of the proceeds to the Laramie County Library Foundation.
5. Ideas presented at events at the library do not constitute endorsement by LCLS.
6. Events at the library are open to the public and free of charge. Exceptions may be considered by the Executive Director (County Librarian) or designee.
7. Partners will comply with the library Code of Conduct & Meeting Room guidelines.

Adopted September 27, 2011 by the Laramie County Library System Board of Directors.

PUBLIC ACCESS TO RECORDS KEPT BY THE LIBRARY

1. Public access to and inspection of records kept by Laramie County Library System (LCLS) shall be accomplished in accordance with the Wyoming Public Records Act, Wyo. Stat. Ann. §16-4-201 et seq., as amended.
2. All requests for inspection of records must be put in writing to the Executive Director (County Librarian) or designee. An email will be considered "in writing."
3. LCLS shall not be required to compile data or create a new document to comply with an electronic records request, as doing so would impair LCLS's ability to discharge its duties.
4. If documents are only available in paper copy or if the requestor does not have an email account, charge a per copy fee at the current rate charged for copies.
5. Where possible, a PDF of the requested document(s) will be emailed to the requestor at no charge unless employees' time to find and send materials is 30 minutes or more.
6. For documents that are too large to be emailed, the documents will be copied to a CD. The cost of the CD will be charged at the library's current rate for purchasing a CD and any costs related to employees' time of 30 minutes or more. LCLS will not copy items to a CD other than one provided by LCLS.
7. Pursuant to Wyo. Stat. Ann. §16-4-202, a fee of \$30.00 will be charged for requests for electronic records that require 30 minutes or more, but less than 60 minutes, of employees' time to research, prepare, copy, collate, assemble, etc. An additional fee of \$30.00 will be assessed for each whole or partial hour used thereafter.

Adopted September 22, 2015 by the Laramie County Library System Board of Directors.

SHOPLIFTING

Law enforcement will be notified of any person found shoplifting and criminal prosecution pursuant to Wyo. Stat. Ann. §6-3-404, as amended, will be initiated. A demand for civil restitution pursuant to Wyo. Stat. Ann. §1-1-127, as amended, will be presented to the person found shoplifting. If such demand is not met, further civil action may be pursued.

Adopted November 30, 2010 by the Laramie County Library System Board of Directors.

SOCIAL MEDIA

Laramie County Library System offers blogs, community reviews, patron comments, and other social media tools as a way to achieve our mission statement. Library social media tools provide a limited (or designated) public forum to facilitate the sharing of ideas, opinions, and information about library-related subjects and issues. Library social media is intended to create an online space where library users will find useful and entertaining information and can interact with library employees and other library users. Comments may be moderated by library employees and the library reserves the right to remove comments that are unlawful or do not comply with the library's Code of Conduct or policies.

DEFINITION OF SOCIAL MEDIA

Social media is defined as any web application, site or account offered by the library that facilitates the sharing of opinions and information about library-related subjects and issues.

Social media includes such formats as blogs, listservs, websites, social network pages or posts to community reviews and patron ratings of library materials.

RULES FOR COMMENTING

Protect your privacy. Do not post personally identifying information. Young people under age 18, especially, should not post information such as last name, school, age, phone number, address.

Posts containing the following are against library policies and may be deleted or removed by library employees:

1. Copyright violations
2. Off-topic comments when a clear topic is designated
3. Commercial material/spam
4. Duplicated posts from the same individual
5. Obscene posts
6. Specific and imminent threats
7. Libelous comments
8. Images
9. Illegal items

By choosing to comment, you agree to comply with library policy.

Adopted February 22, 2011, by the Laramie County Library System Board of Directors.

SMOKING

1. All facilities and vehicles of Laramie County Library System are designated tobacco/smoke-free areas. The use of e-cigarettes is also prohibited. Signs stating the buildings are tobacco/smoke-free facilities will be placed at all entrances.
2. Clearly marked designated tobacco use areas are located outside the Laramie County Library away from the entrances with outdoor seating, trash containers, and ash urns.
3. Employees who use tobacco may do so during their breaks in designated tobacco use areas.

Adopted July 31, 2012 by the Laramie County Library System Board of Directors.

STORAGE

Storage of items at the library will be limited to those of the library and library organizations.

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

TRESPASSING

Laramie County Library System will prosecute anyone caught attempting to climb on the building without the permission of the Executive Director (County Librarian). Anyone trespassing or loitering on the grounds after operating hours may be prosecuted. Laramie County Library System may have any unauthorized vehicle parked on the grounds outside of operating hours towed at the owner's expense.

Adopted September 22, 2009 by the Laramie County Library System Board of Directors.

Employee Policies

ATTENDANCE/UNAUTHORIZED ABSENCE

1. Employees are expected to report for work in accordance with the work schedule and request leave according to the leave policy regarding the type of leave requested (vacation, military, bereavement, leave of absence).
2. Tardiness is unacceptable conduct, which may result in disciplinary action.
3. When an employee fails to report to work at the designated time and fails to contact management, this is considered an unauthorized absence. An unauthorized absence shall be leave without pay. After consultation with the employee's manager, the Executive Director (County Librarian) or designee may consider this cause for dismissal or as the employee's resignation.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

BACKGROUND CHECKS

1. Offers of employment at Laramie County Library System are contingent upon clear results of a background check prior to starting work. Background checks may include:
 - a. Prior employment verification
 - b. Personal and professional references
 - c. Educational verification
 - d. Criminal history
 - e. Motor vehicle driving history
2. Individuals interested in volunteering at Laramie County Library System must complete a background check appropriate for volunteer service.

Adopted January 23, 2018 by the Laramie County Library System Board of Directors.

BOOK ORDER, BOARD/EMPLOYEES/VOLUNTEERS

Board of Directors (System and Foundation), volunteers who have volunteered on a consistent basis for six months or more, and employees may place personal orders for books through Cataloging Services, due to an agreement with Ingram (a book vendor) and the Laramie County Library Foundation (LCLF).

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

BREAKS/REST PERIODS

Laramie County Library System will provide breaks and rest periods as deemed appropriate by the Executive Director (County Librarian) or designee and in compliance with federal, state, and local labor laws.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

CELLULAR PHONES, LIBRARY OWNED

1. Library employees may be issued a library cellular phone on a permanent or temporary basis or have access to one in a library vehicle as part of his/her regular duties.
2. The library's cellular phones are to be used for library business only.
3. The employee is responsible for any incoming and outgoing calls that are not related to library business while the phone is in his/her possession and will pay the cost of those calls.
4. The employee will immediately report to the Executive Director (County Librarian) and the Business Office that the phone has been damaged, lost or stolen.
5. The employee may be responsible for the cost to repair or replace the phone if it was damaged, lost or stolen while in his/her possession.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

CHILD ABUSE, REPORTING POSSIBLE

In accordance with Wyo. Stat. Ann. §14-3-205, as amended, if a library employee witnesses an incident of possible child abuse while at work or on library property, the employee must report the incident to a child protective agency or local law enforcement agency. Employees are also required to report incidents of possible child abuse to a supervisor immediately and complete an incident report. In accordance with Wyoming Public Records Act (Wyo. Stat. Ann. §16-4-203 (d) (ix)), as amended, library records may not be used to determine the identity of a person.

Adopted January 23, 2018 by the Laramie County Library System Board of Directors.

CHILDREN UNATTENDED AT CLOSING

Any child (generally ten years of age and younger) who is waiting for an adult at closing must not be left unattended. The Manager on Duty (MOD) will use their best judgement in other situations. After reasonable attempts have been made to contact the child's guardian, law enforcement may be contacted.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

CONTINUING EDUCATION/EMPLOYEE DEVELOPMENT

1. With the approval of the Executive Director (County Librarian) and subject to budgetary limitations, tuition or certification test assistance (not to exceed the cost of one 3 credit hour course at LCCC) is available for courses deemed job related. The employee must pass the course or test to receive assistance.
2. Any employee requesting and being authorized to receive education or training shall execute an agreement with LCLS, the terms of which will include a provision that if an employee leaves employment with LCLS for any reason within one year of the date of receiving tuition or certification test assistance, the employee will be required to reimburse the library for the costs of said assistance. The execution of such an agreement and this policy do not modify in any way the terms and conditions of the employment relationship between LCLS and the affected employee.
3. It is expected that supervisors include continuing education, training, and employee development activities in the regular annual goal setting that occurs at each annual performance evaluation, where applicable.
4. Employees who would like assistance with a more in-depth individual development plan (IDP) to further their knowledge, skill or education; to assist in achieving a goal of promotion within the library; or to achieve a career goal specifically or not specifically linked to library work may apply to the Executive Director (County Librarian).
5. Employees with an IDP may select a library administrator to be their mentor through the process.
6. Once an employee completes a master's degree in library science (MLS), master's degree in library and information science (MLIS) or equivalent American Library Association (ALA) accredited program, the employee will receive a 3% increase in salary, if funds are available, whether or not that position will have specific duties considered to utilize the skills of a professional librarian. If the current position the employee holds is a specialist or coordinator, the employee's pay grade will increase one level. The employee's job title will be changed to include the word "librarian" and additional duties may be assigned to the employee. Some administrator and manager positions that require an MLS or equivalent ALA-accredited program might not have the word "librarian" in their job title.
7. Administrators and managers who have worked in their position for more than seven years may request a paid sabbatical not to exceed three months. A proposal for what research will occur during the sabbatical will be presented to the Executive Director (County Librarian) at the time of the request. The work done during sabbatical should relate to the work of the employee's area of expertise or to expand knowledge or expertise in an area where the employee is less knowledgeable. If the request includes travel, it will be at the cost of the employee. For limited travel, a library vehicle may be requested. Administrators and managers are eligible for a sabbatical not more than once every seven years.

Adopted March 24, 2021 by the Laramie County Library System Board of Directors.

DEDUCTION FROM PAY

1. Laramie County Library System will comply with the salary basis requirements of the Fair Labor Standards Act (FLSA), as amended. Therefore, we prohibit all company managers from making any improper deductions from the salaries of exempt employees. We want employees to be aware of this policy and that LCLS does not allow deductions that violate the FLSA.
2. If an employee believes that an improper deduction has been made to their salary, the employee should immediately report this information to their direct supervisor.
3. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will be promptly reimbursed for any improper deduction made.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

DISCLAIMER

The following disclaimer will be given to each employee to sign at the time of hire:

Laramie County Library System is an at-will employer. Laramie County Library System can terminate any employee at any time for any reason. It is to be understood that the policies contained herein are NOT intended to be construed as part of any employment relationship and/or contract and are simply general statements of organizational policy. Further, these policies are subject to unilateral change by the employer, Laramie County Library System. All Laramie County Library System employees serve at the pleasure of the Executive Director (County Librarian). The Executive Director (County Librarian) serves at the pleasure of the Laramie County Library System Board of Directors.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

DOMESTIC PARTNER

1. Laramie County Library System provides some of the same benefits to domestic partners of employees as provided to applicable family members.
2. An employee's domestic partner is a person of the same or opposite sex who meets all the following criteria:
 - a. The person is reported in an affidavit of domestic partnership satisfactory to LCLS.
 - b. The person is an unmarried adult over the age of 18.
 - c. The person has lived with the employee for at least six consecutive months prior to the date of affidavit.
 - d. The person is not legally married nor is a domestic partner to anyone else.
 - e. The person is financially interdependent with the employee.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

DRIVING LIBRARY VEHICLES

1. Library vehicles will only be used for library business. Drivers shall comply with all applicable laws of the State of Wyoming.
2. Prior to operating library vehicles, employees must have a valid driver's license. A copy of that license must be submitted to the Deputy Director of Operations for a driving record check in order to be approved for insurance coverage.
3. The operation of library vehicles is a privilege which may be withdrawn at any time.
4. No employee will use a cellular phone while driving a library vehicle. If a call must be made or answered, the driver will pull off the road or park prior to answering or dialing a call. If on the Interstate or other roadway with no designated parking spaces, the driver must find an exit ramp, side road, parking lot or other safe place to park prior to using a cellular phone, unless it is an emergency.
5. No employee shall operate a vehicle for which he/she has not been adequately trained in safety procedures.
6. Employees are to avoid backing library vehicles when possible. Park in pull-through spaces or park further away or on the street if necessary. If backing a library vehicle is necessary, it is preferred that vehicles be backed in to park rather than pulled in to park.
7. The Governmental Claims Act and the Self-Insurance Program apply when library vehicles are used within the scope of employment. The use of library vehicles for private benefit or transporting anyone who is not a library employee is prohibited and may subject the user to full personal liability in the event of any type of accident, unless separate agreement is in force.

Adopted February 28, 2017 by the Laramie County Library System Board of Directors.

DRUG-FREE WORKPLACE

It is the intent of Laramie County Library System to provide a drug-free workplace for its employees in accordance with the requirements of the U.S. Drug-Free Workplace Act of 1988.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

EMERGENCY, ACCIDENTS/INCIDENTS

All accidents and incidents on library property or in library facilities will be reported to the Executive Director (County Librarian) or designee. The Board of Directors directs the Executive Director (County Librarian) or designee to comply with all local, state, and federal laws regarding accidents and incidents.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

EMERGENCY, HEALTH

1. Once the Wyoming Department of Health or the governmental agency designated with authority announces a health emergency and related restrictions, employees must comply with those restrictions that are relevant to their work at the library.
2. Employees must follow the Wyoming Department of Health or the governmental agency designated with authority's guidelines for protecting personal health, such as frequent hand washing, practicing safe social distancing, using hand sanitizer when unable to wash their hands, and doing their best to not touch their face.
3. Employees experiencing any symptoms that the Wyoming Department of Health or the governmental agency designated with authority identifies as symptoms related to the health emergency will avoid work and quarantine the number of days the Wyoming Department of Health or the governmental agency designated with authority recommends whether or not the employee has been diagnosed or tested for the illness. Return to work may not occur until the symptoms are gone for at least three (3) days and/or the employee tests negative for the health emergency illness.
4. Employees are expected to inform their supervisor or a library administrator if they, or someone they have been in contact with, are diagnosed with or test positive for the illness that is the reason for the health emergency.
5. If an employee tests positive for the disease that is the reason for the health emergency, the employee may not return to work until they have a release from a physician stating they are no longer contagious.
6. If the library is closed to the public, and when both possible and practical, employees will be encouraged and permitted to work from home.
7. Limited in-person services, such as providing reference and other assistance via phone, may be offered. If so, some employees will be expected to work in library facilities.
8. Employees may be required to wear masks while at work or while working in the community.
9. Employees may be expected to sanitize both public and employee-only areas of the library.
10. Employees may be required to take their temperature (or have it taken) upon start of shift and end of shift or as approved by Wyoming Department of Health or the governmental agency designated with authority announced health directives.
11. Some employees might have a higher risk of contracting an illness that is the subject of a health emergency. If a physician's note states they have a higher risk and that coming into work increases their risk, then, if the physician recommends it, they may be required to work from home, obtain leave provided for by law or take benefitted or other leave during the health emergency, all as appropriate to the situation.
12. Employees may be expected to report to work even if library facilities are closed to the public when that complies with health official directives.
13. Employees may be assigned tasks outside their regular job description during a health emergency.

Adopted July 28, 2020 by the Laramie County Library System Board of Directors.

EMERGENCY, OPIOID ANTAGONIST ADMINISTRATION

This policy establishes guidelines and regulations governing the utilization, storage, and reporting of Naloxone Hydrochloride (Narcan), an opioid antagonist, by trained personnel within Laramie County Library System (LCLS) facilities.

LCLS administrators, and employees who choose to, will be trained in the proper use, administering, and reporting of Narcan in accordance with Wyo. Stat. Ann. §35-4-902(vi) & §35-4-904(a).

TRAINED OPIOID RESPONDER DESIGNATION AND TRAINING

1. It is not an LCLS job requirement to volunteer to become a Trained Opioid Responder (TOR), to permanently commit to TOR designation after acquiring it or to administer Narcan in an opioid-overdose emergency.
2. TORs will consist of LCLS personnel who choose to receive training and instructional materials in the proper use of Narcan.
3. To acquire TOR designation for LCLS, the individual administrator or employee must complete the course designed and provided by Cheyenne Regional Medical Center (CRMC). CRMC, through its Community Prevention Project Director, will certify to its satisfaction whether each individual, by taking the course, has acquired the knowledge and skills to administer Narcan in compliance with the Act.
4. LCLS will keep a current list of TORs in locations chosen by the Executive Director (County Librarian) or designee, who will notify all employees of the locations.

SPECIFIC LCLS PRACTICES AND PROCEDURES

LCLS sets forth below its expectations regarding Narcan and opioid-overdose emergencies that occur on LCLS premises. These expectations are not necessarily exhaustive, and LCLS reserves the right to amend, supplement or eliminate any of them at any time.

Overdose Recognition and Response, including Narcan Administration

1. LCLS employees who observe a potential overdose must immediately call 911 or an ambulance.
2. TORs must determine the need to use Narcan based on an evaluation of each encounter's unique circumstances, but for every encounter, TORs should look for the following signs of a possible overdose:
 - a. Person will not wake up or respond (this is the first sign to look for)
 - b. Snoring or gurgling sounds
 - c. Breathing is very slow or irregular or has stopped
 - d. Pupils are pinpoint
 - e. Blue lips and/or nail beds
 - f. Clammy skin
 - g. Visible evidence of drug use
3. TORs must use universal precautions for protection from blood-borne pathogens and communicable diseases when administering Narcan.

4. TORs who administer Narcan must remain with the person until EMS personnel arrive. Upon arrival of EMS personnel, LCLS must inform them that Narcan has been administered, fully cooperate with their instruction, and provide them any other relevant information about the encounter.
5. Given LCLS's diverse patronage, an opioid overdose might result in someone administering Narcan besides a TOR, including an LCLS visitor or patron acting as a Good Samaritan. If this occurs, the nearest TOR will promptly inform the Good Samaritan to stay with the Narcan recipient until EMS arrives and to provide contact information to LCLS before leaving.

Narcan Storage, Maintenance, and Replacement

1. LCLS intends to store at least one Narcan kit on each floor of each LCLS facility.
2. Narcan kits shall be kept in a manner consistent with proper storage guidelines for temperature and sunlight exposure, pursuant to the manufacturer's specifications.
3. Narcan kits will be stored in secure but convenient locations, ensuring the kits are ready and accessible to all TORs for use in emergencies.
4. LCLS intends to keep informational references, instructions, and documents related to Narcan and opioid-overdose emergencies that CRMC and the Narcan manufacturer provide to LCLS. LCLS will designate the selected materials as Narcan Reference Materials. LCLS will keep a copy of the Narcan Reference Materials in locations selected by the Executive Director (County Librarian) or designee, who will notify all employees of the locations.
5. The Executive Director (County Librarian) or designee will regularly inspect LCLS's Narcan kits, and one or both of them will regularly monitor and maintain a log, which shall include expiration dates, on-site and total inventory, and placement locations for all kits.
6. Upon using, losing or damaging a Narcan kit, TORs and all employees must promptly notify the Executive Director (County Librarian) or designee, who will determine if a replacement kit or some other action is necessary.
7. The Executive Director (County Librarian) or designee will dispose of expired Naloxone kits or provide them to other entities for training purposes through consultation with CRMC, and replace them according to the manufacturer's specifications.

Documentation and Reporting

1. TORs or employees who work with a patron who administer Narcan must notify the Manager on Duty (MOD) as soon as possible after an emergency subsides, if not sooner, and the MOD must promptly notify the Executive Director (County Librarian) or designee no later than 24 hours after the encounter.
2. TORs or employees who work with a patron who administers Naloxone Hydrochloride (Narcan) are required to complete a written incident report utilizing the LCLS current electronic incident software.
3. TORs or anyone who administer Narcan must complete the Department of Health's written incident report utilizing its current electronic incident software and use its standardized form for a report, entitled "Naloxone Report."

4. TORs or anyone who administer Narcan will submit their Naloxone Reports through Department of Health's web-based reporting system.

Adopted December 3, 2019 by the Laramie County Library System Board of Directors.

EMERGENCY, TORNADO WARNINGS/BUILDING EVACUATION

Laramie County Library System is designated as a public civil defense shelter. During a tornado warning, all patrons, volunteers, and employees must seek shelter in the library's designated safe areas. If patrons, volunteers or employees do not wish to seek shelter in the designated areas, they must leave the facility.

Adopted July 28, 3009 by the Laramie County Library System Board of Directors.

EMERGENCY, WEATHER CLOSURE

The Executive Director (County Librarian) or designee is authorized by the Board of Directors to close any library facility, open on a delayed schedule or to close a library facility early due to inclement weather.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

EMPLOYMENT, BONUS

A lump sum in reward for superb performance may be granted at the discretion of the Laramie County Library System Board of Directors, taking the following guidelines into consideration:

1. Funds are available for the reward.
2. The employee has worked for Laramie County Library System more than five years.
3. The employee has improved service, created additional events, secured grant funding or in some significant way made a long-lasting effect on public service and internal operations of LCLS.
4. The employee has achieved these goals within the appropriate structure of their position, but in an innovative, team-oriented, visionary way.
5. The employee's superb performance is consistent in relation to all job duties.
6. Employees who receive a bonus are eligible again in two years, e.g., if received in 2003, eligible again in 2005.

Adopted February 20, 2019 by the Laramie County Library System Board of Directors.

EMPLOYMENT, EQUAL OPPORTUNITIES

1. Equal employment opportunities shall be provided in the administration of all personnel practices such as recruitment, appointments, promotions, discipline, retention, training, and other benefits, terms, and conditions of employment in a manner which does not discriminate on the basis of race, color, creed, sex, national origin, age, political affiliation, handicap (except where handicap is an occupational disqualification) or any other non-merit factor.
2. Any claim of discrimination or sexual harassment will immediately be disclosed to the employee's supervisor or the Deputy Director of Operations or the Executive Director (County Librarian) or a member of the County Attorney's Office. The Executive Director (County Librarian) and County Attorney will be informed of all reports of this nature.
3. Applications and résumés will be accepted at any time for individuals holding a Master's of Library Science or equivalent ALA-accredited degree.
4. Applications for all other positions will only be accepted if a position is open and has been announced externally.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

EMPLOYMENT, EVALUATION

1. All employees will be evaluated annually during the month of the employee's hiring date anniversary, or if the employee changes positions, on the anniversary of that date.
2. A supervisor who fails to complete an annual evaluation within a month of the anniversary date will have this reflected on his or her annual evaluation.
3. Merit increases will be determined using the evaluation tool and merit matrix.
4. Merit increases, if warranted, will be effective the first day of the month of the start of the pay period following the evaluation.
5. Employees who are red-lined (at the maximum pay rate for their pay grade):
 - a. If in their current position, or a variation of their original position, for less than 12 years or, if more than 12 years, have not received a score of 3 or 4 on their last five annual evaluations, the employee will be compensated via a bonus system based on their performance evaluations as applied to the merit increase matrix. The bonus will consist of a dollar amount equal to the percent of their merit increase applied to the dollar amount the merit increase places their compensation above the top wage for their pay grade.
 - b. If in their current position, or a variation of their original position, for 12 years or more years and have earned a score of 3 or 4 on their last five annual evaluations, the employee will have their pay exceed the top rate on the pay scale not to exceed 50% of the top rate on the pay scale.
6. Merit increases will be provided contingent on available funds.
7. If a verbal or written reprimand was received during the evaluation period, the total merit increase will be reduced. For each verbal reprimand, the increase will be reduced by 0.5%. For each written reprimand, the increase will be reduced by 1.0%.
8. A salary survey may be completed periodically to ensure salaries are competitive for all library positions. Adjustments to salaries (contingent on available funds) may be provided to remain competitive within the market.

Adopted January 24, 2023 by the Laramie County Library System Board of Directors

EMPLOYMENT, HIRING/TRANSFER/PROMOTION

1. Current employees may be transferred to vacant or realigned positions. Vacant positions may be posted internally prior to advertising outside the organization or at the same time as external advertising occurs. The final hiring decision is made based on the best-qualified applicant and selection of the internal applicant is by no means automatic.
2. Relatives of persons currently employed by Laramie County Library System may be appointed or hired to a position only if they will not be working directly for or supervising relatives or occupying a position in the same line of authority within the organization. Due to the size of the organization and the chain of command, no relative of the Leadership Team will be eligible for employment. A relative is defined as anyone related by blood, adoption, marriage or domestic partnership.
3. Employees in positions with the title Assistant or Specialist may be eligible for a promotion to a Senior Assistant or Senior Specialist position when they meet the following criteria:
 - i. Have worked in the same Assistant or Specialist position for seven or more years and/or have commensurate experience;
 - ii. Have had their last three evaluations be an overall three or higher; and
 - iii. Have additional responsibilities that are beyond what a new hire in that position could logically be expected to perform.
 - iv. Appointment to the Senior Assistant is not automatic.
4. Employees who have worked in the position with the title Lead Technician I will be eligible for the Lead Technician II position when they meet the following criteria:
 - a. Successfully complete Microsoft Server Professional level certification, Cisco Professional level certification, VMware Professional level certification or another applicable certification path approved by administration.
OR
 - b. Have: worked in the Lead Technician I position for seven or more years and/or have commensurate experience; AND had their last three evaluations be an overall three or higher; AND have additional responsibilities in relation to other Lead Technician I positions within the division.
5. Appointments to the Lead Technician II is not automatic.

Adopted June 28, 2022 by the Laramie County Library System Board of Directors.

EMPLOYMENT, PAY PERIOD/WORK WEEK

PAY PERIOD

Pay periods for salaried employees are one month, figured from the first day of the month through the last day of the month. Normal pay periods for hourly employees are from the Monday prior to the LCLS board meeting through the Sunday prior to the next LCLS board meeting. Vacation and sick leave for all employees is determined by this pay period. Compensation is made once a month on the last day of the month falling on a weekday that LCLS is open.

WORKWEEK

The workweek runs from 12:01 am Monday through Sunday midnight. The standard full-time employees' workweek is 38 hours, which, for administrative purposes, is considered to be 165 hours per month. The workweek for part-time employees is prorated.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

EQUIPMENT AND MATERIALS, BOARD/EMPLOYEES/VOLUNTEERS

1. The Board of Directors (System and Foundation), volunteers who have volunteered consistently for six months or more, and employees may borrow material and equipment under the same terms and conditions as the public, except that:
 - a. They will not be charged the \$2 fee for interlibrary loans.
 - b. They will not be turned over to collection agency for long overdue items.
2. Members of the Board of Directors (System and Foundation) are asked at the time of their orientation if they wish to have their library card changed to an employee privilege card. New employees and volunteers must ask at the Cards & Accounts Desk to change their library card record to an employee's privilege level so that the above privileges will be in place in the individual's automated library account.

Adopted August 23, 2022 by the Laramie County Library System Board of Directors.

EQUIPMENT AND MATERIALS, SALE OF

No items donated to the library, or surplus equipment nor items removed from collections due to collection management procedures will be sold to employees, volunteers or any other entity, except at regular book sales, without the approval of the Executive Director (County Librarian) or designee. Donated items become the property of Laramie County Library Foundation until such time as Foundation transfers the items to Laramie County Library System.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

EQUIPMENT AND PROPERTY, USE OF

1. Equipment within library facilities belongs to Laramie County Library System or the Laramie County Library Foundation unless otherwise noted.
2. Use of equipment is considered library business and products generated on equipment belong to the library (e.g., laminating, Ellison machine).
3. No employee, manager, administrator, board member or volunteer shall use or permit use of library property for other than official activities or as stated in meeting room policies.
4. Employees, managers, administrators, board members, and volunteers shall protect and conserve library property, equipment, and supplies entrusted or issued to them.
5. Employees may use battery-operated personal listening devices (e.g., MP3 players, iPod, radio, tape player) with headphones in non-public areas at a volume that cannot be heard by other employees working nearby. These devices may only be used in non-public areas and must not interfere with or compromise job duties, safety or communication with other employees or the telephone.
6. Administrators, managers, and assistant managers may use private cellular phones while working as the Manager on Duty. Otherwise, use of personal cellular phones in the public areas is not permitted.

Adopted February 23, 2010 by the Laramie County Library System Board of Directors.

ETHICS

PROFESSIONALISM

1. Hold paramount the safety, health, and welfare of coworkers, volunteers, and the public.
2. Keep up-to-date on matters outside of and within the library that may impact your ability to perform your job.
3. Conduct yourself with competence, fairness, impartiality, efficiency, and effectiveness.
4. Respect the authority of the LCLS Board of Directors and uphold and implement adopted policies.
5. Perform duties with open communication, creativity, dedication, compassion, and collaboration.
6. Demonstrate high standards of personal integrity, honesty, and perseverance.
7. Grow personally and professionally and encourage the development of others.
8. Be aware that when you are communicating with the public, whether while working or on personal time, that they may perceive that you are representing the library in an official capacity.
9. Keep interactions constructive and recognize when you should seek assistance in resolving issues.

STEWARDSHIP

10. Behave responsibly and use good judgment to appropriately utilize library resources, including time.
11. Use staff privileges and access to library records, materials, and equipment responsibly.

DIGNITY

12. Respect and protect privileged information.
13. Treat all people with respect and consideration, regardless of race, religion, gender, sexual orientation, marital or family status, disability, age, national origin, and socioeconomic status.

Adopted February 28, 2019 by the Laramie County Library System Board of Directors.

EVENTS, BOARD/EMPLOYEES/VOLUNTEERS

1. Private celebrations or celebrations for a single division may not be held in the employee lounge or other library facilities.
2. Participation in any private library celebration is voluntary.
3. For events held by the Laramie County Library Foundation or as directed by the Executive Director (County Librarian) on library property, alcoholic beverages may be served.

Adopted July 28, 2009 by the Laramie County Board of Directors.

FAXING SERVICES

Library employees are subject to the same fees for personal use of library fax machines. Please refer to the policy regarding faxing services for the fee structure.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

FIREARMS

1. Possession of a firearm in the workplace, on library property or while driving a library vehicle or equipment is prohibited. Any observance of violation of this policy shall be reported to management immediately.
2. Enforcement: Any employee found to be in violation of this policy shall be subject to termination.

Adopted February 23, 2016 by the Laramie County Library System Board of Directors.

GRIEVANCES

1. By definition, grievance means a complaint by an employee concerning the interpretation or application of a given provision of the personnel policy. Matters related to management's prerogative to conduct the affairs of the library, such as job assignments and compensation, are not authorized within the scope of this policy.
2. Informal discussions between the employee and his or her immediate supervisor are initially required. The employee is responsible for presenting his or her complaint to his or her immediate supervisor. The supervisor and the Deputy Director of Operations are responsible for evaluating the employee's complaint in compliance with existing personnel policies. If the complaint is not satisfactorily resolved at the informal discussion level, the employee may file a formal written grievance with the Executive Director (County Librarian).
3. In the event that the employee's immediate supervisor is the source of the grievance, the employee may present his/her complaint to the next level of supervision.
4. Formal written grievances must be filed in writing within thirty (30) calendar days from the date of the occurrence of the incident upon which the complaint is based. The employee shall submit the original copy to the Executive Director (County Librarian) and retain a copy. Within ten (10) business days of the date on which the written grievance is received, the Executive Director (County Librarian) shall investigate the matter and give a decision in writing to the employee on the original copy of the grievance.
5. If the grievance is not satisfactorily resolved by the Executive Director (County Librarian), then within five (5) business days from his or her receipt of the Executive Director (County Librarian)'s written decision, and using the returned original copy of the grievance, the employee may appeal directly to the Board of Directors. The Board of Directors will handle employee grievances in Executive Session in accordance with the Public Meetings Act (Wyo Stat. Ann. §16-4-405), as amended.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

INSURANCE, DENTAL

Participation in a group dental insurance plan is available through Laramie County Library System. Both full-time and part-time employees may participate in the library's dental plan. Participation in the plan is voluntary. Enrollment is subject to current policy provisions. Regular part-time employees who have medical insurance coverage (from the library or elsewhere) may participate at their expense.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

INSURANCE, LIFE

Participation in a group life insurance plan is available through Laramie County Library System. The death benefit is \$25,000. Participation in the plan is voluntary. Enrollment is subject to current policy provisions.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

INSURANCE, MEDICAL

Participation in a group health insurance plan is available through Laramie County Library System. Participation in the plan is voluntary. Enrollment is subject to current policy provisions. Participation in the plan is offered to employees working 30 hours or more per week. Employees working 20 through 29 hours per week may participate at 100% of the premium.

Adopted February 28, 2017 by the Laramie County Library System Board of Directors.

INSURANCE, PREMIUM PAYMENT PLAN

Participation in an insurance premium payment plan is available through Laramie County Library System. A copy of the complete plan will be kept in the Business Office for employee viewing.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, BEREAVEMENT

1. The Board of Directors will allow up to three (3) regularly scheduled workdays of paid bereavement leave for the death of immediate family. For this policy, immediate family is defined as follows:
 - a. Spouse or domestic partner.
 - b. Children or spouses thereof or children of a domestic partner and spouses thereof. Children include biological children, adopted children, and stepchildren.
 - c. Parents, grandparents, siblings, and grandchildren of the employee and the employee's spouse or domestic partner.
2. Any additional leave needed by the employee will be taken as sick or vacation leave as designated by the employee.
3. Although no vacation normally accrues for new employees for the first six months of employment, vacation leave may be used to supplement bereavement leave during that time.
4. In the event of a funeral for a past or present employee (or person deemed significant to the library by the Board of Directors or designee), regularly scheduled working employees will be granted up to one day of bereavement leave to attend the funeral as long as the public desks are adequately covered. If the public desks cannot be adequately covered, the Board of Directors or designee may close the library.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, FAMILY AND MEDICAL

The Family and Medical Leave policy of Laramie County Library System shall be in accordance with the Public Law 103-3 Family and Medical Leave (FMLA) Act 1993, as amended. The Family and Medical Leave Act entitles employees to take up to twelve (12) weeks unpaid, job-protected leave in a twelve (12) month period for specified family and medical reasons.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, HOLIDAYS/CLOSURES

Full-time regular employees and full-time temporary employees whose temporary position is projected to last more than one month are paid the following number of hours for the stated holiday. Part-time benefited employees receive pay in proportion to the hours they work per week. Other temporary employees and substitutes (both full- and part-time) will not be paid for holidays. Employees working extra hours earn holiday hours for the amount worked, not the employee's regular schedule. This only applies in extended extra hour situations, not if an employee is working extra hours under a month. Employees are not paid for closures.

PAID HOLIDAYS

New Year's Day	8 hours	Labor Day	8 hours
Martin Luther King Jr. Day	8 hours	Veterans Day	8 hours
Presidents' Day	7 hours	Thanksgiving Day	8 hours
Memorial Day	8 hours	Day after Thanksgiving	7 hours
Independence Day	8 hours	Christmas Eve	8 hours
Cheyenne Day*	7 hours	Christmas Day	7 hours
Juneteenth Day	7 hours		

*Employees working the Cheyenne facility and Bookmobile take this holiday on the Wednesday of Cheyenne Frontier Days week. Employees in Burns take this holiday on Burns Day and employees in Pine Bluffs take this holiday on the Saturday of Trail Days. If there is no Burns Day or Trail Days, then branch employees will receive holiday hours for Cheyenne Day.

CLOSURES

Easter Sunday

6:00 p.m. on the eve of Thanksgiving Day

6:00 p.m. on New Year's Eve

Adopted August 24, 2021 by the Laramie County Library System Board of Directors.

LEAVE, JURY SERVICE

1. Laramie County Library System employees shall be granted leave for required jury duty.
2. Employees required to serve on jury duty have the following options to ensure they receive full pay:
 - a. Laramie County Library System will pay the difference between the amount received by the employee from the Court for service as a juror and the amount of monthly pay normally received by the employee from Laramie County Library System. The employee may choose to take vacation leave during jury duty, thus receiving their regular pay from LCLS plus the payment given for jury duty.
3. To receive compensation for jury service from Laramie County Library System, the employee must present the summons from the Court activating them for jury duty to the Executive Director (County Librarian) prior to their first day of jury service. Additionally, the employee must present documentation for jury pay received from the court prior to remuneration by Laramie County Library System.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, MANAGERIAL EDUCATIONAL

Managers and Assistant Managers may apply in writing to the Executive Director (County Librarian) for two weeks paid leave in a calendar year for the purpose of higher education. Said leave will not be taken from accrued vacation or sick leave and will not be considered time worked. See also LEAVE OF ABSENCE.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, MATERNITY/PATERNITY

1. Employee may use all accrued sick leave and vacation, in accordance with Public Law 103-3 Family and Medical Leave Act 1993, as amended, or may choose to request unpaid leave.
2. Sick leave donations may not be requested for maternity/paternity leave in lieu of unpaid leave if all accrued sick and vacation leave have been exhausted.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, MILITARY TRAINING

1. The Laramie County Library will comply with State and Federal law with regard to military leave and other employment benefits related to military service and imposed by law including but not limited to compliance with the Wyoming Military Service Relief Act, Wyo. Stat. Ann. §19-11-101 et seq., as amended. As of the date of the enactment of this policy, said Act states in part:
 - a. Any member of the Wyoming National Guard or United States military forces reserve who is an officer or employee of this state or any political subdivision, municipal corporation or any public agency or entity of the state, including community colleges, shall be given a military leave of absence with pay at the regular salary or wage which the employee normally receives, not to exceed fifteen (15) calendar days in any one (1) calendar year to perform service in the uniformed services in addition to any other leave or vacation time to which the person is otherwise entitled.
 - b. Subject to the conditions prescribed in paragraphs (c) (i) through (v) of this section, any officer or employee of the state or any political subdivision, municipal corporation or public agency of the state who has been employed for one (1) year and who is a member of the national guard or any other component of the military forces of the state, a member of the reserve forces of the United States or who is inducted into the military service of the United States, is entitled to leave of absence from his public office or employment without pay but without loss of seniority, status, efficiency rating, vacation, sick leave, or other benefits while he is engaged in active military training or service ordered or authorized by proper authority pursuant to law exceeding fifteen (15) days in any calendar year. Such leave is in addition to any other military leave or vacation time to which the officer or employee may be entitled by law if the required military service is satisfactorily performed which is presumed unless the contrary is established.
2. Notification of or claims for such military leave must be given in writing to the Executive Director (County Librarian) or designee and the employee may be required to submit further documentation or information in support of any claim for military leave.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE OF ABSENCE

1. Leaves of absence without pay will generally not be granted to employees with less than three (3) years of service, except in the case of Family Medical Leave Act (FMLA) situations.
2. Employees with three or more years of service may request leaves of absence for up to three months if all vacation or other applicable leave is exhausted. Leaves of absence may be for the following reasons:
 - a. Extended travel abroad
 - b. Education
 - c. Urgent personal business
 - d. Family emergency not covered under FMLA
3. An employee serving in the legislature or other similar elected office may request vacation leave or leave of absence without pay.
4. While on leave of absence, an employee's group health insurance, dental insurance, and life insurance are maintained at the same level before leave began. However, the employee must pay 100% of the insurance premiums during the leave of absence for any month the employee does not receive a paycheck. If the employee receives a paycheck for working part of the month, insurance premiums will be paid at the same ratio between Laramie County Library System and the employee as before the leave of absence, via payroll deduction.
5. Employees do not accrue vacation or sick leave during a leave of absence.
6. If an employee fails to return to work at the end of the leave of absence and has not made other arrangements with the Executive Director (County Librarian) or designee, the employee is deemed to have resigned.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, PERSONAL DAY

1. Employees employed on July 1 of every year will be credited with one personal day, which may be taken prior to July 1 of the following year. Personal days may not be carried over from one year to the next.
2. Part-time employees will receive one regularly scheduled day off at the hours normally scheduled for that day.

Adopted January 23, 2018 by the Laramie County Library System Board of Directors.

LEAVE, SICK LEAVE DONATIONS

1. Employees must have been employed by Laramie County Library System for at least twelve (12) months and have worked at least 1,600 hours (or in the case of regular part-time employees, a pro-rata share based on the number of hours regularly scheduled) in the year preceding the date of request to be eligible for requesting sick leave donations as an employee in need. Employees must not have a documented history of abusing leave.
2. An employee is considered in need if:
 - a. They or an immediate family member is unable to work due to severe injury or illness.
 - b. They have exhausted all accrued vacation and sick leave.
 - c. Their physician will not allow them to return to work for health reasons.
 - d. A physician for an immediate family member states they are needed to provide primary care for that individual.
3. For the purposes of this policy, an immediate family member is defined as follows:
 - a. Spouse or domestic partner.
 - b. Children, including adopted children, stepchildren or children of a domestic partner.
 - c. Parents.
4. If eligible under the Family and Medical Leave Act 1993, employees are entitled to 12 workweeks of leave during a 12-month period. (See Leave – Family and Medical). If an employee has used all of his/her sick leave and vacation time and needs additional sick leave, he/she becomes an employee in need.
5. Requests may not exceed eight weeks based on the regularly scheduled number of hours per week, e.g., if the employee works 20 hours per week, the request may not exceed 160 hours.
6. Regular part-time and full-time employees, both exempt and non-exempt, may donate sick leave to any fellow employee in need as long as their sick leave balance does not fall below two weeks' sick leave based on the number of hours authorized to work.
7. The Executive Director (County Librarian) or designee has the final decision of approval of sick leave donation requests.
8. All donations of sick leave are strictly voluntary.

Adopted April 27, 2021 by the Laramie County Library System Board of Directors.

LEAVE, SICK LEAVE, GENERAL

1. All employees except temporary help and substitutes accumulate sick leave at the rate of .0611 of the hours worked.
2. The maximum accumulation for all employees earning sick leave is 60 days. The maximum for part-time employees will be proportional.
3. Sick leave shall be integrated with workers' compensation payments when said leave exceeds five days.
4. Sick leave may be taken for either sickness or injury of the employee or for the care of a child, spouse, domestic partner or parent who is ill. Employees are expected to try to schedule routine planned examinations during non-working hours.
5. If sick leave is exhausted, it will be supplemented with vacation. If all leave is exhausted, loss of pay will result, or employee may ask for donations of sick leave. Part-time employees will be given the opportunity to make up the lost time to the extent that it can be done without incurring overtime.
6. Sick leave is not applicable while on vacation, but the start of a planned vacation may be deferred if an employee is out sick.
7. Absences of more than three days may require a doctor's certificate to return to work. Medical documentation should be forwarded to the Deputy Director of Operations or designee. Medical certificates may be required by the Executive Director (County Librarian) or designee for any absences charged against sick leave.
8. Any pattern in the use of sick leave, such as calling in sick in conjunction with a weekend, holiday or vacation on a regular basis, frequent use of sick leave or falsification of reasons for use of sick leave, may result in disciplinary action.
9. Sick leave will not be paid unless the employee follows established procedures for calling in sick.
10. In the event of absence resulting from an injury compensable under the Workers' Compensation Act, the employee shall receive sick leave benefits to supplement payments made under the Workers' Compensation Act sufficient to provide the employee full pay, with charges made against sick leave accruals until sick leave is exhausted.

Adopted June 28, 2022 by the Laramie County Library System Board of Directors.

LEAVE, SICK LEAVE, PAYMENT AT TIME OF TERMINATION

For all employees hired on or after June 1, 1979: 5 or more years of continuous service: 25% of accumulated sick leave (payment at current salary rate).

Adopted April 26, 2011 by the Laramie County Library System Board of Directors.

LEAVE, VACATION ALLOWANCE, PAYMENT AT SEPARATION

Upon being separated from employment with Laramie County Library System, employees who have more than six months of continuous service at the time of their separation shall be paid for their allowable accumulated unused vacation leave at their current salary rate. Only upon leaving the employment of Laramie County Library System shall employees be entitled to pay in lieu of using vacation leave.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

LEAVE, VACATION ALLOWANCE

1. Employees will not accumulate vacation leave and may not take vacation leave until such time as they have been employed by Laramie County Library System continuously for a period of six months. After six months of continuous employment, the vacation benefit will be deemed to become effective as of the date of employment.
2. Employees (except temporary help, substitutes, administrative officers, and those noted below) will receive paid vacation leave according to the following schedule:
 - a. 0 – 1 years of continuous service .0400 of time worked
 - b. 2 – 4 years of continuous service .0611 of time worked
 - c. 5 – 14 years of continuous service .0832 of time worked
 - d. 15 – 19 years of continuous service .1062 of time worked
 - e. 20 or more years of continuous service .1301 of time worked
3. The positions listed below will receive paid vacation leave according to the following schedule:
 - a. Executive Director (County Librarian) .1301 of time worked
 - b. Deputy Directors
 - i. 0 – 4 years of continuous service .1062 of time worked
 - ii. 5 or more years of continuous service .1301 of time worked
 - c. Managers, Facilities Superintendent, and IT employees
 - i. 0 – 4 years of continuous service .0832 of time worked
 - ii. 5 – 19 years of continuous service .1062 of time worked
 - iii. 20 or more years of continuous service .1301 of time worked
4. Increases in vacation allowance will be implemented at the beginning of the pay period in which the anniversary date falls.
5. Vacation leave will be credited monthly based upon payroll cycle periods. If an employee takes a leave of absence, their service will be regarded as continuous, but the leave time will not count toward years of service.
6. Maximum permitted accumulations of vacation leave for full-time employees are listed below. Maximums for part-time employees will be proportional. Vacation leave earned in excess of the maximum will not be credited. (For exception process, see VACATIONS, SCHEDULING, etc.)
 - a. Employees at .0400 rate 76 hours
 - b. Employees at .0611 rate 114 hours
 - c. Employees at .0832 rate 152 hours
 - d. Employees at .1062 rate 190 hours
 - e. Employees at .1301 rate 228 hours
7. For purposes of vacation leave, time worked means actually worked normal work hours, sick leave, holiday leave, bereavement leave, and weather closures. Vacation leave does not count toward time worked.

Adopted June 28, 2022 by the Laramie County Library System Board of Directors.

LEAVE, VOTING LEAVE

Employees shall, at the time specified by the supervisor, be allowed one (1) hour of leave with pay for the purpose of voting in an official public election, if that employee does not have three consecutive hours off when the polls are open. Employees must notify their supervisor in advance of Election Day of their desire to take the hour for the purpose of voting (Wyo. Stat. Ann. §22-2-111), as amended.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

NETWORK/COMPUTER SYSTEMS

1. Employees with individual logins and passwords are responsible for keeping the password secret; employees working in areas where passwords are shared must keep passwords secret from anyone not authorized to have those passwords. These policies apply to both local area network passwords and library automated system passwords. The Information Technology Services Manager (IT Manager) maintains a master password list.
2. Passwords must be changed every six months.
3. Employees are not allowed to load any additional software or upgrades to software onto computers other than what has been loaded by or approved by the IT Manager.
 - a. If there is a need for a unique screensaver or program or module that is in software the library already owns, uses, and there are no additional costs, the employee must discuss the need with the IT Manager.
 - i. The IT Manager may reject the request, authorize the employee to load the item or may load it for the employee.
 - b. For new software that is free or needs to be purchased, the request for the software must go through the employee's supervisor to the IT Manager. The IT team will research the software for compatibility and cost and discuss with the Executive Director (County Librarian).
 - c. The IT Manager will document all software that has been authorized for each workstation.
4. Unauthorized software loaded on an employee's workstation may result in disciplinary action.
5. Email, computer hardware and software, fax, voicemail systems, and access to the internet are the property of LCLS. Anything created or loaded on these systems becomes the property of LCLS. Electronic systems shall be used for official LCLS business only and may not be used for private or personal use unless allowed by policy.
6. Employees have no privacy rights to the content of email messages, and LCLS has the right to review, monitor, audit, intercept, copy, download, and disclose any communications or files created or maintained on LCLS information systems at any time, without prior notice. The use of authorized passwords by employees should not be construed as creating a private communication medium. All messages on the email system can be traced to the author even after they are deleted. All email messages are subject to discovery orders in litigation matters.
7. Materials of a sensitive nature or which constitute LCLS confidential information are appropriately encrypted to prevent interception by third parties. Electronic information marked confidential shall not be accessed without authorization.
8. Use of the email, computer, fax, voicemail, and internet shall be held to the same standard as all other business communications, including compliance with laws and policies regarding discrimination and harassment. The Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service or division manager shall be notified of unsolicited, offensive materials received by any employee

on any of these systems. No spamming, virus alerts, chain letters or “for sale” emails may be sent via email.

9. Information on the internet may be protected by copyright law. Before downloading any information from the internet, creating a web page with links to other material or using others’ materials, the employee shall consult with the IT Manager and the Executive Director (County Librarian) if appropriate.
10. Employees are expected to maintain their user’s directories by deleting old or unused files on a regular basis.
11. Personal hardware, e.g., monitors, keyboards, and mice, may not be used on library workstations.
12. Employees are not allowed to purchase hardware or software for library use without consent of the IT Manager, who shall conduct additional research as needed.
13. Only if an employee’s device has virus protection software and is up-to-date with signature files may they share files between personal devices and library workstations.
14. Failure to comply with these policies or failure to consent to any review, monitor, audit, interception, copy, download or disclosure of any communications or files may result in disciplinary action or termination following investigation.

Adopted January 23, 2018 by the Laramie County Library System Board of Directors.

PATRON PRIVACY

Laramie County Library System shall act in accordance with Wyo. Stat. Ann. §16-4-203 (d) (ix), as amended, which protects library circulation and registration records from public disclosure.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

PAYCHECKS

Stop payment and replacement of a paycheck will result in a fee to the employee in the amount of the current stop payment bank fee plus a \$10.00 processing fee. No check will be re-issued within five working days from the date the original check was issued unless there are extenuating circumstances as determined by the Executive Director (County Librarian) or designee.

Adopted December 1, 2009 by the Laramie County Library System Board of Directors.

PAYMENT AT TERMINATION OF EMPLOYMENT

Laramie County Library System will comply with Wyo. Stat. Ann. §27-4-104, as amended. Final checks will be issued no later than LCLS regularly scheduled payroll date. The Executive Director (County Librarian) is authorized to expend funds to comply with this statute.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

RECYCLING

This policy is to ensure that operational recycling is available and practiced in the Laramie County Library to comply with the United States Green Building Council's Leadership in Energy and Environmental Design (LEED) program requirements.

1. Paper recycling – acceptable paper will be separated and placed in paper-recycling containers throughout the building. Facilities employees will empty these containers as necessary and transport the paper to the nearest recycling center.
2. Cardboard recycling – cardboard boxes are to be reused in the facility to store miscellaneous items. Boxes that are not suitable for reuse will be broken down by facilities employees and taken to the nearest recycling center.
3. Books – discarded books and books that are not sold in the Book Sale Room will be taken to the nearest recycling center.
4. Aluminum cans – recycling bins for aluminum cans are located throughout the building. Facilities employees will empty the bins and take the materials to the nearest recycling center.
5. Telephone directories – when the new telephone directories are available, employees will bring their old directory to and pick up the new directory from the Business Office. After all directories have been exchanged, facilities employees will take the old telephone directories to the nearest recycling center.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

RETIREMENT

Laramie County Library System provides retirement benefits through participation in the Wyoming Retirement System. An employee may qualify for retirement benefits under Wyo. Stat. Ann. §9-3-415 (1997), as amended. For purposes of the Wyoming Retirement System only, part-time employees in regular positions working at least 25 hours per week but less than 32 hours per week will become members of WRS and LCLS pays both the employee's and the employer's share of Wyoming Retirement. Full-time employees and part-time employees meeting the above requirements will join Wyoming Retirement upon date of hire.

Adopted April 6, 2010 by the Laramie County Library System Board of Directors.

SALARY SCHEDULE

The Board of Directors shall periodically review Laramie County Library System's salary schedule. The board attempts to provide competitive salaries for all positions within the system. Salaries/hourly wages will be paid according to the approved salary schedule. A salary survey will be completed periodically to ensure pay grades are still within acceptable market value. Salary adjustments may be made contingent upon available funding.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

SEXUAL HARASSMENT

1. Harassment on the basis of sex is a violation of civil rights and will not be tolerated by Laramie County Library System. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment when a) one's submission is made either explicitly or implicitly a term or condition of an employee's employment, b) submission or rejection of such conduct is used as the basis for employment decisions affecting such individual or c) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
2. Any claim of sexual harassment will immediately be disclosed to the employee's supervisor or the Deputy Director or Operations or the Executive Director (County Librarian) or a member of the County Attorney's Office. The Executive Director (County Librarian) and County Attorney will be informed of all reports of this nature.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

SOCIAL MEDIA

When posting to an employee's personal social media account, it must be made clear that the employee is not representing the library.

Employees who are involved in using social media to promote LCLS as part of their job duties will adhere to procedures that reflect the following concepts:

1. Communication will be professional.
2. Facts will be accurate.
3. Those who post will clearly identify who they are and their job title.
4. Correct grammar, spelling, and punctuation will occur.
5. Will respect the confidentiality of users as specified in Wyo. Stat. Ann. §16-4-203 (d) (ix), as amended.
6. Will understand who their audience is and post with that audience in mind.
7. Will follow established procedures for dealing with inappropriate posts.
8. Will not respond to inappropriate posts without input from the person or group identified in the procedure for such circumstances.
9. Will write with brevity.
10. Will limit access and usage of social media to that related to their work.

Adopted June 28, 2022 by the Laramie County Library System Board of Directors.

TIMEKEEPING (TIMESHEETS)

Time records for non-exempt employees are used as document of record and a check that the agreed hours are actually worked. There is no expectation of employees to perform work before the start or after the end of their shift and employees may not do so. If an employee must perform work before or after their scheduled shift, the employee must obtain prior permission from their supervisor. For public service employees, the end of shift at time of closing is the time that all patrons are out of the building and the closing checklist is completed.

Adopted July 28, 2009 by the Laramie County Library System Board of Directors.

TRAVEL

1. Library vehicles are to be used by licensed drivers who are insurable under LCLS insurance coverage for conducting authorized library business. In no case shall these vehicles be used during non-working hours for personal errands or recreation.
2. Fines for any traffic violation are the responsibility of the person driving the vehicle. Any traffic violations must be reported to the employee's supervisor immediately.
3. No library employee shall fly in an unscheduled aircraft while conducting library business without first receiving specific approval from the Board of Directors to do so, and at no time shall loaned or borrowed aircraft be used for any travel for library business.
4. If a private vehicle on library business is authorized in advance by the Executive Director (County Librarian) or designee, reimbursement, not to exceed federal standard for mileage allowance, or actual cost of gas, may be granted. All mileage payments are based on the nearest practicable highway route between destinations as indicated on Google Maps, MapQuest or similar products plus a reasonable mileage for travel in and about the destination vicinity. In no case shall the amount paid exceed commercial economy airfare.
5. Employees who travel out of town to attend seminars or conferences will be reimbursed up to the per diem for meals and incidentals based on the current U.S. General Services Administration guidelines. LCLS will not pay for alcoholic beverages.

Adopted January 23, 2018 by the Laramie County Library System Board of Directors.

Procedures

PROCEDURE – 3D PRINTING

1. Patron completes online form.
2. Requests for 3D print jobs are emailed to YOS and CC.
3. When an email is received, any employee in YOS and CC may move the email into the appropriate folder on the Share drive: Share/3D.
 - a. Employee places requests for younger than 18 years of age in the YOS folder.
 - b. Employee places requests for ages 18 and up in the CC folder.
4. These files are considered as pending until an employee takes on the job, contacting the patron if needed. No changes are made to file at this time.
5. YOS or CC employees follow up on those jobs that are in their folder or occasionally on a job from another folder if job production falls behind.
6. As employees work with the 3D print files, change the file name so that other employees know the status of the job. Status will be put in parenthesis in the file name.
7. Jobs still named as the original name when received:
 - a. Check to make sure the patron is not on the “not picked up” subdirectory or if there is a fee for 3D printing on their library card that has not been paid.
 - b. Contact the patron (email or phone).
 - c. Ask questions to clarify the job.
 - d. Give an estimate of cost, if requested by patron.
 - e. Clarify pick-up policy and how the patron will pick up the printed object.
 - f. If multiple jobs are submitted, ask the patron if they would prefer to pick the items up at the same time.
8. Once all questions are answered and the job is ready to print, the employee changes the file name to:
 - a. Patron’s last name (first initial if it is a common last name) and (Ready to Print) as well as the employee’s initials and date. Example: SMITH-B (READY TO PRINT) CN 11-15-21.
 - b. If more than one job submitted or discussed with the patron on the same day, add “1 of 3,” “2 of 3,” etc. to the file name.
9. These are the statuses:
 - a. READY TO PRINT
 - b. PRINTING
 - c. READY TO PICK UP
 - d. NOT PICKED UP
 - e. COMPLETED
10. Once the job is completed, the employee will:
 - a. Place completed jobs in a paper bag, print the form, fold it in half and write the following on the form:
 - i. Weight of item
 - ii. Fee
 - iii. Last name, first name of patron on the upper left hand corner
 - iv. Date the item needs to be picked up by (2 weeks after completion date)
 - b. Staple the form to the bag.

- c. Take the bag to the Cards & Accounts Desk and put in alphabetical order by the patron's last name.
 - d. Contact the patron via email or phone to let them know the item is available to pick up. The employee should already know how the patron wants to pick up the item from the initial contact. Use the following text:
 - i. Email or phone call for those picking up in the library:
 - 1. Thank you for submitting a 3D Print form! The object is ready to be picked up at the Cards & Accounts Desk, located on the 1st floor of Laramie County Library: Monday – Thursday 10am – 9pm, Saturday 10am to 6pm and Sunday 1pm-5pm. You may pay for the item when you pick it up. If your 3D print job is not picked up, the charge will be added to your library card account. Thank you!
 - ii. Email or phone call for those requesting curbside:
 - 1. Thank you for submitting a 3D Print form! The object is ready to be picked up at the library via curbside. When you arrive at the library, please park in one of the numbered curbside spaces. These will be the parking spots located closest to the west entrance of the library building. Please call 307-773-7202 from inside your parked car. Library staff will bring out your item. Curbside is available anytime the library is open. Monday – Thursday 10am – 9pm, Saturday 10am to 6pm and Sunday 1pm-5pm. The charge will be added to your library card account. Thank you!
11. If not picked up within two weeks, the person responsible for clearing the hold shelf in Circulation Services will charge the fee to the patron's library account and then:
- a. Place the item in the CC mailbox by the staff entrance. Note: It does not matter where the print was created (CC or IT), both will go to CC if not picked up.
12. CC employees will:
- a. Change the file name of the item by adding NOT PICKED UP to the front of the file name and the employee's initials and date. Example: NOT PICKED UP SMITH-B (COMPLETED) CH 11-15-21.
 - b. Move the file into the subdirectory NOT PICKED UP.
13. If the patron comes in after the two weeks:
- a. Circulation Services will call the Computer Center.
 - b. The Computer Center will verify the item is there.
 - c. The patron will pay Circulation Services for the item.
 - d. The patron will take the receipt to the Computer Center to retrieve the item.
 - e. CC will move the file to the LATE PICK UP subdirectory.
14. If patron has not paid for a previous print job, new requests will not be processed until after the patron has paid for the previous print job.
15. Management of Supplies
- a. There are two spool carts, one in YOS and one in CC. Each cart will contain (closed and locked):
 - i. Filament

- ii. Tools
 - iii. Extra items such as extruders
- b. Designated CC employee is the requestor of supplies with an email to IT.
- c. YOS supply person forwards requests for supplies to designated CC employee.
- d. IT orders supplies. Note: IT should consult with the Computer Center & Cataloging Services Manager with issues.
- e. Any extra filament is stored in cabinets in IT. Note: Due to how brittle filament can become, there will not be very much in storage.

PROCEDURE – ADA GRIEVANCE

1. This grievance procedure is established in order to meet the requirements of the Americans with Disabilities Act (ADA). This procedure is in place to resolve complaints alleging discrimination on the basis of employment practices and policies, or in services, activities, events or benefits offered by Laramie County Library System (LCLS).
2. The establishment of this procedure is not intended to preclude other remedy offered by local, state, and federal law. Implementation of this procedure is not required before a complainant may employ these alternative remedies.
3. Unless otherwise indicated, agreed to by all parties or as required by other law, LCLS will not make public information relating to complaints alleging discrimination where information about a complainant's disability or identity is a result of an employee relationship with LCLS.
4. The complaint should be offered in writing unless an alternative accessible format is required. LCLS shall provide reasonable assistance to the complainant in the filing of a complaint by providing the accessible alternative format. The complaint shall include detailed information on the alleged discriminatory act(s), the address where the problem occurred, the name of the complainant, and such information that is required to contact the complainant.
5. The complaint should be submitted to the Executive Director (County Librarian) as soon as possible but no later than 60 calendar days after the alleged incident.
6. The Executive Director (County Librarian) will meet with the complainant or a designee in an accessible location to discuss the details of the alleged incident and possible remedies within fifteen (15) days of receipt of complaint.
7. Within fifteen (15) days of this meeting, the Executive Director (County Librarian) will provide the complainant or designee with a written (or accessible format when required) response to the allegation(s). The response will include the position of LCLS and will offer the options for substantial resolution where these options are reasonable or required by the Act.
8. If the response is not satisfactory to the complainant and does not, in view of the complainant, resolve the issue, the complainant may, within fifteen (15) days of receiving the recommendations, appeal the decision of the Executive Director (County Librarian) to the LCLS Board of Directors or their designee. Within fifteen (15) days of receipt of the appeal, the LCLS Board or a designee will meet all parties [complainant and Executive Director (County Librarian)] in an attempt to resolve the unsettled issues.
9. Within fifteen (15) days of appeal, the LCLS Board of Directors or designee who conducted the appeal will respond in writing (or accessible format when required) the findings and recommendations of the appeal containing a final recommendation.
10. Should this procedure fail to answer an alleged complaint to the complainant's satisfaction, the Executive Director (County Librarian) will offer to contact the Department of Justice (DOJ) and arrange for Alternative Dispute Resolution (ADR) sessions that are provided by the DOJ. Should the complainant refuse ADR or any additional assistance, the Executive Director (County Librarian) will provide the

complainant with the complaint procedures and contact offices for the appropriate federal agencies (Department of Justice or EEOC).

11. All documentation related to the procedure will be maintained by LCLS Business Office for five years from the time of the complaint.

PROCEDURE – ART OR ARTIFACTS DONATIONS

1. When a person asks about donating art or artifacts, the Design & Humanities Supervisor will send the person the exhibition proposal documents (as defined in the policy). The form for submittal is on the library website.
2. Once the proposal is received, the Design & Humanities Supervisor will determine if the art or artifacts is of value (with possible research assistance from Adult Services).
3. The Design & Humanities Supervisor will present the proposal to the Community & Media Relations Unit and the Executive Director (County Librarian) for review, with recommendations as to whether or not the art should be added to LCLS's permanent collection.
4. If art or artifacts will not be added to the permanent collection, CMR will present the art or artifacts to the Foundation Director to decide if it can be used in fundraising.
5. The Foundation Director will notify the donor as to whether or not the donation has been accepted, but is under no obligation to notify the donor of the inclusion into the permanent collection or use as a fundraising item.

PROCEDURE – BENEFITS, MISCELLANEOUS

1. The following is a list of benefits available to LCLS employees through a payroll deduction:
 - a. A deferred compensation plan
 - b. A pre-paid legal services agreement
 - c. A discounted YMCA membership
 - d. Supplemental Insurance
 - e. VSP
2. Other miscellaneous benefits include:
 - a. Employees may join the Cheyenne-Laramie County Federal Credit Union.
3. Contact the Business Office for enrollment information.
4. These benefits do not apply to temporary employees or non-benefited positions such as Shelves and Branch Housekeeper.

PROCEDURE – BOARD MEETINGS, OPEN TO THE PUBLIC

LCLS Board of Directors meetings are open to the public. If an employee has a situation where a patron indicates they will be attending the next board meeting or if an employee informs a patron when the next board meeting is scheduled, the employee will email the Executive Director (County Librarian) and their supervisor. This gives the Executive Director (County Librarian) information that can then be passed on to the board members to help them prepare for the meeting. The board members are all volunteers and have active careers. It is normal for them to need a refresher regarding library policy and procedure in terms of the library's day-to-day activities.

PROCEDURE – BOARD MEETINGS, REPORTS BY EMPLOYEES

The purpose of presentations is to give the Board of Directors an idea of what library employees do on a daily basis and a better understanding of the services that we provide.

1. The presentation should be about 10-15 minutes and include time to answer any questions from the Board.
2. Provide a one-page summary to Administration and the Business Office at least one week before the scheduled date of the presentation. This summary will be included in the pre-board mailing. Employees should include a short story or experience they had working with patron(s) in their time at the library.
3. Include the date of the presentation on the summary page.
4. Use the following format when saving the summary document: Division Board Presentation Year. Example: Administrative Services Presentation 2019.
5. Save the document at H:\Share\Administration\BOARD\Board Presentations\ (current FY).
6. Employees wishing to use a PowerPoint presentation are responsible for all aspects of utilizing the necessary equipment. LCLS PowerPoint templates and guidelines are available at H:\Share\CMR Templates. The PowerPoint should provide additional information to the information in the one-page summary.
7. Send an email to staff@lclsonline.org with the report attached.

PROCEDURE – BOOK COVERS

1. Employees may purchase book covers size 9, 10, 12, and 14 for 50 cents each or size 16 for 75 cents each.
2. Employees should pay for book covers in the Business Office.
3. Once paid for, the employee should attach a note with their name and either drop off the books in the Cataloging Services mailbox or take them to the Cataloging Supervisor.
4. Library purchases will take precedence over employee purchases in the book covering process.
5. The Cataloging Supervisor should notify the employee that the books are ready.
6. Employees may cover their own books off library time, as long as the book covering station is not in use.

PROCEDURE – BOOK ORDER, BOARD/EMPLOYEES/VOLUNTEERS

Items may be ordered through an agreement with Ingram using the following procedures:

1. The Ingram URL is <https://ipage.ingramcontent.com>. The username is 'LCLS_staff' and the password is Read4life!!.
2. Note that items employees would like to order must be On Hand (in stock) in either the OR or TN warehouse. If an item is On Order, it will automatically be cancelled.
3. Most items receive a 40% discount (Discount: REG). If not, it will note the discount or state no discount.
4. The order must be on a printout from iPage, Amazon.com or some other electronic source. All sheets must be 8.5" x 5.5" (cut, not folded).
5. Employees clearly write their name and the number of copies on the order slip.
6. Place the order sheet in the Cataloging Services mailbox located on the first floor.
7. Cataloging Services sends orders in October, November, December, February, April, June, and August. Cataloging Services will send out a reminder email to employees prior to submitting the book order.
8. Cataloging Services will not return items to the vendor. Employees must pay for all items they order.
9. Cataloging Services will indicate who ordered the item(s) on the packing slip and give received items to the Business Office with the packing slip.
10. Business Office will write the amount due on the order form.
11. Business Office will email a list of names and total dollar amounts owed so that employees know their order is ready to be picked up.
12. Upon notification, employees will pay the Business Office and pick up items during regular Business Office hours (10:00 a.m. – 5:00 p.m., Monday – Friday). Make checks out to LCLF. Employees may pay with a credit or debit card at the Cards & Accounts desk and present the receipt to the Business Office.
13. Employees must pay for items within two weeks.

PROCEDURE – BREAKS/REST PERIODS

1. Federal, state, and local law does not require that LCLS give employees paid breaks.
2. Breaks are normally taken in the employee lounge at the Cheyenne location or in the back room in a branch location. If taking a break in the main part of the library, employees should remove their nametag.
3. Paid breaks may be taken outside the library, but employees may not ride in nor drive any vehicle on or off premises during the break.
4. Breaks may not be taken in an area where the employee normally works.
5. Employees working more than five consecutive hours must take an unpaid lunch or dinner break of 1 hour.
6. A 15-minute paid break for each 3- to 5-hour shift is allowed and recommended for those working directly with the public, but not required.
7. No one working less than three hours gets a break.
8. In the Cheyenne library, Shelves will take breaks only when they are officially signed out and back in by someone working a public service desk or the MOD.
9. Breaks should not be taken during the first hour of work nor in the last hour prior to end of shift, lunch break or dinner break.
10. If an employee skips a break, no matter the reason, that time may not be taken off.
11. The employee lounge is equipped with microwaves, a conventional stove/oven, vending machines, and a refrigerator/freezer. Coffee pots, a Keurig, sugar, and creamer are also available. Instructions and supplies for making coffee are in the cupboard directly above the coffee maker.
12. The employee lounge has a telephone and two workstations with internet access. Please remember the telephone is a business line and public desks may need to contact someone in the lounge. Employees should keep calls short.
13. Personal appointments should not be conducted during breaks in the employee lounge.
14. Employees are responsible for keeping the employee lounge clean. Employees, volunteers, and visitors should clean up after themselves.
15. A rotation of employees cleans the lounge every Monday-Friday.
16. Facilities employees clean the lounge on Saturdays, including the refrigerator on the first Saturday of every month. Facilities employees will throw away any items left in the refrigerator after 6:00 p.m. on the Friday before the scheduled cleaning. Facilities employees will send a reminder email to employees to remove items from the refrigerator every month.
17. Please follow these common courtesy guidelines:
 - a. Do not leave dirty dishes in the sink for others to wash. If employees are not putting items in the dishwasher, please wash with soap, dry, and put the items away.
 - b. If employees take the last item from a plate of food, please wash the container.
 - c. If employees make coffee, throw the grounds in the trash.
 - d. Smokers must go outside and be at least 10 feet away from any entrance. The designated smoking area, including a bench, is on the northeast side of the building in Cheyenne.

- e. There is one cupboard in the employee lounge labeled “personal items.” This is where employees can store a personal cup or small items they use frequently in the lounge. Employees should read the labels on the other cupboards and drawers in the lounge and put things where they belong when they are done using them.
 - f. Do not put open cans of soda in the refrigerator. They can spill and leave a mess.
 - g. Library materials that are not checked out should not be left in the lounge, especially new magazines in binders. Return them to where they belong at the end of a break.
18. When employees are through eating at a table or the counter, wipe off the area where they ate and check the floor around them as well.
19. Break time for nursing mothers:
- a. LCLS provides reasonable unpaid break time or permits an employee to use paid break time, or both, as necessary to express milk.
 - b. According to the U.S. Department of Health and Human Services, generally, mothers can adequately express a sufficient amount of milk in 15 minutes during their morning break, their lunch break, and their afternoon break. However, employees also need time to get to and from the lactation room, rinse and store supplies, and clean the space. LCLS provides 5 minutes of additional unpaid break time, as needed, for nursing mothers.
 - c. LCLS generally is able to provide one 15-minute paid break during each 3-hour, 4-hour or 5-hour shift.
 - d. For shifts longer than 5 hours, an unpaid meal break is provided.
 - e. It is important to note that while employers may provide unpaid break time to non-exempt employees in increments of 30 minutes or more, employers cannot deduct from an exempt employee’s pay for breaks. If an employer does so, the employer may lose the exemption, not only for that employee, but also potentially for all employees in the same position.
 - f. LCLS requires any nursing mother who takes more time than the specified break time noted above, whether exempt or non-exempt, to begin work earlier or leave work later to make up for the time spent expressing milk beyond the meal and break time allotted for nursing mothers. The immediate supervisor should determine if the employee begins work earlier or leaves work later, especially where coverage of a service desk is impacted.

PROCEDURE – BROCHURES/PAMPHLETS, NON-LIBRARY MATERIAL

CHEYENNE

1. Non-library brochures and pamphlets and posters are accepted as per policy by Community and Media Relations.
2. CMR employees and volunteers monitor displays including the bulletin board on a weekly basis and remove:
 - a. Material past the current date.
 - b. Posters that are non-date-specific after 60 days.
 - c. Items without an employee's initials and date.
 - d. If there is no space for a new item, remove items for events outside of Wyoming first, then events outside of Laramie County.

BURNS AND PINE BLUFFS

1. Branch employees will follow the established policy and will determine whether or not the material is acceptable and where it will be posted.
2. Branch employees will remove items as they deem appropriate.

PROCEDURE – BUILDING ACCESS

1. Laramie County Library System issues a FOB to each employee. FOBs are similar to a key in that the FOB allows employees access to the building from outside and to employee-only areas within the building.
2. FOBs are different from keys in that FOBs have a unique serial number and are programmable to allow access to specific areas on specific days and specific times.
3. Employee FOBs are programmed according to the specific duties of the employee's job. If the job requirements do not warrant it, employees will not have access to restricted employee areas. The following areas have restricted access:
 - a. Administrative offices, including the reception area, CMR, Business Office, Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service, and Foundation.
 - b. Cataloging Services work area.
 - c. Information Technology Services work area.
 - d. Facilities workroom.
4. If an employee's FOB is lost or stolen, the employee must notify his/her supervisor immediately and is responsible for the replacement cost.
5. All employees will return their issued FOB on the last day of his/her employment. If the FOB is not returned on the last day of employment, the replacement cost may be withheld from the employee's final paycheck.

PROCEDURE – BULLETIN BOARDS FOR PUBLIC NOTICE

1. Library employees must first approve any item posted on the bulletin board. Employees will dispose of all posters that are on bulletin boards past the date of the event or items posted without an employee's approval or as otherwise necessary.
2. Laramie County Library System will utilize bulletin boards in Cheyenne, Pine Bluffs, and Burns to promote local events, including:
 - a. Governmental, school, nonprofit, religious organizations or community group one-time events.
 - b. Any sale of product/item that is intended to raise funds for charity or a nonprofit, including raffles.
 - c. Events that charge but the event is to raise funds for charity or a nonprofit.
 - d. General information about a governmental event or similar service that provides a free service to the public (these are space permitting).
3. The following are prohibited from being posted:
 - a. Any business promotion, such as business cards, information of services, how to contact someone for services, etc.
 - b. Any selling of an item, such as vehicles, furniture, etc.
 - c. Any notice of a free item to give away, such as furniture, books, etc.
 - d. Any notice of an event that is intended to provide a business with contacts, clients or future income in any manner.
 - e. Any political campaign-related materials.
4. Examples:
 - a. Cheyenne Little Theater, the dance group Reformation, and the Civic Center charge for someone to attend their events; however, they are not considered commercial entities. A movie theater usually is a commercial entity, but the library probably wants to promote it if a local movie theater is doing a one-time viewing of *The Wizard of Oz* on its 150th anniversary as that is more of a community event.
 - b. A daycare will be holding a carnival as a fundraiser. It is okay to post a flyer as community members may be interested in attending the event; however, if the same daycare wanted to post a flyer advertising their business, it would not be okay to post that flyer since they are a commercial entity soliciting business.
 - c. A law firm wants to hold a seminar to learn about a legal topic and they also will provide free lunch. It would not be allowed as it was designed as a marketing tool to cultivate clients for their business.
2. Generally, do not accept Items that are larger than 11" x 17".
3. After reviewing and accepting the material:
 - a. Initial and date the document in the bottom right corner and give it back to the requestor, who may then post it on the bulletin board across from the public restrooms on the first floor. Note: This is the only place these items may be posted in Cheyenne.
 - b. Patrons may not remove other posters to find space. Space is on a first-come, first-served basis.

- c. Multiple copies of posters/flyers may be given to CMR, and if space allows, may be placed in the Gallery area.
 - d. We do not return items to the person who asked to have the items displayed.
- 5. When space is limited, employees may remove and repost regularly occurring meetings when space becomes available, such as a group that meets every 3rd Tuesday of the month.
- 6. Any posting that is not clearly covered in the criteria listed in this policy will go to the Executive Director (County Librarian) or their designee to determine if it can be posted or not. The library will notify the contact for the posting within 72 hours.

BURNS AND PINE BLUFFS

- 1. Branch employees should follow the established policy and determine whether or not the material is acceptable and where it will be posted.
- 2. Branch employees should remove items as deemed appropriate.

PROCEDURE – CARTS

1. The primary function of book/material carts is to move materials throughout the building. This includes moving new materials from the Cataloging Services area to the divisions and moving returned materials from the sort room to the public shelves.
2. Project carts labeled for specific use are assigned to divisions and positions.
3. Carts without labels are designated for circulation of materials and should not be used for projects. Short-term exceptions may be made by a division manager.

PROCEDURE – CASH HANDLING AND CASH REGISTERS

1. The following forms of payment are accepted:
 - a. Cash (including paper and coin currency);
 - b. Personal checks, money orders and cashier's checks payable to LARAMIE COUNTY LIBRARY SYSTEM or LARAMIE COUNTY LIBRARY FOUNDATION; and
 - c. Credit and debit cards.
2. Personal checks for the exact amount owed may be accepted at any cash register as form of payment for fines, fees, and purchases.
3. Cash and coin may be accepted at Ask Here, Cards & Accounts, Computer Center, and the branches, as well as at self-checks with a JAMEX and the Smart Kiosks.
4. Credit and debit card payments may be accepted at the POS machines at the Cards & Accounts Desk, Smart Kiosks, and self-checks equipped with payment card readers, as well as online via the library website via Comprise SmartPay. Note that credit and debit are accepted for payments of \$1.00 or more. Employees will not take credit or debit card payments over the phone.
5. No two-party checks.
6. All bills \$20.00 or higher get anti-counterfeit checked. Other large denominations may be accepted. Contact the MOD to make change if necessary.
7. Cash submitted as payment stays on the counter while change is counted.
8. Patrons may receive paper receipts if they want them.
9. Cash registers will remain locked during normal operating hours.

PROCEDURE – CHAIN OF COMMAND

In the event that no one on the chain of command is in the building, another qualified employee will be assigned to be in charge.

Chain of command informs all employees who is in charge, most importantly for emergencies. The icon on every desktop for MOD will open a schedule with just those in the chain of command on it, in order of chain of command. If there is an * in a time square, double-click for additional information about where the individual may be in the building. As employees will have to login with the employee password, it is best to open this each morning so that it is easily available in an emergency. To find who is in charge, refresh the page (press F5). Follow the vertical green line down to find the first person who is in the building and available.

In an emergency, whoever is here and the highest person on the chain is ultimately responsible and must be informed as soon as possible. However, depending on the situation, the reasonable thing to do first may be to take action or to find the person in the chain that is closest physically. Then the person at the top of the chain may be informed. When the Executive Director (County Librarian) is out of the building, they need to be informed in a timely manner after a major situation is resolved or, if possible, during the situation. The person in charge will make this call.

GROUP	POSITION TITLE	NAME
Administrator	Interim Executive Director (County Librarian)	Laura Block
	Deputy Director of Operations	Laura Block
	Deputy Director of Public Service	Beth Cook
Manager	Adult Services	Elizabeth Thorson
	Circulation & Branch Services	Kashawna White
	Information Technology Services	Mike Kamber
	Youth & Outreach Services	Mynda Camphouse
	Community & Media Relations	Jesse Dorst
Assistant Manager	Adult Services/Special Collections Librarian	Elaine Hayes
	Youth & Outreach Services/Youth Librarian	Megan Fox
	Circulation & Branch Services/Readers' Advisory Librarian	Ann Dunne

The person designated “in charge” may sometimes need assistance from the following exempt employees or their immediate supervisor:

- For building emergencies, the Facilities Superintendent, may be contacted.
- For IT emergencies, the IT person on call may be contacted. Employees can find this by opening the Employee in/out icon on a desktop, logging in with the employee password and finding the employee with an * next to the IT in the grey box (IT*).
- For issues in Burns or Pine Bluffs, the Circulation & Branch Services Manager may be contacted.
- For issues with the Café, the Café Supervisor may be contacted.

PROCEDURE – CHILD ABUSE, REPORTING POSSIBLE

1. Patron privacy will be protected in compliance with Wyo. Stat. Ann. §16-4-201 through 204.
2. If an employee witnesses an incident of possible child abuse while at work or on library property, the employee must report the incident to a child protective agency or local law enforcement agency.
3. Employees must also report an incident of possible child abuse to a supervisor immediately and submit an incident report.
4. Requests for access to patron records will be directed to the Executive Director (County Librarian) or designee.
5. The Executive Director (County Librarian) or designee will direct all requests with subpoenas, court orders or search warrants to the County Attorney.
6. If the situation is so extreme that information may be needed from a patron record, a manager or Manager on Duty MUST first call the County Attorney. If the County Attorney cannot be reached, accessing information from a patron's record is a violation of state statute.

PROCEDURE – CHILDREN UNATTENDED AT CLOSING

1. Any young child (10 and younger) that is still waiting for an adult at closing must not be left unattended.
2. If the weather is life-threatening or other extenuating circumstances exist, these procedures should be followed regardless of age.
3. Prior to closing, YOS employees and the Manager on Duty (MOD) should attempt to identify possible unattended minors and ensure that those who will be picking them up know the time the library closes. When appropriate and prior to closing, attempts should be made to have the minor contact a relative or family friend by phone.
4. The MOD and security personnel should wait indoors with the child or patron. Never remain alone with a child and never let a child in an employee's car.
5. If a child is left at closing, attempts should be made to contact a relative or family friend by phone.
6. When calling a relative or family member or the police, always do so from a phone where the child and security remain in the line of sight.
7. If an employee does contact someone who says they will be here to get the child, give them the time the library closed and ask what part of town they are coming from so that employees have a sense of how long it will take the person to arrive. Explain that the library's procedure is to call the police at 15 minutes after the library is closed for children left unattended. If an employee must call the police, use the non-emergency number (307-637-6524).
8. If the child is sure an adult is on the way to pick them up when no one can be reached by phone or there is an adult who claims to be on their way to pick up the child, the MOD and security personnel should wait 15 minutes after closing for the child's ride to arrive.
9. If the child is unable to give employees information to contact an adult and employees have waited 15 minutes after closing, the MOD should call the police. The child may be upset about being left and that employees are calling the police.
10. Call the police if a ride has not shown by 15 minutes after closing or in a reasonable amount of time from when employees contacted someone to pick up the child. The police may want the child's name and age and information regarding employees' attempts to contact the child's parents.
11. The MOD will let law enforcement know that a young child has been left at the library.
12. When talking to the dispatcher, ask the patrol car come to the main entrance on the southwest side of the parking lot.
13. Return to the child and security personnel and wait with them until a patrol car arrives. Once an employee has spoken with the police officer, employees and security are free to leave.
14. Make sure the doors are locked after the child is picked up.
15. Make sure the alarm is set when leaving the building.

PROCEDURE – CLOSING

1. Note: Branches adapt where applicable.
2. When closing the library, all employees should cooperate in closing procedures, especially in checking the building for patrons who have not yet left the facility.
3. Each public service division and the Shelters have a checklist of their closing responsibilities. Each checklist includes specific tasks assigned to that area at closing.
4. When every item on a division's checklist is completed and turned in to the Manager on Duty (MOD), those employees are free to leave.
5. The MOD will assume that when a checklist is turned in, all employees in that division have left the building. Because the building is protected by an alarm system, employees should inform the MOD if this is not the case.
6. The MOD will note the time the last checklist is turned in; this will be the official record of when work stopped.
7. Once all division checklists have been turned in to the MOD, the manager will notify security that all employees are on their way out of the building.
8. Security personnel will place their checklist in the Business Office's mailbox on their way out of the building.
9. Unless after-hours events are scheduled, the following applies: Monday –Sunday, Security personnel will be the last to leave the building and set the alarm.
10. NOTE: Lights and public computers are automatically shut down at closing. Copiers in the Cheyenne library are shut off at closing by employees.

PROCEDURE – CODE OF CONDUCT

Always fill out an incident or watch report, even for small incidents. The Leadership Team will not be able to see if a pattern is developing if not all incidents are reported. Often the second or third incident on something relatively minor can present a red flag and allow something larger to be prevented.

Libraries, by their very nature, are designed to be inviting, comfortable, and friendly public places, which encourage the broadest base of public usage. The majority of our interactions are with patrons who respect the library, employees, volunteers, and each other. However, we sometimes deal with individuals who feel inconvenienced when required to wait for service, misuse the library facility, create a disturbance or even threaten the safety of others.

The following guidelines identify and give suggestions for dealing with some of the most common types of patron conduct concerns that can interrupt or disrupt the normal activities or functions of the library. These guidelines are intended to provide a safe environment and to protect library users, employees and volunteers. **Please remember that these guidelines are intended as an outline for use in training and to provide parameters from which employees can foster ideas and create solutions to the situations. These are not intended for use as step-by-step guides in each situation.**

The situations employees encounter may differ greatly depending on the people and issues involved. Employees must evaluate each situation to determine the best course of action to handle the problem and protect the safety of all involved. Employees' judgment and common sense combined with the skills provided from training will form a basis for responding to problem situations.

The overriding consideration in these situations is to deal with individuals in the manner with which employees would like to be treated: with courtesy, tact, and kindness. In all interactions, it is important to remember these basic principles:

1. Focus on the situation, issue or behavior – not on the person.
2. Maintain the self-confidence and self-respect of others.
3. Maintain constructive relationships.
4. Take initiative to make things better.
5. Lead by example.

Finally, if an employee needs assistance when dealing with the situation, ask another employee. If an employee is asked to provide assistance, do so immediately. For employee safety, use a buddy system and stay in contact with that buddy.

DISRUPTIVE BEHAVIOR: GENERAL

When employees observe inappropriate conduct as outlined in the Code of Conduct, employees should deal with the situation if it is appropriate to do so. If an employee is not comfortable dealing with the situation or if good judgment and common sense dictate that a

manager should be dealing with the situation, then notify the Manager on Duty (MOD) and request that he/she handles the situation. When an employee handles the situation, they should:

1. Determine if the observed behavior is illegal and/or poses a threat to library patrons or employees. If so, contact law enforcement immediately.
2. If an employee or others are not at risk from the behavior, then:
 - a. Approach the patron calmly and pleasantly with another employee, if appropriate. Employees should keep space between themselves and the individual, possibly using a table or chair for distance. Politely but firmly describe the inappropriate behavior and explain why it is inappropriate, making reference to the posted conduct rules. Provide a copy of the Code of Conduct if appropriate. Ask the patron to discontinue the inappropriate behavior and identify any options available to them. (Example: Patrons can continue a conversation in the lobby or parking lot.)
 - b. Listen carefully to their response or concerns. Employees will keep decisions centered on the behavior, the logical reasons why the behavior cannot continue, and any options available.
 - c. Wait a few minutes for the patron to stop the behavior.
 - d. If the behavior does not stop, warn the patron that they will be asked to leave the library if the behavior continues.
 - e. If the patron continues the behavior, ask them to leave the library facility/grounds. Tell them that they are welcome to come back when they are willing or able to follow the rules of conduct outlined in the posted policy.
 - f. If the patron refuses to leave the library, tell them the police will be called.
 - g. If the patron again refuses, call the police.
3. If at any time throughout the interaction an employee feels any concern for their safety or the safety of others, the employee should walk away from the situation, contact the police, and notify a Manager on Duty.
4. Employees must complete an incident report for every situation, whether handled directly or with help from a supervisor.

SUGGESTIONS FOR DEALING WITH A FRUSTRATED OR UPSET PATRON

1. Let the patron talk. Listen carefully and patiently to their concerns. Often people want someone to listen to them. Keep the discussion on the issue.
2. Keep calm and stay objective. Remember that the anger is often at the situation and not at an employee personally. Respond in a relaxed normal tone. Keep in mind that body language and tone of voice are communicating as much or more than words. Try to project a professional tone in the same manner with which an employee would like to be addressed. Paraphrase the patron's concern for their agreement. This communicates that an employee is listening and trying to work with them. Library employees should never touch an upset patron or place them in a physical situation where they feel cornered. Employees should never put themselves in a cornered situation.
3. Employees should let the patron know that they are empathetic to the patron's feelings. Define role for the patron so he/she knows what employees can and cannot do. If an

employee cannot solve the problem, assist them in contacting the person who can. If a mistake has been made, admit it and rectify the situation or contact the person who can.

4. Enlist the assistance of another employee if the anger is not defused or if the patron speaks to an employee in an abusive or obscene manner. Employees will explain that they want to help, but cannot when the patron is speaking in this manner. If the patron continues to be abusive, do not argue with them. Explain that the library is unable to deal with their concerns when they treat employees in an abusive manner. Ask the patron to leave. If the patron continues the behavior or refuses to leave, call the police.
5. Contact the police or signal to another employee to do so if the anger is increasing. Employees should always remove themselves immediately from the situation if they have any concern regarding physical danger.

CALLING FOR ASSISTANCE FROM THE MANAGER ON DUTY

The following are guidelines to let the Manager on Duty know an employee needs assistance with a situation when the patron is still present.

1. Never ask the patron if they want a supervisor. If an employee feels the need to ask that question, it is time to get one. As an employee picks up the phone to start dialing, say, "I am going to get a manager to help resolve this."
2. When an employee calls a manager, they should use the following phrase. Stating the facts on the phone in front of the patron may calm them down as they hear that the employee understands what is upsetting them. Using their name also can make them realize they are seen as a person, which is also helpful:
 - a. (The name of the person or Mr. /Ms. _____) or (I have a patron here who) has a question about _____. We need your help resolving this. (state the fact of what the person is upset about "people accessing their email account;" "library card policy;" "not being able to get a library card;" "their library account and items on the account;" "the items they have billed to their library account", etc.) OR
 - b. I have a Code of Conduct situation and need you to come and handle it. (Employees can say this with the person standing right there – If they know an employee is calling for assistance, the patron will often leave).
3. The manager will then ask one or two questions that can be answered by yes or no, giving the manager time to think about the issues as they come to assist the employee:
 - a. "Is the person upset?"
 - b. "Do you want me to call security before I come to you?"
 - c. "Have they been turned over to collection?" or "Do they already have a library card?" or "Have you had issues with them in the past?"
4. If an employee is uncomfortable doing any of the above, they should talk to their supervisor for guidance.
5. There are times when it is appropriate and the safest solution for an employee to remove themselves from the desk and the person by saying, "excuse me, I am going to get a manager to assist you." That will allow the employee to get to back of house and call from there.

DEALING WITH UPSET, OBSCENE OR THREATENING PHONE CALLS

1. If a caller is upset with library policy or procedure, listen to their concern and apply the applicable suggestion in number 1-3 above. If the caller becomes abusive, explain to them that the library wants to help them but the employee is not able to when the patron speaks in an abusive manner. Unless the patron responds positively, employees should indicate that they are going to terminate the call and the patron should call back when they can discuss the problem more calmly. Terminate the call. Document the call via an incident report.
2. If an employee receives an obscene call, report it immediately to a supervisor and fill out an incident report. Due to the way the telephone system works, it is not possible to use the *69 feature to determine the caller's phone number.
3. Keep in mind that the patron has a right to question policies and procedures. These questions can lead to improvements in our system. Patrons do not have the right to verbally abuse library employees.

DEALING WITH AGGRESSIVE BEHAVIOR WHEN ENFORCING THE CODE OF CONDUCT

Aggressive behavior can be a habit that people use to get what they want or avoid complying with policies. It can also be a compulsion that the person is unable to control. Aggressive behaviors can intimidate those of us who do not like confrontation, make us feel defensive or fearful, and keep us off balance. While we cannot control the aggressive person or their behavior, we can control our reactions, emotions, and actions.

Someone who argues or asks for explanations of policy when asked to change their behavior but does comply with the request is probably not aggressive. However, if they continue to argue or escalate the situation, they are probably showing aggressive behavior.

Conversational behaviors that may be aggressive, with sample phrases:

Pressuring employees to agree that a policy is wrong.	Do you really think this makes sense?
Asking repeatedly for employees to justify a policy.	
Comparing a policy to other libraries' policies.	I have been in better libraries than this and no one does it that way.
Criticizing a policy without providing reasons or calling it stupid.	That is just stupid. That makes no sense.
Personalizing a policy to make it seem discriminatory or an abuse of their rights.	Why did you ask me that? You're targeting me because I'm ...
Avoiding responsibility or blaming employees for their choices and actions.	You are making me angry. I would be fine if you would leave me alone.
Presenting their opinions as fact.	Masks make you breathe in poison.

Repeating their arguments.	
Changing the subject to something irrelevant to the situation.	I bet you think masks prevent climate change.
Controlling the conversation by interrupting or asking intense/personal questions.	You need to listen to me. Why are you looking at me?
Demanding action from employees.	You had better rethink that. You need to ...
Undermining employees' authority.	Were you even trained to do this job? You don't know what you're doing, do you?
Giving advice to employees.	If I were you ... You better learn to ...
Speaking rapidly and/or loudly.	WHY DOESN'T THIS WORK? MAKE THIS WORK! I AM IN A HURRY!
Threats (non-physical) <i>Note: if the person is threatening physical harm to an employee, volunteers or patrons, leave the area immediately and call for help (security, MOD, and/or 911). See below for more information.</i>	I will have your job. I am lodging a complaint about you. You do not know who I am.

Physical behaviors that may be aggressive:

1. Folding their arms.
2. Avoiding eye contact.
3. Staring intensely.

If a patron is exhibiting aggressive behaviors, staying calm is essential. Employees should repeat the request to comply three times, no matter what the patron is saying. Using the same or very similar words will make the request stronger.

A patron may demonstrate a pattern of aggressive behavior followed by compliance. After this pattern has been documented, employees should not continue to approach the patron. Call for assistance from security and/or an MOD and tell them about the patron's pattern of behavior. Patrons can be barred for repeated aggressive behavior toward employees.

If the patron does not comply with employee requests:

- Employees
 - Walk away (into an employee area if that feels safer).
 - Employees can choose to say nothing or give a reason, such as "I am getting someone else to assist me."
 - If the patron makes negative comments or criticisms, ignore them.
 - Call security and/or MOD.
- Security or MOD

- Ask the patron to comply with the request or leave the building.
- If they continue to refuse and/or behave aggressively, walk away and call the police (non-emergency).
- If they make threats, walk away and call 911.

Aggressive behaviors can quickly become belligerent or dangerous behaviors. If the patron starts to exhibit any of the following behaviors, walk away and call for assistance from security, MOD, and/or police as needed. **Do not hesitate to call 911!**

1. Leaning forward.
2. Pointing or using large arm gestures.
3. Thrusting jaw forward.
4. Flaring nostrils.
5. Puffing out their chest
6. Tightening muscles, often seen in the neck or upper arms.
7. Squinting.
8. Making threats to physically harm employees or the library.

All interactions involving aggressive, belligerent or dangerous behaviors should be documented in an incident report.

BARRING A PATRON FROM COMPUTER USE

The following procedures are not intended for situations regarding the abusive, disruptive or violent behavior of patrons, employees or volunteers. Employees should call the police immediately in those situations. The safety of employees, volunteers, and patrons is most important.

***Employees should ask a patron who is viewing illegal materials (gambling sites or child pornography) to leave the library immediately, inform their supervisor, and complete an incident report. ***

Patrons will be banned from the library and from using library computers if they violate the Internet Policy or Code of Conduct relating to viewing sites inappropriate for a public space. When possible, the Executive Director (County Librarian), Deputy Director of Operations or Deputy Director of Public Service will be the individual who bans patrons from computer use. They will use a form letter approved by the County Attorney.

The Executive Director (County Librarian) or designee may bar patrons from the library for other infractions of the Code of Conduct, but that process is not covered under these procedures.

1. When the first incident occurs:
 - a. Offer the patron a copy of the Code of Conduct and Internet Policy, informing them of the specific item violated (e.g., behavior, which is.... disturbing to other patrons; ...actions reasonably perceived as offensive...; or ...software is in place to block that protocol).

- b. At this point, remind the patron that they agreed to these policies when they clicked “yes” at their first session.
 - c. We will assume they did not thoroughly read the policy or understand it.
 - d. Complete an incident report.
 2. When the second incident occurs:
 - a. Offer the patron a copy of the Code of Conduct and Internet Policy and a blank copy of the barring letter, informing them of the specific item violated (e.g., behavior which is...disturbing to other patrons; ...actions reasonably perceive(d) as offensive...; software is in place to block chat protocol)
 - b. Inform the patron that we have a record of their first violation of policy and this second incident will also be documented.
 - c. Inform the patron that if they violate policy again, they will be barred from the library for one day and from using the computers for two weeks.
 - d. Complete an incident report.
 3. When a third incident occurs:
 - a. Call the Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service or the MOD.
 - b. The manager will fill out a form letter, making one copy.
 - c. The manager, with an employee witness present, will speak with the patron and give them copies of the Internet Policy, Code of Conduct, and the form letter.
 - d. The manager will inform them that they are barred from using the library for one day and the computers for two weeks and will be asked to sign one copy of the form letter.
 - e. The manager will ensure the patron leaves the library.
 - f. Complete an incident report.
 4. If the patron returns after the two-week period and there is a fourth incident:
 - a. Call the Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service or a division manager. Procedures for the third incident will be followed except that the amount of time barred will be extended.
 - b. The manager will bar the patron from the library for two weeks and library computers for four weeks.
 - c. Complete an incident report.
 5. If they return again and there is a fifth incident, the Executive Director (County Librarian) and County Attorney will determine what is to occur.

SHOES REQUIRED

The “shoes required” policy does not apply to infants who are not yet walking on their own or someone using a wheelchair. Employees may make appropriate exceptions to the policy in similar circumstances.

PATRON INCIDENT TRACKING

1. Effective September 2019, the library began using software to track incidents and perpetrators.

2. This software, Patron Incident Tracking System (PITS), replaced the intranet form and email system in use previously.
3. Employees will use the PITS software for all incident reports.
4. For permanently barred patrons, Business Office employees will maintain a hardcopy file that consists of all related incident reports, photos, barring letters, and other related documents.

PROCEDURE – CODE OF CONDUCT, SERVICE ANIMAL

1. Only animals defined by the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) most current revisions are considered service animals. Employees will ask the owner of any other animal in and LCLS facility to leave with the animal.
2. Currently, dogs and miniature horses are the only animals defined as service animals according to the ADA.
3. When it is not obvious what service the animal provides, employees may only legally ask the following two questions:
 - a. Is the service animal required because of a disability?
 - b. What work or task has the animal been trained to perform?
4. Employees cannot ask about the person's disability or require medical documentation, a special identification card or training documentation for the animal.
5. Employees cannot ask a person with a disability to remove their service animal from the premises unless: (1) the service animal is out of control and the handler does not take effective action to control it; or (2) the service animal is not housebroken. When there is a legitimate reason to ask that a service animal be removed, employees must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.
6. Further regulations regarding whether or not a miniature horse who is a service animal may be in the library are:
 - a. The miniature horse must be housebroken.
 - b. The miniature horse is under the owner's control.
 - c. The facility can accommodate the miniature horse's type, size, and weight (yes, our floors and the space in the library can accommodate).
 - d. The miniature horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility (would need to be determined per situation, for example, a miniature horse would compromise legitimate safety in the Cottonwood Room when we have one of our large children's events as horse hooves are a hard material and dog paws are not).
7. The following script should be used in a manner that is comfortable and natural for employees. There may be times when the script does not work in a situation and that is okay. For example, if the patron refuses a handout and walk away quickly, it would not be appropriate to follow them or yell to get that part of the script conveyed. As the first point of contact in most circumstances, the employee working at the Greeter Desk should use the following script and procedures. If the Greeter Desk is unstaffed, an employee on the first floor should use these procedures.
 - a. Example Script #1
 - i. Employee: "Hello, welcome to the library! Is that a service animal required because of a disability?"
 - ii. Dog Owner: "Yes."

- iii. Employee: "Here is our Service Animal Code of Conduct. We want to make sure employees and you have the same understanding for acceptable behaviors from your dog."
 - b. Example Script #2
 - i. Employee: "Hello, welcome to the library! Is that a service animal required because of a disability?"
 - ii. Dog owner: "No, it is a therapy dog" or "No, it is an emotional support dog."
 - iii. Employee: "I am sorry, only service animals are allowed in the library." (Hand Service Animal Code of Conduct to the person.) "You will need to leave with your dog, but we hope you will return so we can serve you."
 - c. If patron refuses handout or says they already received one: "If you would like a copy at a later time, feel free to ask at any desk."
 - d. Employee sends an email to cheyenne@lclsonline.org stating a service animal is in the library. Include 1) A brief description of the dog; and 2) If the patron received the Code of Conduct, stated they already had one or refused to take one. Remember to expire email if possible. Example: "Black and white service dog, wearing red vest, code of conduct given (or code of conduct already given)."
- 8. Witness Violation of Service Animal Code of Conduct.
 - a. First Occurrence
 - i. Handout for employees to give to dog owners:
Notified on _____ (date)
Your dog has exhibited a behavior that is prohibited in the library. Your dog is no longer welcome in the library at any time in the future. If you have questions, please contact the Executive Director (County Librarian).
 - ii. Employee may either approach the dog owner with a copy of the Service Animal Code of Conduct and the notification or call a manager.
 - iii. Employee or MOD: "Excuse me, your dog just exhibited a behavior that is prohibited in the library. (State what was heard or witnessed). You need to remove your dog today and it cannot come back in the future. I ask that you leave with your dog at this time. (Hand them the notice.) You are welcome to come back, just without your dog."
 - iv. Owner: "This is a service animal – you can't do this."
 - v. Employee: "Federal law does state that service animals may be asked to leave if their behavior warrants it. You may want to seek out the certified service animal trainer who worked with your dog initially to assist you."
 - vi. Note: When entering the incident in the incident tracking software, you will enter the owner as a perpetrator and the dog as a perpetrator. Entry for the dog under name will be "Dog – owner's name." This is so we can bar the dog but not the owner if the owner complies.
 - b. Second Occurrence
 - i. An employee who believes this is a dog that has been permanently barred should look up the incident and have a manager verify this is a barred dog.

- ii. MOD: “On (date), you were informed that your dog was no longer allowed in the library and given written notification of this (which you accepted or which you refused to receive). Please remove your dog from the library. If you choose to return with the dog again, the police will be called.”
 - c. Third Occurrence
 - i. An employee who believes this is a dog that has been permanently barred should look up the incident and have a manager verify this is a barred dog.
 - ii. MOD calls the police and explains the situation to the officer who arrives. The MOD informs the officer that the dog owner needs to be informed that the dog is never allowed in the library and the owner is barred (trespassed) for two weeks.
 - d. Fourth Occurrence
 - i. An employee who believes this is a dog that has been permanently barred should look up the incident and have a manager verify this is a barred dog.
 - ii. MOD collects the packet of information that relates to the statute and information given by the County Attorney stating this law is not in the bond schedule and the individual will have to go to court.
 - iii. MOD calls the police and explains the situation to the officer who arrives. The MOD informs the officer that the dog owner was previously trespassed and we want the owner charged with claiming a fake service animal as per Wyo. Stat. Ann. §35-13-203 (of which the MOD will have a copy). We also want the dog owner trespassed for one month (or permanently if the owner’s behavior warrants it).
9. Refer to the Policy – Code of Conduct, Service Animal for more details.

PROCEDURE – COLLECTION DEVELOPMENT

EVALUATION – GENERAL

1. In order to maintain an up-to-date, useful collection, employees periodically examine library materials in every format. Items that are withdrawn may be sold in the Book Sale Room, a special sale or discarded. Discarded materials will be recycled whenever possible. Items considered for withdrawal are:
 - a. Worn, damaged materials:
 - i. Major damage includes stains on multiple pages, large stain anywhere, crinkled/puffed pages due to water damage, any evidence of mold, chewed cover or pages, badly yellowed pages, tattered/torn/peeling cover that is not mendable, damaged binding that is not mendable, loose/missing pages that are not mendable.
 - ii. Items with minor damage may continue to circulate. Minor damage includes light/small stains, lightly yellowed pages, slight water damage, and mendable damage to cover/binding/pages.
 - iii. The evaluation will note minor damage on the cover page along the spine, including the damage, pages, date, and evaluator initials (for example, water damage p. 22-24 9/30/16 ECT).
 - b. Items that have not circulated in a time period deemed reasonable by the nature of the collection and expected usage.
 - c. Items with inaccurate information (unless that item has some historical significance).
 - d. Items relating to timely topics (e.g., health, travel, computers) that are more than five years old or otherwise outdated.
 - e. Items where multiple copies are no longer needed.
 - f. Superseded editions.
2. In the process of evaluating an existing collection, the evaluator will also look for:
 - a. Holes in the collection (e.g., major topics, titles or authors that are missing);
 - b. Worn or damaged materials that are still popular and should be replaced;
 - c. Titles needing additional copies to meet demand;
 - d. “Classics” or titles considered necessary for a good core collection that will be retained even if usage has not been high; and
 - e. Items needing repair or re-cataloging.
3. Selectors will evaluate collections according to the yearly CollectionHQ weeding schedule. Additional evaluation may take place using collection-specific criteria at any time.

EVALUATION – SPECIAL COLLECTIONS

1. Although these materials are generally retained due to the rare and special nature of the collections, items may be withdrawn if they are obsolete, damaged or inappropriate for the nature of the collection.
2. Collection policy statements for each collection will be updated periodically by the Adult Services Assistant Manager/Special Collections Librarian in consultation with the Adult

Services Manager, with oversight by the Deputy Director of Public Service and Executive Director (County Librarian).

3. In general, candidates for weeding include:
 - a. Worn, damaged material;
 - b. Ephemeral materials no longer timely;
 - c. Obsolete, inaccurate materials (unless they represent a historical perspective); and
 - d. Superseded editions
4. The Adult Services Assistant Manager/Special Collection Librarian will evaluate the collection, in consultation with the Adult Services Manager and with oversight by the Deputy Director of Public Service and Executive Director (County Librarian).
5. Withdrawn materials will be sold and funds will be credited to Laramie County Library System to be expended as directed by the Executive Director (County Librarian) or designee.

EVALUATION – MAGAZINES, JOURNALS, SUBSCRIPTIONS

1. Employees will conduct approximately four usage surveys yearly.
2. Employees will use the usage surveys to evaluate renewals.
3. Employees will evaluate suggestions for purchases of new titles, electronic databases (indexing), popularity, and browsing ability versus research potential.

ADDING DONATION ITEMS TO THE COLLECTION

1. Selectors will take donations to be added to the cart outside the Cataloging Services workroom.
2. Selectors will attach a completed Gift Slip to each item using the following criteria:
 - a. Burns will use blue paper, Pine Bluffs will use green paper, Bookmobile will use yellow paper, and Cheyenne will use white paper.
 - b. If LCLS owns the item, employees will write the WYLD title control number on the slip.
 - c. If LCLS does not own the item, employees will NOT write the title control number on the slip, even if another library in WYLD owns the item.
 - d. Call number and price are optional.
3. If the donation is intended to replace a work or damaged item, selectors will pull it from the shelf, check it out to the LCLS mend card, and bundle it with the donation (using a rubber band).

PROCESSING DISCARDED ITEMS

1. Process items according to the instructions at I:\COLLECTION SERVICES\Discard procedure.docx.

PURCHASE SUGGESTIONS

1. Patrons may submit purchase suggestions through the LCLS website or using a Purchase Suggestion card.
2. If the item is already on order or owned by LCLS, employees will add the patron to the hold list.
3. Selectors will use the following criteria to determine purchasing decisions:
 - a. Publication date – items originally published within the last 12 months are given priority, since they may be popular and because new items can be difficult to obtain through interlibrary loan;
 - b. Availability – priority is given to items available through Ingram;
 - c. Condition – used items must be in Very Good condition or better;
 - d. Price;
 - e. Whether the item is part of a series;
 - f. Whether the item is appropriate for a general audience; and
 - g. Whether the format is appropriate for library use.
4. If the patron has requested a hold on the item, employees will place the hold when the item record is available in WYLD.

SELF-PUBLISHED BOOKS

1. LCLS will not purchase most self-published books.
2. Selectors will give more consideration to books by Wyoming authors, fiction books set in Wyoming, and nonfiction books about Wyoming. If added to a circulating collection, employees will label these items with a “WYO” sticker on the spine.
3. Selectors will not purchase self-published items that are not available at our primary jobber (Ingram).
4. Selectors will review the item quality, including but not limited to cover appeal, editing, storyline, etc. (Note: Selectors are not required to read the item, should not take too much time in evaluating, and should err on the side of not purchasing vs. purchasing).
5. If the author wants to donate a copy, we may add that copy to the collection.
6. If the item is mailed to us without first discussing the book with a selector, Selectors are free to add the book or put it in the Book Sale Room without contacting the author.
7. Selectors may choose to make an exception and purchase a self-published book if they see a reliable review or it has seen acclaim in some manner, etc.
8. Selectors will evaluate self-published books that have been added to the collection per the CollectionHQ weeding schedule and items may be withdrawn from the collection as appropriate.

PROCEDURE – COMMUNITY & MEDIA RELATIONS, MARKETING

All community and media relations and marketing activities will be coordinated and authorized by Community & Media Relations (CMR) unit in consultation with the Executive Director (County Librarian) or designee.

MEDIA REQUESTS

1. Refer all media requests (photos, info, interview requests, etc.) to the Community & Media Relations Unit. If the Deputy Director of Operations is not available, notify the senior member of the Leadership Team who is available of the request.
2. Bring the presence of any media at the library or on library grounds to the attention of the Deputy Director of Operations so that they can contact the media rep and make themselves available to that rep. The Deputy Director of Operations will send an email to employees advising of the presence of the media rep.
3. Regarding media doing “man on the street” interview: Inform the media that they cannot block the public’s access or “make” people do the interview. Contact CMR to make contact if they are available.
4. Media must agree to the following conditions before they are able to carry on with any requests:
 - a. Requests may not interfere with library business;
 - b. Photographs or interviews of adult patrons must be conducted with the approval and cooperation of the patron;
 - c. Any request involving children or patrons under the age of 18 must have direct permission of the child or minor’s parent or legal guardian;
 - d. Any request may not interrupt any patron’s use of a reserved meeting room;
 - e. All requests must credit and properly cite Laramie County Library System with any relevant questions being fielded to the CMR unit;
5. LCLS reserves the right to decline any request dependent upon the discretion of the Deputy Director of Operations.

TAKING PHOTOGRAPHS

1. When feasible, CMR will take all pictures for library promotion using the library’s equipment.
2. Employees who may be involved in events or whose job may warrant more frequent photo opportunities to promote library activities must be trained in the use of the library’s digital camera and may take their own pictures.
3. Employees must check out the camera from the CMR office.
4. If the battery on the camera is low, leave a note or send an email to CMR so that the battery can be recharged or replaced.
5. Return the CMR camera within 48 hours of checking it out. Photos must be uploaded to an appropriate computer folder by the person who took the photos. Email cmr@lclsonline.org the file location and delete the photos from the camera before returning the camera to CMR.

REQUESTING FLYERS, POSTERS, PSAs, ETC.

1. CMR employees are responsible for creating and designing all printed public materials, such as news releases, flyers, banners, and brochures. Division Managers and key positions may supply content.
2. CMR is responsible for editing with final editing by the Executive Director (County Librarian).
3. Employees may use templates created by CMR in cases where the project is repetitive and it would enable employees to be able to quickly produce a quality flyer/sign/poster by adding text to the template.
4. To request materials, use the online CMR request form.
5. If at all possible, requests for new materials must be made via the online CMR form far enough in advance of the date needed so that CMR can fit the request into their work schedule and volunteers can be utilized to fold, staple, etc. on their schedule.

COPYING AND REPRINTING EXISTING MATERIALS

1. Submit requests for copies and reprints via the CMR form prior to 10:00 a.m. on Thursday for Friday completions.
2. Completed materials will generally be available to pick up on the counter in the employee copy room on Friday afternoons, unless otherwise notified.

BRANCHES

Follow the guidelines above but tailor for the branches. Discuss the appropriate application with CMR.

PROCEDURE – CONTINUING EDUCATION/EMPLOYEE DEVELOPMENT

1. Application for tuition assistance must be put in writing or emailed to the Executive Director (County Librarian) prior to the activity occurring and/or registration. Include the following on the request:
 - a. Course title and description
 - b. Number of credits for the course
 - c. When the course is being held
 - d. Total cost for the course
2. The Executive Director (County Librarian) will notify the applicant re: acceptance or rejection of the application in a timely manner.
3. Grant opportunities may be available from the Wyoming Library Association, the Wyoming State Library's disbursement of federal LSTA funds, the Carol McMurry Library Endowment Fund or the Mountain Plains Library Association.
4. Tuition assistance is reimbursed to the employee after the event/class has ended and upon submission of a transcript that shows a grade of "C" or better, or in the case of non-credit activities, proof of attendance.
5. Points 1-4 above apply to both the LEAVE, MANAGERIAL EDUCATIONAL policy and the CONTINUING EDUCATION/EMPLOYEE DEVELOPMENT policy.

CONFERENCES, TRAININGS & INSTITUTES

1. Employees interested in attending conferences or training or applying for competitive institutes such as the Wyoming Library Leadership Institute must discuss their interests with their immediate supervisor in advance of registering or applying.
2. At times, employees may be encouraged to attend conferences, training or apply for competitive institutes.
3. Conferences, training or competitive institutes that directly correlate to an employee's current position and/or are a natural next step in an employee's growth will be seriously considered.
4. LCLS may or may not be able to assist individuals financially for conferences, training, and competitive institutes that are related to the work they do in their current position.
5. LCLS may or may not be able to have an employee attend conferences, training or institutes on library time.
6. Employees must request (in writing) time to attend conferences, training, and competitive institutes. Supervisors will assess this request in a similar manner to granting vacations, as well as ascertaining the value of the conference, training or competitive institute in relationship to the employee's position and development.
7. Requests should be made even if the plans are tentative and/or hinge on the employee's ability to pay personally if the library is unable to fund the activity.
8. Employees who do not speak to their supervisor and/or do not put a request in writing to attend will not be scheduled to attend.

SUPPORT FOR CERTIFICATIONS FOR IT EMPLOYEES

1. All IT employees may utilize the CONTINUING EDUCATION/EMPLOYEE DEVELOPMENT Policy where it applies.
2. For positions that require certification:
 - a. The individual may certify in one of the following manners:
 - i. VMware – (VCP) Professional
 - ii. Cisco (Meraki) – Cisco Meraki Solutions Expert
 - iii. CompTIA (CompTIA Network+, CompTIA Security+ and CompTIA Server+)
 - b. Financial assistance will be provided to achieve certification by:
 - i. Having study materials available;
 - ii. If feasible with the division's work load, the supervisor may approve time to study while at work; and
 - iii. Reimbursement for each test after the employee has successfully completed the test and upon submission of proof of completion. LCLS will only reimburse employees for each test that has been successfully completed.
3. For those who have the required certifications for their position but see a need to upgrade or be further certified:
 - a. Submit a request for study materials including:
 - i. Cost;
 - ii. Who else would benefit from these materials; and
 - iii. Why the upgrade or further certification provides a benefit to LCLS.
 - b. If granted, assistance will be provided by:
 - i. Study materials being purchased and made available;
 - ii. If feasible with the division's work load, the supervisor may approve time to study while at work; and
 - iii. Reimbursement for each test after the employee has successfully completed the test and upon submission of proof of completion. LCLS will only reimburse employees for each test that has been successfully completed.
4. For full-time IT employees: When the scheduled test falls on a day they would normally work and when the closest place to take a certification test is Denver, half of the time gone will be paid as time worked and the employee will take vacation time for the other half. Scheduling must be approved with their supervisor in advance.
5. Employees whose positions do not require certifications have access to any training materials that LCLS owns.

EMPLOYEES WORKING ON AN MLS

1. For travel and participation in a class or program that is out of town, half the time gone will be paid as time worked and the employee will take vacation time for the other half. This will not apply when the class or program dates fall on a holiday or days the employee would normally be scheduled off.
2. When the time gone is not a full work week (Monday through Sunday), the employee is expected to work as many hours as possible around the time they will be gone (e.g., if

employee is gone Thursday and Friday and those are their normal 8-hour days, they will work 8 hours on the days that are normally 7-hour days during that week).

3. If the employee is part-time, this procedure will only apply if the hours the employee works cannot be reasonably adjusted in the week the person will be gone.
4. Scheduling must be approved with the supervisor in advance.

Example:

Employee needs to be in class, which is located a day's drive away

Thursday 9/1 – employee drives – 7 hr. day

Friday 9/2 – employee at class – 7 hr. day

Saturday 9/3 – employee at class – normal day off

Sunday 9/4 – employee at class – normal day off

Monday 9/5 – employee at class – Labor Day, holiday pay

Tuesday 9/6 – employee drives home – 7 hr. day

INDIVIDUAL DEVELOPMENT PLANS

1. Employees who are seeking to be more competent in their current position, be promoted within the organization or are working on furthering their education may work with a library administrator to create an Individual Development Plan (IDP).
2. Supervisors and administrators may also identify skill or ability in an employee and ask them if they would like to consider utilizing an IDP to assist them in reaching their goals.
3. The final decision to utilize the library's IDP process is up to the employee.
4. A procedure for applying is available on the library intranet for those who would like to move forward with an IDP or would like to discuss how IDPs work with one of the library administrators.
5. An IDP may consist of items, such as:
 - a. Employee develops a training plan with guidance from an administrator to strengthen skills and experience relating to their current position.
 - b. Employee requests job shadowing if interested in working toward a different position in the library or to learn more about the organization or how a library works.
 - c. Employee seeks cross training between divisions/units.
 - d. Employee works a temporary assignment to work at a higher grade level.
 - e. Employee seeks targeted or formal training or education to help them learn and grow to be qualified for a position they are interested in.
 - f. Other ideas that an employee believes will assist them in reaching their goals.
6. The employee will work with a library administrator of their choice, with meetings established that work for the administrator's and employee's schedule. The meetings will be on work time.
7. The administrator will inform the immediate supervisor when a request for an IDP occurs.
8. An established end date will be required for each IDP.

9. Completing or not completing an IDP will have no impact on an employee's annual evaluation, unless completion of an IDP has been identified as a specific goal in an annual evaluation.
 - a. Progress on an IDP will be considered as part of what performance is reviewed at the annual evaluation only if:
 - i. The IDP states that intention;
 - ii. The employee's supervisor is notified of this intention as the IDP is implemented; or
 - iii. The supervisor has goals for the employee that overlap with the IDP.
10. The employee will include progress on their IDP in their perspectives form for their annual evaluation as a way to inform their supervisor.
11. Completing an IDP does not guarantee that an employee will be promoted when a position they are interested in is open. Employees may have to compete for the position with internal and possibly external candidates.
12. It is the employees' responsibility to complete an IDP. The administrator serves as a mentor and support.
13. Employees are eligible to create an IDP after their first annual evaluation.

PROCEDURE – COURIER

1. Courier runs to and from the branches will be made weekly, generally every Wednesday.
2. In Cheyenne, clearly label materials to be sent to the branches and put them in the appropriate shelves/mailboxes by the employee entrance.
3. In Burns and Pine Bluffs, stack materials near the rear entrance to facilitate easy loading and unloading for the person doing the courier run. Items placed on the left entering the door are items to go to Cheyenne or the other branch; items placed on the right are items delivered to that branch.
4. The person doing the courier run should email the branch an estimated time of arrival so that the branch can have items ready when the employee arrives.
5. Employees will distribute items brought to Cheyenne to the appropriate division.

PROCEDURE – CUSTOMER SERVICE

1. LCLS is a public entity and strives to provide an extremely high level of customer service. Employees should make the library welcome and inviting to patrons by smiling, saying hello, being aware of patrons in areas, etc. Employees should always be aware that their behavior, conversations, and actions at a public desk are on display. Make sure that what we are doing will always be perceived positively by any patron who might observe us. This is a part of providing exceptional service. New employees receive further explanation and documentation of expectations of service during the New Employee Training Program.
2. Personal telephone calls are not allowed on public desks and personal activities may not be conducted at workstations. Employees should make personal calls on breaks. If an employee receives an emergency call while working at a public desk, the employee should place the call on hold and transfer it to a phone away from the public desk. Employees should inform family and friends about this procedure.
3. Two computers with internet access are located in the employee lounge. Employees may use these computers for personal use, such as surfing the net, checking email or searching the library catalog. **Activities for personal use are prohibited at employee workstations.**
4. Every service desk keeps usage statistics when assisting patrons. The categories are divided into the following:
 - a. Patron Assistance – Employees use this category after assisting a patron.
 - b. Reference – Employees use this category after assisting a patron with reference. There is a definition of “reference” in Desk Tracker.
 - c. Told patron we do not offer the following service – Employees use this category when they are unable to assist a patron. This category allows the Leadership Team to track potential areas for improvement and the library’s responsiveness to patrons.

PROCEDURE – DELIVERIES

1. Deliveries are only to be accepted in the mailroom, which is located near the employee entrance.
2. If a delivery person attempts to deliver a package at a public service desk, he/she should be directed to the receiving area via the employee entrance.
3. Only those employees who are trained to accept and sign for packages may do so. The following are authorized and trained to sign for deliveries:
 - a. Cataloging Services;
 - b. Business Office;
 - c. Deputy Director of Operations and Deputy Director of Public Service;
 - d. Executive Director (County Librarian); and
 - e. Facilities employees – only freight shipments such as shelving, book carts, etc.

PROCEDURE – DISCIPLINE

PURPOSE

Corrective action is a process designed to identify and correct problems that affect an employee's work performance or the overall performance of the library. The Progressive Corrective Action process should be handled consistently within each division and for each problem.

Laramie County Library System is an at-will employer. Laramie County Library System can terminate any employee at any time for any reason. It is to be understood that the procedures contained herein are not intended to be construed as part of any employment relationship and/or contract and are simply general statements of organizational procedure.

Ongoing feedback and coaching from supervisor to employee is not considered “corrective action.” A good supervisor looks for ways to challenge and grow employees who are doing good work so that the employees may have opportunities to reach their full potential and continue to find fulfillment in their work.

GUIDELINES

The Progressive Corrective Action process refers to the following actions:

1. Warning; or
2. Verbal Reprimand; or
3. Written Reprimand; or
4. Suspension or Suspension Pending Investigation and Final Determination. Suspension in either case may be with or without pay; or
5. Termination.

Note: A Performance Improvement Plan may be instituted at any point in the disciplinary process.

These steps may be taken in sequence when an employee exhibits behavior or performance issues. However, depending on the situation, any step may be repeated, omitted or taken out of sequence. Employment with Laramie County Library System is at-will and the library may effect immediate termination should the situation be warranted.

The employee’s supervisor is expected to discuss disciplinary actions with Administration before taking action and during the Progressive Corrective Action process. Where investigation is warranted to accurately obtain facts, the supervisor is expected to discuss the situation with the employee to allow the employee an opportunity to understand the nature of the concern and to explain their position on the matter. Administration may conduct other investigative interviews if applicable. If necessary, the supervisor and/or Administration may put together documentation, which would summarize the issue.

Supervisors should ensure that all documentation during the Progressive Corrective Action process is:

- Accurate: Rely on observational and direct evidence;
- Behavior-based: Use specific, observable behaviors; and
- Consistent: Document all critical incidents, both good and bad, and document all employees.

When issuing corrective action, there should be clear and direct communication between the employee and their immediate supervisor. This communication should include a meeting between the employee and the supervisor. Depending on the situation, the meeting(s) may include Administration.

Any verbal reprimand will include the date the warning was given, if that part of the procedure was appropriate. If no warning was done, the verbal reprimand will include why it went straight to a verbal reprimand. Any written reprimand will include the date the warning and verbal reprimand were given, if those parts of the procedures were appropriate.

If a written reprimand is given without a warning or a verbal reprimand, the documentation should include a note similar to, "The behaviors we are addressing are too severe for just a warning or a verbal reprimand, so none have been given." Some examples might be yelling at a coworker, swearing at the public, etc.

A physical copy of the Discipline Procedure will be given to the employee at the warning and at any verbal and written reprimand session. Supervisors will note in the documentation for the verbal and written reprimands that a copy was given to the employee.

In the case of serious workplace misconduct, an employee may be suspended and/or terminated on the first offense. Employment with Laramie County Library System is at-will and the library may effect immediate termination at any time. Nothing in the Discipline Procedure modifies the at-will nature of employment at Laramie County Library System.

Serious workplace misconduct may include but is not limited to:

- Theft, including misuse of the library's integrated library system, copiers or fax equipment for themselves or others to avoid payment normally required by library policy;
- Physical altercation;
- Behavior/language of a threatening, abusive or inappropriate nature;
- Misuse, damage to or loss of library property;
- Falsification, alteration or improper handling of library records;
- Unsatisfactory or inappropriate customer service;
- Disclosure or misuse of confidential information;
- Unauthorized possession or concealment of firearms;
- Insubordination, such as refusal to carry out a direct assignment;
- Misuse of the library's electronic information systems or equipment; or

- Possession, use, sale, manufacture, purchase or working under the influence of illicit or illegal drugs, alcohol or any other intoxicants.

PROCEDURE – DISPLAY OPPORTUNITIES (PUBLIC)

1. Displays are handled on a case-by-case basis by the Community & Media Relations Unit.
2. The purpose of displays is to be informational and of community interest and not to promote a specific viewpoint.
3. Requests should be made at least 30 days before the proposed display date.
4. Direct requests to the Deputy Director of Operations or the Design & Humanities Supervisor.
5. The Deputy Director of Operations and/or CMR employees will consult the Executive Director (County Librarian) as necessary.
6. The requesting individual or organization must supply the following:
 - a. A written statement of purpose;
 - b. The number of items that would be included in the display; and
 - c. Images of the display.
7. A Memorandum of Understanding outlining the details must be agreed upon and signed by the requesting organization's representative and the LCLS representative.
8. The Adult Services Assistant Manager/Special Collections Librarian shall manage the portable glass case used for genealogy themes.

PROCEDURE – DISPLAYS (LIBRARY)

1. Employees shall use displays of religious symbols and items in an educational nature, where their use and purpose may be explained in connection with a program or by written comments in a display. Books and other library materials will constitute a reasonable context without further written comments, e.g., book displays on Hanukkah or Easter that would be inclusive of secular and religious titles.
2. The Book Display Committee and CMR will coordinate the library's book displays throughout the building.
3. The Book Display Committee will be composed of at least one employee from Adult Services, Youth & Outreach Services, and the Computer Center, as well as the Circulation & Branch Services Assistant Manager/Readers' Advisory Librarian.
4. The goals of the Book Display Committee are to:
 - a. Share ideas and be aware of the displays on each floor;
 - b. Brainstorm new ideas for book displays;
 - c. When appropriate, develop book displays that are based on one theme throughout the building; and
 - d. Be aware of major exhibitions in advance so appropriate book displays can be planned and coordinated as necessary.

PROCEDURE – DONATIONS, EQUIPMENT

All donations are received via the Laramie County Library Foundation in accordance with their written policy relating to acceptance of donated items.

DONATIONS – ELECTRONIC EQUIPMENT

1. Call Information Technology Services (IT) to assess electronic equipment prior to receiving it as a donation.
2. If IT is not available, do not allow the person to leave the equipment here. Inform them of IT hours: 10:00 a.m. to 6:00 p.m., Monday – Saturday and 1:00 p.m. to 5:00 p.m., Sunday, obtain their contact information, and note the most convenient time for someone to call back. Forward this information to the Information Technology Services Manager.
3. Do not give out any IT phone numbers or IT business cards.

PROCEDURE – DONATIONS, MATERIALS

1. All donations will be received via the Laramie County Library Foundation in accordance with their written policy relating to acceptance of donated material.
2. The following items will be accepted and sorted:
 - a. Any gently used or new books
 - b. Adult fiction and nonfiction
 - c. Hardcover and paperback
 - d. Coffee table books
 - e. Cookbooks
 - f. Children's books
 - g. DVD movies or TV series
 - h. Video games
 - i. Magazines, puzzles, board games, etc.
3. The following items are generally not accepted:
 - a. Torn, damaged, worn, dirty or smelly books
 - b. Encyclopedias
 - c. Readers Digest Condensed Books
 - d. National Geographic magazine collections
 - e. Textbooks older than 10 years
 - f. Law and medical books
 - g. Travel and computer books older than three years
 - h. VHS tapes, CDs, cassettes, audiobooks, LP albums, religious or self-help DVDs
 - i. Harlequin romance novels
 - j. Government publications (war-related, Federal or State Department manuals, tax instruction books from previous years, etc.)
 - k. Any items in excess (large volumes of magazines, newspapers, paperbacks, etc.)

If a donor is at the library with items from the generally not accepted list, gently inform them the items are generally not accepted as they are not able to be added to the collection and don't sell well in the book sale room and that the items will be recycled, sent to a secondary vendor or discarded.

4. Volunteers sort materials donated to the library and employees evaluate to see if items will enhance the current library collections or can replace a work or old copy of an item the library already owns. Employees evaluate donations according to the library's collection development procedures.
5. Unique or possibly rare or valuable items that are not needed in the collection are set aside for evaluation by a specialist in antiquarian books. Special sales of these items may be held throughout the year when enough materials are available.
6. Items not added to the collection may be sold in the Book Sale Room or may be discarded, depending on the condition, need, and ability to sell as determined by employees and volunteers.

7. Volunteers discard any items that are worn, torn, water-damaged, mildewed, discolored or in generally bad condition due to wear and tear.
8. Volunteers recycle discarded items whenever possible.
9. The library does not return donations to donors.

RECEIPTS

1. Donors who want a receipt for tax purposes may complete the *Donated Materials Receipt* form including name, address, and phone number.
2. The employee receiving the donation will complete the *General Description of Donated Items* on the receipt and sign his/her name or initial the bottom of the form.
3. The library does not keep a copy of receipts.

ITEMS FOR SPECIFIC COLLECTIONS

1. Donors who wish their item(s) to be considered for a specific library collection may complete both the patron section and the library section of the *Consider Adding Donated Item* form including name, address, and phone number.
2. Employees receiving the donation should complete the *General Description of Donated Items* on the receipt and sign his/her name or initial the bottom of the form.
3. Employees should return the other section of the form to the donor.
4. Employees should deliver the form to the appropriate Selector.
5. The appropriate Selector will complete the *For Staff Use Only* section of the form.

LOCAL AUTHORS

1. If a local author donates a book to the library, Selectors should almost always add it and put a WYO sticker on the book.
2. Donations may eventually be weeded due to lack of circulation; however, adding them is a courtesy to local authors.
3. The only time we will not add one is if we know the book has misinformation or inaccurate information.

PROCEDURE – DRESS AND APPEARANCE

The grooming, dress, and personal hygiene of all employees should be appropriate for the workplace and project a professional image to the public. Dress and appearance have a direct effect on the public's impression of LCLS. All employees are expected to be neat, clean, and dressed appropriately for their job tasks.

Guidelines:

1. Name tags must be worn while working.
2. Footwear
 - a. Facilities, shelving, and café employees must wear closed-toe shoes due to the nature of their duties.
 - b. All other employees may wear closed- or open-toe shoes, except flip-flops, that fit the foot securely and pose no tripping or slipping hazards.
3. Clothing with LCLS logo: Shirts, vests, jackets, and other apparel with an LCLS logo may be worn at any time. Information on purchasing LCLS logo apparel is available at larmlib.org.
4. Acceptable clothing on Fridays, Saturdays, and Sundays
 - a. Solid-color jeans without holes, tears or excessive wear may be worn with any top appropriate for a place of business.
 - b. T-shirts that have a literary theme or promote library collections, such as music, TV shows or movie t-shirts.
5. Summer Reading Challenge (SRC) shirts
 - a. Employees are encouraged to wear the current year's SRC t-shirt during SRC. The shirt may be worn with jeans on Fridays, Saturdays, and Sundays.
 - b. T-shirts from previous years may not be worn during the current SRC program.
6. Unacceptable clothing at any time
 - a. Tight or revealing clothing.
 - b. Items that expose undergarments or expose the midriff.
 - c. Any type of clothing with words, terms, logos or advertisements, or political, religious or vulgar pictures, cartoons or slogans, except for SRC and theme shirts described above.
 - d. Casual or exercise wear such as spandex, yoga pants, tank/racerback/spaghetti strap tops, sweatpants, sweatshirts, hoodies, shorts, and overalls.
7. Employees in all library facilities may wear Western clothing or jeans with any business-appropriate top during Cheyenne Frontier Days.
8. Exceptions
 - a. Facilities employees may wear hats.
 - b. Facilities and shelving employees may wear jeans any day of the week.
 - c. Other employees may wear jeans as needed to perform specific tasks.

PROCEDURE – DRIVING LIBRARY VEHICLES

1. All employees who drive a library vehicle must receive defensive driving training.
2. Employees will complete a defensive driving course upon employment or when moving into a new position that requires driving a library vehicle.
3. Beginning in the month of their annual evaluation, employees will complete a refresher course.
4. The defensive driving and refresher courses are offered on the www.neogov.com site through the Wyoming Association of Risk Management (WARM):
 - a. Sign in to www.neogov.com using username and password:
 - i. Username: __@lclsonline.org (employee's email address).
 - ii. Password: staff password (unless employee has changed it).
 - b. Click on "Course Catalog."
 - c. Search for the appropriate training.
 - d. Click on "Enroll."
 - e. A box will pop up indicating, "This course requires approval. Request approval?"
 - f. Click on "Yes, Request Approval."
 - g. After completion, submit a Continuing Education (CE) form. Upload or submit verification of course completion to the Business Office.
5. All employees who drive a library vehicle must also receive vehicle training by Facilities on the particular vehicle they drive. Submit a Facilities Work Order request to schedule training.

PROCEDURE – DVD LOANS TO SCHOOLS, BILLING

1. The teacher or designee must have the physical library card to check out. Physical cards are generally kept by the AV person at the school. The limit of four rentals and standard due dates applies for DVDs.
2. Print patron information. Have teacher sign and print their name on the copy.
3. Give hard copy to the Audiovisual Coordinator.
4. Audiovisual Coordinator bills the schools quarterly.
5. Telephone renewals are allowed on these items, following the procedure above (employee writes teacher's name on print out).

PROCEDURE – EMERGENCY, ACCIDENTS/INCIDENTS

1. Call 911 immediately when appropriate. The safety of employees, volunteers, and patrons is of the utmost importance. Law enforcement and emergency personnel prefer to be called and not needed rather than called too late or not called at all.
2. Refer to the LCLS Emergency Action Plan, located at each public service desk, when appropriate.
3. Incident and accident reports are available on the intranet.
4. Complete a report for all accidents that happen to employees, patrons or volunteers on library property or during the performance of a library activity, no matter how minor the accident. Accidents include but are not limited to harm to a person, damage to library property not caused intentionally, and malfunction of library equipment that could have resulted in some physical harm.
5. Complete a report for all incidents that happen on library property or to library personnel/volunteers while in the performance of library activities.

PROCEDURE – EMERGENCY, BUILDING

1. Refer to the LCLS Emergency Action Plan, located at each public service desk, when appropriate.
2. Contact the Facilities Superintendent for other building emergencies such as mechanical systems, HVAC, plumbing, etc.
3. If the Facilities Superintendent is unavailable, contact the Manager on Duty according to the chain of command.
4. The Facilities Superintendent or the Manager on Duty will contact the appropriate outside agency, if necessary, and the Executive Director (County Librarian).

PROCEDURE – EMERGENCY, HEALTH

Effective May 18, 2020, all employees reporting to work are required to complete the health screening form on the LCLS intranet at the beginning of each shift during a designated health emergency.

An employee who experiences fever and/or respiratory symptoms while home should not report to work. Instead, the employee should contact his or her immediate supervisor for further direction.

While in any LCLS facility, employees will:

1. Complete the health screen form at the start of their first shift each day.
2. Wear face coverings when working with other employees in the same area and when walking through the facility. This includes employee work areas. When only one person is in an individual office space (an office space with walls and a door) or an only person in an employee work area or isolated part of the library, face coverings are not required.
3. Maintain social distance of six feet.
4. No gathering in employee work areas or employee lounge. Lunch and breaks must be taken in an area away from other employees, which may be a part of the public space such as a study room or an isolated table.
5. When collaborating with other employees, social distancing of 6 feet must be maintained. Ensure drifting closer to each other does not occur.
6. Clean any surfaces that are used by multiple employees with a microfiber cloth. Surfaces include but are not limited to keyboards, phones, public desk surfaces, employee work area room tables and counters, restroom door handles, and locks. **Disinfecting sprays should not be sprayed directly on any technology equipment, such as keyboards and monitors, but sprayed onto the microfiber cloth and then wiped down.**
7. Wash hands frequently with soap and water for at least 20 seconds. The CDC's 5 steps for handwashing are:
 - a. Wet hands with clean, running water (warm or cold), turn off the tap, and apply soap.
 - b. Lather hands by rubbing them together with the soap. Lather the backs of hands, between fingers, and under nails.
 - c. Scrub hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
 - d. Rinse hands well under clean, running water.
 - e. Dry hands using a clean towel or air-dry them.

PROCEDURE – EMERGENCY, LIBRARY AS EVACUATION SPACE

The library is the official designated space for an emergency evacuation for two entities.

1. Wyoming Department of Health
 - a. Their employees will come to the library if they have a fire drill, fire alarm or other evacuation.
 - b. If the day is nice, they may stay mostly on the lawn; otherwise, they will come into the library.
 - c. Employees in the Café or on the first floor seeing them arrive may be the only warning we have. Please call an administrator if possible or the Manager on Duty (MOD). The sooner a library employee or someone from the leadership takes action, the better to prevent congestion in doorways and walkways.
 - d. A library employee will need to inform the group they may not gather in the Café or in the gallery space. Call a manager if you are not comfortable doing this.
 - i. If the Cottonwood Room is available, they may go there.
 - ii. If not, direct them to The Commons Area on the first floor.
2. St. Mary's School
 - a. Students, teachers, and employees will come to the library if they have an emergency lockdown where some children and teachers are on the playground or if the building is evacuated for some reason.
 - b. Employees on the first floor may be the first to know that something is happening or a teacher may inform the person at the Greeter Desk.
 - i. Send them to the second floor.
 - ii. Call the second floor to give them a heads-up.
 - iii. Call administration or a manager.
 - iv. Use the Early Literacy Center if it is available. If not, use the teen lounge space.
3. These are the two official entities that have asked permission. The library will not make an official designation with any other entities at this time. The library will assist as we can if any state, city or county facility near us asks for assistance in an emergency.

PROCEDURE – EMERGENCY, TORNADO WARNINGS/BUILDING EVACUATION

Refer to the LCLS Emergency Action Plan located at each public service desk.

PROCEDURE – EMERGENCY, WEATHER CLOSURE – LIBRARY CURRENTLY OPEN

Refer to the LCLS Emergency Action Plan available at each public service desk.

Once the decision to close early has been made by the Executive Director (County Librarian) or designee, employees and managers are to do the following:

- 1. Each division will do a closing checklist in addition to following the directions below.**
- 2. Keep all services (copiers, library cards, etc.) going until closing, with the exception of the Computer Center that will shut down 5 minutes prior to closing.**
3. Manager on Duty (MOD). Note: this may be Administration if they are in the facility (delegate where appropriate):
 - a. Use the intercom feature to alert back-of-house employees of the closure (extension 5000).
 - b. Use Everbridge to notify employees that the library will be closed until further notice, if the County Commissioners have not already done so.
 - c. Email staff@lclsonline.org to indicate closing time so that Branches are aware of closure and when they are expected to leave the building. For example, “the alarm will be set at 1:30”). Indicate who will collect closing checklists.
 - d. Verify that all youth who are not on the second floor have a ride coming and are going to be picked up in time for the closure. YOS should check those on the second floor.
 - e. Some employees’ schedules may need to be revised. For example, employee normally goes to dinner at 5:00 p.m. and comes back to work from 6:00 p.m. to 9:00 p.m. That employee now stays until 6:00 p.m. when the library closes early at 6:00 p.m.
 - f. Instruct employee at the Greeter Desk to inform patrons as they enter that the library is closing early and at what time. For example, the library is closing early today due to the snow; we will close at 3:00 p.m.
 - g. Make sure all areas turn in a checklist at closing.
 - h. Verify all employees have left the building, including Bookmobile, Homebound, and Outreach.
 - i. Set alarm.
 - j. Make sure all employees safely leave the parking area.
4. CMR
 - a. Make three signs indicating closure: two for each public door and one for the employee entrance with the date and time. Put up at closing.
 - b. Contact media outlets to announce closure. If they are not available, use the contact list in the CMR office or in Share directory.
 - c. Update website for snow closure.
 - d. Announce on social media.
 - e. Contact patrons who are pre-registered for events.
 - f. Contact volunteers (Volunteer Coordinator or designee) – EXCEPT Special Collections volunteers.
5. IT Manager/Employees

- a. Call IT employees due in later that day.
 - b. Set phone message for weather closure.
 - c. Use the PA system to announce that the library is closing in 30 minutes.
 - d. Update the closing announcement for 15, 10, 5, and closing at appropriate time.
 - e. Shut down PCs in proper order.
6. Deputy Director of Operations (DDOP)/Facilities Superintendent/Employees
 - a. Call Facilities and Administration employees due in later that day.
 - b. Coordinate snow removal (Facilities Superintendent or designee).
 - c. Contact the contract cleaning personnel (DDOP or designee).
 - d. Contact security personnel (DDOP or designee).
 - e. Finish security checklist for closing.
7. Café Supervisor/Deputy Director of Operations/Employees
 - a. Call Café employees due in later that day.
 - b. Inform patrons as they enter that the library is closing early and at what time.
For example, the library is closing early today due to the snow; we will close at 3:00 p.m.
 - c. Begin closing procedures. Let MOD know if assistance is needed by the time the library will close.
8. Computer Center Employees
 - a. Inform patrons that the library is closing early and at what time. For example, the library is closing early today due to the snow; we will close at 3:00 p.m.
 - b. At 10 minutes prior to closing, loudly announce that all computers will be shut off in 5 minutes.
 - c. At 5 minutes prior to closing, shut off all computers and clear the room.
 - d. Once the room is clear, clear third floor restrooms.
 - e. Once patrons are gone, stand in the hall to verify no one goes back in to either the CC or the restrooms.
 - f. Go downstairs only when third floor employees verify that the rest of the floor is clear.
9. Circulation Manager/Employees
 - a. Call Circulation, Branch, and Shelver employees due in later that day.
 - b. Call meeting room contacts for the day.
 - c. Inform patrons that the library is closing early and at what time. For example, the library is closing early today due to the snow; we will close at 3:00 p.m.
 - d. At closing, post near the elevators. Note: This may need to be sooner as we do not want the third floor and second floor employees coming down the stairs thinking their floors are cleared if someone is going up in the elevator.
 - e. Leave once the second and third floor employees are down and inform the MOD that the building is cleared.
 - f. Shelters (Circulation employees will be responsible if none available)
 - i. Pull book bins.
 - ii. Make sure all items are checked in.
10. YOS Manager/Employees
 - a. Call YOS employees due in later that day.

- b. Inform patrons that the library is closing early and at what time. For example, the library is closing early today due to the snow; we will close at 3:00 p.m.
- c. Contact Bookmobile/Homebound/Outreach. If in route, cancel runs, if necessary.
- d. Verify that all children on the floor have an adult or ride coming. Inform MOD.
- e. At closing, clear the second floor restrooms (do not forget family restroom). Post near restrooms to ensure no one goes in after they are cleared.
- f. Post an employee at the stairs and elevators to direct patrons down the stairs.
- g. After third floor employees notify that their floor is clear, leave together going down the main stairs.

11. AS/CCC Manager/Employees

- a. Call AS and CCC employees due in later that day.
- b. Inform patrons that the library is closing early and at what time. For example, the library is closing early today due to the snow; we will close at 3:00 p.m.
- c. Contact Special Collections volunteers (Special Collections Librarian or designee).
- d. Post an employee at the stairs and elevators to direct patrons down the stairs when the closing announcements start.
- e. AS employees should clear the floor and inform CC employees when clear and leave together. Go down the main stairs to the second floor to let them know that the third floor is clear of patrons.

PROCEDURE – EMERGENCY, WEATHER CLOSURE – LIBRARY ALREADY CLOSED

Refer to the LCLS Emergency Action Plan available at each public service desk.

Once the Executive Director (County Librarian) or designee has made the decision to close or to have a delayed opening, employees and managers will do the following:

1. Administration. Note: If Administration is not available, the action will be the responsibility of the senior manager who is available.
 - a. Use Everbridge to notify employees that the library will be closed until further notice, if the County Commissioners have not already done so.
 - b. Email staff@lclsonline.org to indicate closing time so that Branches are aware of closure and when they are expected to leave the building. For example, “the alarm will be set at 1:30.” Indicate who will collect closing checklists.
 - c. If opening is delayed, some schedules may need to be revised. Note: Part-time employees are paid for up to 4 hours when there is a snow closure. See manual for details.
 - d. Notify LCLS Board of Directors.
2. CMR
 - a. If in the building, make signs indicating closure: one for each public door and one for the employee entrance with date and time.
 - b. Contact media outlets to announce closure.
 - c. Update website for snow closure.
 - d. Announce on social media.
 - e. Contact patrons who are registered for events.
 - f. Contact volunteers.
3. IT
 - a. Set phone message for weather closure.
4. Deputy Director of Operations/Facilities
 - a. Coordinate snow removal (Facilities Superintendent or designee).
 - b. Contact contract cleaning personnel (Deputy Director of Operations or designee).
5. Circulation
 - a. Call meeting room contacts for the day.
 - b. If in building, pull book bins.
6. YOS
 - a. Contact Bookmobile/Homebound/Outreach stops.
7. Adult Services
 - a. Contact Special Collections volunteers (Adult Services Assistant Manager/Special Collections Librarian or designee).

PROCEDURE – EMERGENCY, WEATHER CLOSURE OR UNPLANNED CLOSURE – EMPLOYEE PAY

1. If the library closes due to weather or any other unplanned incident, the current schedules in the library's scheduling software will be used to determine what is paid to employees during a closure.
2. Benefitted and unbenefited employees who are scheduled to work during the time of the closure will be paid for the hours they were scheduled to work and it will be counted as "time worked."
3. Employees who are scheduled to take sick leave, vacation leave or personal day leave prior to the announcement of closure will still take that time as sick leave, vacation leave or personal day leave. Example – Employee A calls in sick at 8:00 a.m. At 9:00 a.m., it is announced that the library will close. Employee A takes that day as sick leave.
4. If the library is open, employees who are unable to get to work will be required to take the time as vacation or work with their supervisor to make up the hours.
5. Supervisors who would like to allow an employee to make up hours over two pay periods must have approval from the Executive Director (County Librarian) or designee.
6. No employee may work more than 40 hours per week to make up hours missed.

PROCEDURE – EMERGENCY, WEATHER CLOSURE – BOOKMOBILE

The Laramie County Library System Bookmobile may be off the road for part or all of the day or implement alternate tiers of service when the following occurs:

1. Mechanical problems that need immediate attention.
2. Any time the Cheyenne location closes.
3. Any time the Wyoming Department of Transportation road closures affect that day's Bookmobile routes.
4. Extreme cold notification from the National Weather Service, with high temperatures for the day forecasted for Laramie County for 0 degrees Fahrenheit or below, including wind chill.
5. Extreme heat notification, with an actual projected temperature of 100 degrees or more, including the heat index.
6. Inclement weather that would result in hazardous driving conditions, which may include:
 - a. Packed snow or ice on the roads;
 - b. Sleet or freezing rain on the roads;
 - c. Hail conditions at the scheduled time of departure;
 - d. Blowing and drifting snow with visibility of less than ¼ mile;
 - e. National Weather Service hazardous condition warnings, which may include: Tornado watch or warnings, severe thunderstorm warnings with potential for hail, winter storm warning, blizzard warning, high wind warning, etc.;
 - f. Dense fog with visibility less than ¼ mile outside Cheyenne city limits;
 - g. Sustained winds of 31 to 39 MPH or gusts of 46 to 57 mph; or
 - h. Heavy local rains and flooding.
7. Tiered Bookmobile service will allow some level of service when the Bookmobile cannot reasonably or safely travel as regularly scheduled.
 - a. Tier I Bookmobile Service
 - i. Full service
 - b. Tier II Bookmobile Service
 - i. Shorten length of Bookmobile service;
 - ii. Drive LCLS van to deliver held and requested materials, as well as retrieve materials previously checked out; or
 - iii. Reschedule Bookmobile stop as feasible.
 - c. Tier III Bookmobile Service
 - i. Regular service canceled.
 - d. In all cases, employees are empowered to make the decision to come off the road and return to the library.

BOOKMOBILE SERVICE DURING PUBLIC HEALTH EMERGENCIES

1. Limited Bookmobile service may be offered during public health emergencies, such as COVID-19.

2. Services offered may include picking up holds and walk-up services, such as placing holds for future stops, assisting patrons with their library account, and providing reference assistance.
 3. Contactless service protocols that do not require the public to wear face coverings:
 - a. The patron will read their library card number to employee from outside the bookmobile.
 - b. Employee will check out holds to the patron.
 - c. Employee will bag the holds and place them on the bottom step of the Bookmobile.
 - d. Once employee has moved back into the vehicle, patron will retrieve the bag.
 4. Safety protocols:
 - a. Employee will wear face coverings when a patron is present.
 - b. No patrons are allowed to be on the Bookmobile.
 - c. Employee will use hand sanitizer before and after serving each patron.
 - d. Employee will disinfect surfaces around computer and work areas using Clorox wipes, EnvirOx or LCD cleaner as appropriate.
 5. Employee will wipe down areas of contact inside the vehicle at the end of each shift.
- Inclement weather considerations:
- a. Employee will utilize the emergency weather closure guidelines listed above to determine if it is safe to drive the Bookmobile in inclement weather.
 - b. If it is determined that the Bookmobile is safe to drive, the employee will use the following criteria to determine if it is safe to provide curbside hold pickup:
 - i. Temperature: 20 degrees or lower or wind chill of 10 degrees or lower;
 - ii. Snow: Accumulation of 2 inches or more of snow/sleet; and/or
 - iii. Thunder: Audible with or without visible lightning.
 - e. Employee, in coordination with Administration, will make the determination to suspend or cancel Bookmobile curbside service. If Administration is unavailable, the Manager on Duty (MOD) will make the determination and notify Administration.

PROCEDURE – EMERGENCY, WEATHER CLOSURE – CURBSIDE

1. Curbside service will not be available during periods of weather determined to be potentially hazardous. Criteria includes the following:
 - a. Ice: Icy parking lot creating unsafe conditions for walking;
 - b. Temperature: 20 degrees or lower or wind chill of 10 degrees or lower;
 - c. Wind: Sustained winds of 50 mph or greater or frequent gusts to 75 mph or greater;
 - d. Snow: Accumulation of two inches or more of snow/sleet;
 - e. Rain/hail: Sustained downpours or significant hail;
 - f. Thunder: Audible with or without visible lightning; and/or
 - g. National Weather Service warning, including:
 - i. Tornado warning
 - ii. Severe thunderstorm warning
 - iii. Blizzard warning
 - iv. Winter storm warning
 - v. Ice storm warning
2. The Circulation & Branch Services Manager or Assistant Manager shall make the determination to suspend or cancel curbside service and send an email to cheyenne@lclsonline.org. If the Manager or Assistant Manager are not available, then Administration or the Manager on Duty will make a determination.
3. Change the x7202 phone status to indicate weather closure:
 - a. Access the 3CX software: <https://3cx.lclsonline.org:5001/webclient/#/login>; Extension Number = 7202/Password = 2200sip.
 - b. In the upper right of the screen, change status from Available to Weather Closure.
 - c. Remember to change the status back to Available when the closure ends or the shift is over.

PROCEDURE – EMPLOYEE, CHILDREN OF/ RELATIVES OF/FRIENDS OF

1. Laramie County Library System is a public place and minor children, relatives, and friends of employees are encouraged to use the library as patrons and should only be in the library when it is open. Exceptions apply only if they are volunteering and assisting library employees.
2. An appropriate caregiver must accompany minor children of or minors related to an employee unless they are old enough to use the library on their own.
3. Minor children or relatives of employees who volunteer do so as members of the public. They must conform to the rules for volunteers and must be responsive to their supervisor.
4. The library is not to be used as a substitute for childcare any time during the year.
5. Minor children, relatives, and friends of employees must remain in the public area of the library unless accompanied by the employee who is on break or off the clock.
6. In an emergency situation, a minor child or minor relative of an employee may spend a brief time at the library while the employee arranges for childcare. If such arrangements cannot be made, the employee should request leave to care for the child.
7. As a general rule, if the child is at the library because they should not be home alone, they should not be at the library without an appropriate caregiver other than the employee while the employee is on duty.

PROCEDURE – EMPLOYEE LOCKERS

1. In Cheyenne, lockers are located in the hallways near the elevator on each floor. In the branches, lockers are located in the employee-only areas.
2. Employees who do not have an office space will have priority over employees who do have an office space.
3. Employees who want a locker should contact the Deputy Director of Operations.
4. Long-term volunteers may request a locker.

PROCEDURE – EMPLOYEE LOUNGE CLEANING

1. Each division/unit is responsible for cleaning the employee lounge on a rotating basis.
2. Employees are not expected to come in on an off day to clean.
3. The following is a list of kitchen duties to be completed on an assigned day:
 - a. Wipe down all counters.
 - b. Wipe down all tables and computer desk area.
 - c. Put away dishes in the dish rack drainer.
 - d. Load, unload or run the dishwasher as necessary.
 - e. Wipe out both microwaves.
 - f. Push in chairs.
 - g. Put away magazines and other items left on tables and the counter.
 - h. Sweep up any mess on the floor.
4. A few things to keep in mind for all employees that use the lounge:
 - a. Do not leave dishes in the sink. Employees should wash their own dishes and put them away at the time of use or put them in the dishwasher.
 - b. Wipe the counters, tables, and computer area where you sit to eat or drink.
 - c. If you take the last of something that someone has brought in to share, wash the dish or throw away the disposable container.
 - d. Overall, be respectful of your coworkers and not expect anyone else to clean up after you.

Employee Lounge Cleaning Rotation – updated 07/03/2023

Monday: Cataloging, Computer Center, IT

Tuesday: Circulation Services

Wednesday: Adult Services

Thursday: Youth & Outreach Services

Friday: Business Office/CMR/Administration

Saturday: Facilities

Sunday: Facilities

PROCEDURE – EMPLOYEE PURCHASES

1. Orders for employee apparel, books, and/or other merchandise are made throughout the year.
2. Employees must pay for LCLS apparel and other merchandise items at the time of the order. Employees must pay for book orders at the time the employee retrieves their items.
3. Employees paying by cash or check may pay the Business Office directly.
4. Circulation employees should handle the transaction for employees in Cheyenne paying by credit/debit card. The employee should tell the Circulation employee the amount owed for the purchase. Circulation employees should enter the amount under Staff Merchandise and complete the transaction.
5. The employee should take the printed receipt to the Business Office as proof of payment.

BRANCH EMPLOYEES PAYING BY CREDIT/DEBIT CARDS

1. Upon request, Business Office employees will provide the dollar amount to the Circulation & Branch Services Manager or designee.
2. The Circulation & Branch Services Manager should add it to the employee's library card record and inform the employee the payment is ready to proceed.
 - a. Employee book orders: FOUNDATION bill reason.
 - b. Employee shirts or clothing: MISC bill reason.
3. Employee should pay online with SmartPay via the library website.
4. Employee should print the receipt.
5. Employee should scan or fax a copy of the receipt to the Business Office.
6. Business Office should put the item(s) in the courier with the name of the employee.

PROCEDURE – EMPLOYMENT, EVALUATION

1. During the initial training period, each new employee receives the following documents: Organizational Philosophies, Marketing from the Heart, Employee Expectations, pay grade description document, current salary schedule with merit increase matrix, and Employee Evaluation Form. The Deputy Director of Operations will discuss and review each of these documents with the employee.
2. New employees receive a preliminary evaluation at six months. This evaluation is intended to inform the employee of his/her work performance and is not related to a merit increase.
3. For employees hired prior to October 1, 2002, the anniversary date is the first hire date for continuous employment.
4. For employees hired after October 1, 2002, the anniversary date is the hire date or date starting a new position.
5. Employees who move into a new position receive a preliminary evaluation at six months in the new position. This evaluation is not related to a merit increase. It is possible that an employee who changes positions will not receive a merit increase for 23 months (e.g., the last merit increase occurred in January 2010 and the annual review for that position is due January 2011. The employee changes positions in December 2010; therefore, the next annual evaluation will be December 2011).
6. All evaluations will be completed in the same month of the employee's anniversary date. If the employee's supervisor does not complete the evaluation in this period, their supervisor will make note in their manager's/supervisor's evaluation form.
7. The supervisor will send the employee a perspectives form to fill out prior to completing the evaluation. The information in the employee's perspectives form will assist the supervisor in completing the evaluation.
8. Two supervisors, generally the immediate supervisor (primary rater) and the supervisor's immediate supervisor (secondary rater), sign and present the evaluation to the employee.
9. Employees receive a copy of the signed evaluation at least 24 hours prior to the scheduled evaluation.
10. Employees have 48 hours (with adjustments for weekends, holidays, and special circumstances) in which to make written comments on the last sheet of the evaluation and return to the Deputy Director of Operations.
11. Employees discuss their progress on goals and objectives discussed in their annual evaluation at the mid-year point of the evaluation year.
12. The Executive Director (County Librarian) is the final reviewer on all evaluations. The Deputy Director of Operations is the secondary rater on all evaluations where the Executive Director (County Librarian) is the primary rater. The Deputy Director of Public Service is the final rater on all evaluations where the Executive Director (County Librarian) and Deputy Director of Operations are the primary and secondary raters.
13. The final reviewer will provide all evaluations to the Deputy Director of Operations no later than 10:00 a.m. on the Monday prior to the board meeting when a merit increase goes into effect.

14. Merit increases are effective at the beginning of the pay period following the evaluation (e.g., if September is the evaluation month, the merit increase will go into effect for the October pay period).
15. Employees receiving a merit increase will receive a notification document in their pay envelope. It is the employee's responsibility to double-check that their paycheck is correct when the pay increase goes into effect.
16. The LCLS Merit Increase Matrix is:
 - a. 1.00 to 1.99 = Provisional Performance: 0.00% increase
 - b. 2.00 to 2.50 = Competent Performance: 2.50% increase
 - c. 2.51 to 3.50 = Commendable Performance: 3.25% increase
 - d. 3.51 to 4.00 = Distinguished Performance: 4.00% increase
17. If a verbal or written reprimand was received during the evaluation period, the total merit increase will be reduced. For each verbal reprimand, the increase will be reduced by 0.5%. For each written reprimand, the increase will be reduced by 1.0%.
18. Coaching evaluations (that will not be related to a merit increase and will not go in the employee's personnel file) may be conducted periodically as necessary.

PROCEDURE – EMPLOYMENT, HIRING

1. When a position is open, the immediate supervisor and the Executive Director (County Librarian) or designee will evaluate it. Evaluation will include the relevance of the position in the context of the current organization, appropriateness of the schedule, staffing needs of the division or area in which the position works, and any other aspects that need consideration.
2. Once the evaluation is completed, the immediate supervisor and the Deputy Director of Public Service will determine if a position is to be posted internally or if internal candidates will compete with external candidates, and make any necessary changes to the job description. Volunteers are eligible to apply for internal postings if they meet the qualifications for the position.
3. Business Office employees will post all job postings on the bulletin board in the employee lounge and send an email notification to employees.
4. Community & Media Relations employees will post the job posting, job description, and LCLS Employment Application form on the library website.
5. If advertised externally, employees will submit an ad in the appropriate newspaper(s). Employees may post a brief job description and additional information in other environments or websites where possible applicants might see the job opening.
6. The deadline for receiving applications will be the date the job posting will be removed from the LCLS website and other various websites. No position will be posted “open until filled.”
7. The Posting a Position Checklist will have a line for “Date to be removed from website” to ensure the vacancy announcement is removed.
8. All positions require an LCLS Employment Application. For positions requiring a bachelor’s or master’s degree, a cover letter and résumé will be required.
9. Applications are only accepted when there is an open position with the exception of applications for professional librarians (MLS or equivalent), which may be accepted at any time.
10. When the Executive Director (County Librarian), Deputy Director of Operations or Deputy Director of Public Service are not directly involved in the interview process, applications for those who may be interviewed need to be reviewed prior to contacting the applicants. The Executive Director (County Librarian), Deputy Director of Operations, and Deputy Director of Public Service will generally review applications for positions that fall under those whom they supervise.
11. At least two employees (usually the immediate supervisor and the supervisor’s supervisor) will conduct all interviews, except occasionally screening interviews. For professional positions (both librarian and other key positions), the Executive Director (County Librarian) will appoint a search committee to conduct the interviews.
12. Those involved in the hiring process will review interview questions prior to the interview to ensure the interview questions are providing adequate information for decision-making.
13. Normally, a position may not be offered to a candidate until the Skill Survey process has been completed.

14. Normally, an applicant should be given at least 24 hours to consider an offer. In most cases, a verbal offer will be followed up with a written offer, requesting a written confirmation of acceptance.
15. Reasonable requests for time off prior to earning vacation are granted to new employees who have made previous commitments.
16. The starting date and time for a new hire is based on vacation/sick leave that is paid to the departing employee, the supervisor's schedule, the need for a candidate to give notice in a current position, and/or other mitigating circumstances. The Deputy Director of Public Service should coordinate the starting date and time with the Deputy Director of Operations so that the employee paperwork will be completed on or within three days of the employee's date of hire.
 - a. The Deputy Director of Operations will complete the following for new employees:
 - i. Create a personnel file to include:
 1. LCLS Employment Application, cover letter, and/or résumé
 2. Job Posting
 3. Job Description
 - ii. Prepare a FOB for building access.
 - iii. Request a nametag and cubicle/office name placard as applicable.
 - iv. Conduct HR Onboarding and have the employee complete the following:
 1. Employee's contact and emergency contact information;
 2. IRS forms W-4 & I-9;
 3. Direct deposit;
 4. Provide to the new employee medical/dental insurance and Wyoming Retirement enrollment forms as applicable;
 5. Provide information regarding other benefits such as Wyoming Deferred Compensation, Legal Shield, Eyebenefits.com, Colonial Supplemental Insurance, Aflac Supplemental Insurance, and YMCA membership;
 6. Provide a library water bottle;
 7. Provide a coupon for \$2.00 off the purchase of a The Library Café mug from The Library Café; and
 8. Direct the new employee to the Circulation & Branch Services Manager to have their library card privilege level changed if the employee chooses.
 - b. The Deputy Director of Public Service will complete the New Employee Orientation, including:
 - i. Organizational chart
 - ii. New Employee Orientation document
 - iii. Patron confidentiality
 - iv. Policy & Procedure Manual & disclaimer
 - v. Sexual harassment pamphlet
 - vi. Timesheets
 - vii. Holiday hours

- viii. Sick/vacation sheets
 - ix. Vacation request procedure
 - x. Sick call-in procedure
 - c. The Deputy Director of Operations will review the following documents with new employees:
 - i. Organizational Philosophies
 - ii. Marketing from the Heart
 - iii. Expectations of Employees
 - iv. Employee evaluation forms
 - v. Salary scale and merit increase matrix
17. At the end of the hiring process, the Business Office will notify all applicants that the position has been filled, usually by mail.

WHEN AN LCLS VOLUNTEER APPLIES FOR EMPLOYMENT

1. If not aware the applicant is a current volunteer, take no action.
2. If aware the applicant is a current volunteer:
 - a. Respond to the applicant using the RESPONSE TEXT below.
 - b. Send an email to the Volunteer Coordinator and the Deputy Director of Operations to inform them that a volunteer applied for an LCLS job and that you responded.
 - c. RESPONSE TEXT: "Thank you for your interest in working at Laramie County Library System and for your volunteer service! Please know that we often receive many applications when we have a job opening and your application is important. We want to give you a little bit of information about our general hiring practices. First, we evaluate each applicant in terms of experience, education, and skills. If we determine that an applicant meets most or all of the job requirements, we may contact those applicants with the closest match to the job requirement to schedule an interview. Generally, this is not more than four or five people. Depending on the position, this process may consist of an interview panel as well as an assessment, such as a simulation exercise. After we conduct interviews, we will perform a reference check of our top candidates and usually make a job offer to the best-qualified applicant who must then undergo a criminal history background check. In some cases, we may re-advertise for a position. This hiring process often takes up to six weeks. Please know that we notify all applicants of the outcome by letter. Thank you again for your interest in this position and for your volunteer service at the library."

PROCEDURE – EMPLOYMENT, OVERTIME COMPENSATION

1. Employees are generally not authorized to work overtime.
2. If an overtime situation will arise due to special circumstances, the employee must notify their supervisor ahead of time for authorization for the overtime.
3. If the overtime situation occurs due to an emergency situation, the employee must notify their supervisor as soon as possible about the overtime situation.
4. Supervisors must notify the Business Office of the overtime situation to ensure the employee will be appropriately compensated.

PROCEDURE – EMPLOYMENT, PAY PERIOD/WORK WEEK

1. The workweek runs from Monday to Sunday.
2. The pay period is contingent upon the board meeting schedule. The pay period runs from the Monday prior to the last board meeting to the Sunday prior to the next board meeting.
3. The Business Office will have pay envelopes available for division managers no later than 10:00 a.m. on the last weekday of the month that LCLS is open.
4. Division managers are responsible for distributing pay envelopes to the employees in their division.
5. Employees are expected to work the number of hours per week for which they are hired or take vacation or sick leave.
 - a. Any high school or college student who is unable to work the full hours per week for which they were hired due to school or extracurricular activities relating to school may have unpaid leave if they do not have vacation time to cover the hours off.

PROCEDURE – EMPLOYMENT, WORKING FROM HOME

Employees are hired to work in a library facility. Working from home (WFH) is never the first solution for library employees. There may be occasions when it is appropriate for exempt and non-exempt employees to work from home with approval from the employee's supervisor. WFH may be appropriate for some job descriptions and not for others. WFH is not an entitlement and it is not available to all employees.

1. Employees wishing to WFH must sign the WFH Agreement and agree to the guidelines for WFH as outlined in this procedure.
2. Only employees who have been continuously employed for six months are eligible to request WFH.
3. Employees may be requested to complete an activity report when working from home.
4. Employees in the following positions may request WFH with approval from their immediate supervisor:
 - a. Administrators
 - b. Managers
 - c. Assistant Managers
 - d. IT Lead Technician II
 - e. IT Lead Technician I
 - f. Business Services Coordinator
 - g. Communications Coordinator
 - h. Design & Exhibitions Supervisor
 - i. Design Specialist
 - j. Web Specialist
 - k. Youth Services Event Coordinator
 - l. Youth Services Event Specialist
 - m. Youth Services Librarian
 - n. Teen Services Coordinator
 - o. Early Literacy Outreach Specialist/Coordinator
 - p. Outreach Librarian
 - q. Outreach Specialist
 - r. Reference Librarian
 - s. Reference Specialist
 - t. Adult Events Coordinator
 - u. Fiction Collection Development Coordinator
 - v. Audiovisual Coordinator
5. The agreement and activity report are not completed by administrators, managers, and assistant managers, unless there are some extended intentions of working from home. For example, out with knee surgery and after the first week, the physician says the employee can work from home.
6. Administrators, managers, and assistant managers will inform their supervisor ahead of time if they will be working from home, but they do not need to seek permission.

7. If an employee works from home, they may not expect to have equipment provided by the library. Where possible, members of the Leadership Team, those key positions that are issued laptops as part of the position they hold, and IT employees may have access to library equipment.
8. The employee will establish an appropriate work environment within his or her home for work purposes. The library will not be responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, or repairs or modifications to the home office space.
9. The scheduling software (S3W) must note an employee is working from home. The employee is expected to be available for phone calls and virtual meetings and expected to respond to email during those hours.
10. Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the library's workers' compensation policy. Employees working from home are responsible for notifying their supervisor of such injuries as soon as possible. The employee is liable for any injuries sustained by visitors to his or her home worksite.
11. Employees are expected to follow the library's network security protocols, including password protection, anti-virus software, and securing patron information that may be accessible from their home office.
 - a. Home Wi-Fi signal must be password-protected.
 - b. VPN access is available to those working from home.
 - i. A request to IT from the employee's supervisor will occur.
 - ii. The employee's router must have updated firmware regularly to ensure the best safety for the library's network.
 - iii. It may take up to three days before the employee has VPN access.
12. WFH is not designed to be a replacement for appropriate childcare. The focus of the arrangement must remain on job performance and meeting library expectations.
13. Employees working from home who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to record all hours worked and/or keep an activity report.
 - a. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the employee's supervisor.
 - b. Non-exempt employees may not check email from home unless they are on authorized WFH time.
14. Temporary WFH arrangements may be approved for circumstances, such as inclement weather or special projects. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.
15. Generally, if an employee is on family or medical leave for themselves or to care for family members, they will take sick leave and not be eligible for WFH. However, if it is in the best interests of the library and the employee is able with the consent of the employee's healthcare provider, the Executive Director (County Librarian) may approve such a request.
16. Employees holding virtual events must be in a library facility using library equipment.

17. Failure to comply with WFH requirements may result in the immediate termination of the WFH Agreement.

PROCEDURE – EQUIPMENT AND MATERIALS, BOARD/EMPLOYEES/VOLUNTEERS

1. Employees must check out items for personal use as if he/she was a patron and not a library employee. This means that items may be checked out via self-check machines or at the Cards & Accounts Desk or an Ask Here Desk by another library employee.
2. Charges, fees, and purchases must be paid during regular business hours. Charges and fees should be paid at the Cards & Accounts Desk or at an Ask Here Desk and the transaction must be completed by another employee.
3. The same loan periods and limits apply to items checked out on an employee privilege library card as applies to other library cards. Employees should renew items prior to the due date. Following this procedure means that a regular item may be checked out for a total of 84 days.
4. Items checked out on an employee privilege library card that are 35 days overdue will be marked LOST. Marking an item lost on the account will automatically set status to Blocked.
5. Employees or volunteers may not override their own blocked status. If the employee has a legitimate reason for needing the item longer, notify the Circulation & Branch Services Manager.
6. Retired employees shall continue to have employee privilege library cards.

PROCEDURE – EQUIPMENT AND MATERIALS, SALE OF

1. Items discarded from the LCLS collections and donated items that are not added to the collections will be sold in the Book Sale Room or disposed of or recycled. Items may not be sold anywhere except the Book Sale Room or in promotional sales unless approved by the Executive Director (County Librarian).
2. The Volunteer Coordinator will ensure volunteers are scheduled to work in the Book Sale Room during open hours.
3. The Volunteer Coordinator will organize any special or promotional book sales. Community & Media Relations employees will be responsible for any publicity, signage, etc.
4. Any equipment (computers, monitors, chairs, etc.) that has been upgraded or replaced and is no longer in use by library employees or the public may also be sold in the Book Sale Room or in special sales.
5. Employees or volunteers will complete a Certificate of Sale of Electronic Equipment for each piece of electronic equipment sold.
 - a. Information Technology Services employees should fill in the make, model, serial number, and price on the form and attach it to the piece of equipment prior to placing the item in the Book Sale Room.
 - b. At the time of purchase, the purchaser should complete the rest of the form and sign on the bottom to acknowledge the sale of the equipment.
 - c. Employees should file the Certificate of Sale of Electronic Equipment in the Business Office for twelve years.
6. If the Book Sale Room volunteer does not show up for the assigned shift or needs to leave early, an employee or the volunteer should turn the cash register off and place the key in the drawer at the Greeter Desk. If feasible, an employee or the volunteer should leave the door open and place a sign on the desk in the Book Sale Room indicating Circulation employees will handle sales.
7. If volunteers are not able to staff the BSR during any sale, the room will be closed. Circulation employees will not handle the large volume of transactions during sales. The Book Sale Room will reopen when the next volunteer arrives.

PROCEDURE – EQUIPMENT AND PROPERTY, USE OF

Employees may use battery-operated personal listening devices (such as phones and MP3 players) with headphones in non-public areas at a volume that cannot be heard by other employees working nearby. These devices can only be used in non-public areas and must not interfere with communication with other employees or the telephone.

PROCEDURE – EQUIPMENT, INVENTORY

1. New pieces of equipment will be tagged with an inventory number, which is obtained from the Information Technology Services Division.
2. For items with a purchase price of over \$2,500, complete information including name of item, date of purchase, cost, serial number, place of purchase, and where the item will be located must be given to the Deputy Director of Operations to be included in the Depreciation Schedule.
3. The Information Technology Services Manager will maintain a database of inventory stickers used on IT equipment.
4. When equipment is discarded, employees must remove the inventory sticker and notify the Deputy Director of Operations of the disposal and sale price, if sold.

PROCEDURE – EVENTS, BOARD/EMPLOYEES/VOLUNTEERS

1. Food and beverages may be shared in a group manner in a division's work area as long as they are not associated with a specific celebration. Private celebrations for a single division are not allowed by policy. This is to encourage gathering in the employee lounge to foster interaction among divisions.
2. If a division, branch or department hosts an event in the employee lounge or library meeting rooms, they are responsible for set-up and clean-up. Decorations in the employee lounge may be left up longer than the event, but should be taken down in a reasonable time period. It is the responsibility of the hosting division, department or unit to remove the decorations.
3. Employee recognition for years of service will be acknowledged at regularly scheduled general employee meetings. The following years of service will be acknowledged as defined below:
 - a. 1 year – Verbal acknowledgement at a general employee meeting.
 - b. 5 years – LCLS certificate and \$20 gift card.
 - c. 10 years – LCLS certificate, \$20 gift card, and one paid day off.
 - d. 15 years – LCLS certificate, \$30 gift card, and one paid day off.
 - e. 20 years – LCLS certificate, \$40 gift card, and one paid day off.
 - f. 25 years – Library paver to be placed on Pioneer Avenue, \$50.00 gift card, and one paid day off.
 - g. 30 years – LCLS certificate, \$50 gift card, and two paid days off.
 - h. 35 years – LCLS certificate, \$75 gift card, and two paid days off.
 - i. 40 years – LCLS certificate, crystal paperweight or equivalent with years of service engraved, \$100 gift card, and two paid days off.
 - j. 45 years – LCLS certificate, \$100 gift card, and three paid days off.
 - k. 50 years – LCLS certificate, wall plaque or equivalent with years of service engraved, \$200.00 gift card, and four paid days off.
 - l. Employees will have three months to use the day off certificate.
4. If there are no employee meetings scheduled in a month when an employee should be recognized, the employee's years of service will be announced at the next regularly scheduled employee meeting. The Deputy Director of Operations will coordinate the purchase of gift cards and notify Community & Media Relations to produce LCLS certificates.
5. Under the direction of the Executive Director (County Librarian) or designee, LCLS and LCLF will officially plan celebrations on the following occasions if the employee wishes to have a celebration in his/her honor: 25 years of continuous service, 40 years of continuous service, 50 years of continuous service, and upon retirement after 15 or more years of continuous service. The following guidelines may be used for years of service celebrations:
 - a. The celebration will be two to three hours in length and held in a library meeting room or the employee lounge.
 - b. Using a guest list generated by the celebrant, Community & Media Relations employees will create invitations, and pay for postage, drinks, and decorations.

- c. Employees will be asked to voluntarily provide potluck refreshments.
- d. The Deputy Director of Operations will notify the county in advance so that they may provide a commemorative plaque to the employee, if desired.

PROCEDURE – EXHIBITIONS

1. Community & Media Relations (CMR) employees will review exhibition ideas and proposals presented by the Design & Humanities Coordinator in consultation with the Executive Director (County Librarian). CMR reserves the right to extend exhibition invitations to artists, individuals, collectors or groups.
2. CMR employees will determine appropriate publicity for each exhibition.
3. The duration of each exhibition will be determined by CMR and the exhibitor, preferably for a minimum of four weeks and a maximum of eight weeks. The time between exhibitions will be used for take-down, installation, and publicity development.
4. An opening reception may be held at a time agreed upon by employees and the exhibitor at which time the exhibitor will be present and available to interact with those attending the reception. To contribute to the educational component of LCLS's mission, the exhibitor will generally present a talk (with time for questions and answers) about his/her exhibition at the opening reception, if held, and may receive an honorarium. CMR employees will coordinate events associated with exhibitions unless delegated to another LCLS division.
5. The Design & Humanities Coordinator will coordinate the display and removal of items. Assistance from exhibitor may be determined on a case-by-case basis.
6. If the exhibitor lives outside a 75-mile radius from Cheyenne, he/she may request travel reimbursement. LCLS may reimburse at the current government rate.
7. Exhibitions will occupy display areas as determined by CMR employees.
8. LCLS's permanent collection of art may rotate through the library.
9. The Design & Humanities Coordinator will draft a Memorandum of Understanding (MOU) with the exhibitor for review by the Executive Director (County Librarian), if requested, and final signature by an LCLS representative and the exhibitor.
10. In the case of an exhibition with a number of artists represented by an umbrella organization, one person shall act as their representative.
11. Display of community-related issues/items of interest would be handled case by case by CMR employees.
12. School-age (PreK-12) exhibitions will be coordinated through CMR, in conjunction with Youth and Outreach Services (YOS), and are exempt from review by the Exhibition Team.
13. Exhibitions at the branch libraries in Burns and Pine Bluffs will be coordinated through the Circulation & Branch Services Manager.

PROCEDURE – FAXING SERVICES

1. Faxing for the purpose of providing reference service:
 - a. When assisting a patron via phone or email, employees should gently encourage patrons to come into the library to do their own photocopying or printing.
 - b. If a patron asks if material can be faxed to them, first ask if they have an email account so that we could send it to them as an attachment.
 - c. If they cannot come into the library or if it is not possible to email the item to the patron, then they will be charged for the fax as if they came into the library and made photocopies or printed.
 - d. The patron must have a valid library card so that this charge can be added to their account or employees should get adequate information so that they can be billed. Use good judgment and customer service guidelines to determine if the situation warrants an exception.

PROCEDURE – FLU SHOTS

1. LCLS will reimburse employees for an annual flu shot up to the cost for a flu shot as charged by the Cheyenne-Laramie County Health Department.
2. Employees will submit a copy of the paid bill, cancelled check or credit card statement to the Business Office by the 20th of the month.
3. LCLS will distribute checks on the first of the month following the next board meeting.
Note: If the paperwork is turned into the Business Office after the 20th of the month, disbursement may not occur for up to 45 days.

PROCEDURE – FREEDOM TO READ (RECONSIDERATION OF MATERIAL)

1. If a patron asks that an item be removed from the library's collection or that a website be blocked on the internet, provide the patron with the Request for Reconsideration form, available at every public service desk.
2. If no form is filled out, the situation should be considered an incident and employees should complete an incident form and discharge or re-shelve the item.
3. Deliver the item and completed form (or just the form with the URL of a website for reconsideration) to the Executive Director (County Librarian) who will respond to the patron's concerns.
4. Patrons also have two other avenues for communicating concerns:
 - a. Share Your Comments form; and
 - b. Email via our website.
 - i. Hover over the HOW DO I... menu.
 - ii. Click Share a Comment.
 - iii. Complete the form and click Submit.

PROCEDURE – GRANTS

GRANTS TO INDIVIDUAL EMPLOYEES

1. Individuals must get approval from his/her supervisor and the Executive Director (County Librarian), Deputy Director of Operations or Deputy Director of Public Service to attend library events such as conferences, seminars, workshops, etc., to be sure funding is available to cover expenses in cases when grant applications are not successful and to ensure public service desks are adequately covered. Since funding may be limited, individuals may be asked to seek grant sources to supplement costs. NOTE: Individual grants are subject to IRS Form 1099 reporting for income tax purposes.
2. Employees applying for grants for various programs or individual continuing education must fill out a Grant Tracking Form, which can be obtained from the Business Office. This form must be filled out for all grants, including grants paid for non-library events such as college courses. Questions about the form can be answered by the employee's direct supervisor.
3. The completed Grant Tracking Form and a copy of the grant application must be turned in to the Business Office at the time of the grant application.
4. The individual is responsible for all receipts, forms, reports, and any other documentation related to the grant and grant expenditures.
5. Copies of all documents from the granting organization and final report (if a final report is required by the granting organization) must be given to the Business Office to ensure the grant file is complete and accurate.
 - a. Grants to individuals for library events (conferences, seminars, workshops, retreats, programs, etc.).
 - i. Reimbursement grant – expenses are reimbursed after the event (example: Individual LSTA grants from the Wyoming State Library)
 1. Library pays for all expenses:
 - a. Individual submits all receipts to the Business Office for payment, with a notation that a grant will reimburse the library for these expenses.
 - b. Individual completes all required documentation (evaluation form, final report, etc.) and submits it to the Business Office.
 - c. The Business Office completes the reimbursement form, makes copies of all receipts, and submits to the granting organization for reimbursement.
 - d. Grant funds are paid to the library.
 - ii. Grant funds received in advance (example: Carol McMurry Library Endowment – Individual Grant for Continuing Education).

OPTION:

1. Individual is awarded grant funds prior to any expenditures:
 - a. Individual maintains all receipts.
 - b. Individual completes all required forms and final report.

- c. Individual makes copies of all forms, receipts, and final report and submits to the Business Office.
 - d. Individual sends all forms, receipts, and final report (if required) to the granting organization.
 - 2. Individual grant awarded but library pays for all expenses (in cases where the expenses are more than the total amount of the grant).
 - a. Individual signs over award check to the library
 - b. Individual maintains copies of all receipts and submits original receipts to the Business Office for payment.
 - c. Individual completes all required forms and final report.
 - d. Individual makes copies of all forms, receipts, and final report and submits to the Business Office.
 - e. Individual sends all forms, receipts, and final report (if required) to the granting organization.
- b. Grants to individuals for non-library events (college courses):
 - i. The individual is responsible for all receipts, forms, reports, and any other documentation related to the grant and grant expenditures.
 - ii. In instances when the grant amount does not cover all expenses, individuals may request tuition reimbursement from the library for expenses that exceeded the amount of the grant. Tuition reimbursement will not be awarded if the total costs are covered by grant funds.
 - 1. With the approval of the Executive Director (County Librarian) and subject to budgetary limitations, tuition assistance (not to exceed the cost of one three-hour course at LCCC) is available for courses deemed job-related.
 - 2. Request for tuition assistance must be put in writing or emailed to the Executive Director (County Librarian) prior to the activity occurring and/or registration.
 - 3. Acceptance or rejection of the request will be given to the individual in a timely manner.
 - 4. The individual must submit a copy of the grant check, copies of all receipts, and grade report, which shows at least a grade of C or proof of attendance for non-credit activities, in order to receive tuition reimbursement.

GRANTS TO THE ORGANIZATION

1. Employees applying for grants for various programs or individual continuing education must fill out a Grant Tracking Form, which can be obtained from the Business Office.
2. The completed Grant Tracking Form and a copy of the grant application must be turned in to the Business Office at the time of the grant application.
3. When the Business Office receives an award notification, either from the granting organization or the employee who applied for the grant, a specific line item will be created in the budget for income and expenses related to the grant.

4. The Business Office will notify the employee of the account number to use when submitting for payment of expenditures relating to the grant.
5. The employee who applied for the grant is responsible for all receipts, forms, reports, and any other documentation related to the grant and grant expenditures.
6. Copies of all documents from the granting organization and final report (if a final report is required by the granting organization) must be given to the Business Office to ensure the grant file is complete and accurate.

PROCEDURE – GREETER DESK

1. The intention of the Greeter Desk is to welcome visitors to the library.
2. We have two service points that are intended to be service points where service is provided with employees standing. They are the Greeter Desk and the Cards & Accounts desk. In terms of customer service, a person standing looks more ready to serve than someone seated. That is the first impression we want when someone comes in the door. There are two stools available for use at these two service points. Guidelines for sitting at a standing service point:
 - a. The stool is only intended to give employees brief times of relief from standing.
 - b. Sitting on the stool for short periods of time (10-15 minutes) is the expectation.
 - c. Employees should be standing for most, if not all, of the shift at these desks.
 - d. Please do not serve someone while sitting on the stool. Employees may be seated when they are just saying hello or goodbye.
 - e. It is very easy to slouch when sitting on a stool; please be conscious of sitting up straight.
 - f. If an employee has doctor's instructions that they are not to stand for extended periods of time, please get the high chair from the Circulation work area if scheduled on the Greeter Desk as it has better back support when sitting for an hour.
 - g. If an employee is totally unable to stand on and off for an hour, they will need to work with their supervisor to arrange for other coverage.
 - i. For temporary conditions where an employee is not able to stand for an hour, the division should absorb the hour and have another employee cover. The hour may be reassigned to another division if the condition is permanent for the employee.
 - ii. For temporary flair-ups or other conditions where an employee is not able to stand for an hour, the division should treat it as if the employee is out sick and will cover the hour.
 - iii. If an employee is using a wheelchair, they may sit in the wheelchair while working the Greeter Desk.
3. If a scheduled employee does not arrive for their shift, the employee currently at the Greeter Desk should attempt to contact the person scheduled for that shift. If unable to make contact with the scheduled employee, they should notify someone else in the responsible division prior to putting up the Closed sign and leaving the service point unattended.

PROCEDURE – HOURS OF OPERATION

1. All employees are expected to be willing to work any hours the library is open. Most full-time employees are required to work at 9:00 a.m. at least two days a week, sometimes three.
2. Some employees, due to the nature of the tasks for which their position is responsible, are required to work hours when the library is closed to the general public.
3. All employees (with the exception of Branch employees, high school and college students who have conflicting class schedules, and some temporary employees) are required to attend employee meetings and division meetings that are generally held from 8:00 a.m. to 10:00 a.m. or 9:00 a.m. to 10:00 a.m. (depending on agenda items) once a month. The day of the week these meetings are held will vary.
4. All employees (with the exception of Branch employees, high school and college students who have conflicting class schedules, and some temporary employees) are required to attend employee in-services. Employee in-services are held when the library is closed to the public and are usually an 8-hour workday.

PROCEDURE – IN-HOUSE DVD OR BLU-RAY USE

1. There is no fee to use a DVD or Blu-ray in the library (in house).
2. If the user has a library card, patrons may check out the item at the Cards & Accounts desk or first floor Ask Here Desk. Employees will change the due date to the same day and keep the RFID tag set to Secure.
3. If the user does not have a library card, employees will keep collateral such as keys or an ID at the service point.
4. Movies may be viewed on the library's public computers or a personal device within the library; however, employees should inform the user that they may or may not have enough time to view the entire movie depending on the volume of usage in the Computer Center.

PROCEDURE – INSURANCE, MEDICAL/DENTAL/LIFE

1. Eligible new employees have five days from date of hire to submit forms for participation to the Business Office.
2. May is the open enrollment month when coverage can be started if employees do not enroll within five days of their date of hire. Forms may be picked up from the Deputy Director of Operations and returned to the Business Office.
3. Insurance companies have a list of qualifying events that allow for enrollment at other times during the year. See the Deputy Director of Operations.
4. Employees may terminate enrollment at any time for any reason by submitting a written request to the Business Office.

PROCEDURE – INTERNET

1. Employees working the Computer Center Help Desk must enforce Code of Conduct policies that prohibit viewing internet sites that are inappropriate for a public place. Specific wording is provided in the procedures manual at the Computer Center Help Desk.
2. It is illegal to view child pornography sites or to access gambling sites where money is exchanged.
3. Further direction on how to deal with Internet Policy violations can be found in the procedure for Code of Conduct violations.

WHAT TO DO IF A CHILD ENCOUNTERS AN UNWANTED SITE ON THE INTERNET

When a child is doing legitimate research or using the internet and encounters an inappropriate website, take the following steps:

1. Employees should make sure their attitude and behavior does not frighten the child. Do not overreact. Immediately remove the site from the computer. Reboot if necessary to close all windows.
2. Contact a member of the Leadership Team.
3. The employee handling the situation will confirm the age of the child. If the child is under 13, they will follow these steps:
 - a. Assure the child that they are not in trouble (if they are concerned about that) and check to see if they are doing OK.
 - b. Ask the child if they have a parent/caregiver in the building. If yes, go with them to locate the parent/caregiver and explain to the parent/caregiver what has happened. If no, ask for a phone number so we can contact the parent/caregiver and explain the situation to them.
 - c. If employees encounter a parent/guardian who is very upset, they should provide them with the business card of the Executive Director (County Librarian), then notify the Executive Director (County Librarian) and provide them with the child's name and parent's/guardian's name.
4. If the child is 13 or older, check to see if they are upset about what they have viewed. Most children this age or older should be able to handle this on their own. If they are upset, follow the procedures above.

PROCEDURE – LAPTOP AND HOTSPOT CHECK OUT

1. User must have a valid full-privilege adult library card to check out a laptop or hotspot.
2. User must have a valid phone number and address on record. Staff will verify this at checkout.
3. ONLY ONE laptop/hotspot per family per card may be checked out at one time. Users may check out a laptop, a hotspot, or both.
4. Each laptop will circulate with a 4 gig USB drive that the patron may keep.
5. Laptops will be checked out for a period of seven (7) days.
6. Hotspots may be checked out for a period of seven (7) days.
7. At each checkout, the appropriate form will need to be signed/initialed by the patron. ***Staff will put the number of the hotspot or laptop on the form with a due date.*** These forms need to be filled out completely by the patron. Once complete and address and info verified on the card, staff will check out the items required. Each computer is numbered and has a barcode and Workflows record. Once the form is filled out and signed, staff will make a copy, give it to the patron, and keep the original in the folder. There are three forms:
 - a. Laptop Checkout
 - b. Hotspot Checkout
 - c. In-house Laptop Checkout
8. Laptops and hotspots are not renewable.
9. Laptops and hotspots may be placed on hold.
10. Laptops will have RXReboot on them, but set to manual so that patron does not lose saved information when they turn the laptop off.
11. If patrons call the library for assistance with the laptop or hotspot, transfer the call to the Computer Center. If a patron calls and states they cannot access information due to parental settings on the hotspot, forward the call to IT. If it is after IT hours, take the patron's information and email IT.

In-house checkout:

1. In-house checkout of laptops from the Computer Center is until close of business on the day of checkout.
 - a. User must have a valid full-privilege adult library card to check out a laptop for in-house use.
 - b. If a patron does not have a library card, cars keys, valid driver's license/ID or cell phone will be held until returned.
 - c. If a patron does not have one of these items, a manager will be called to determine what will be kept for the person to be able to use the laptop.
 - d. CC will manually check out to make the checkout time 24 hours. The security tag should **not** be disabled when it is checked out.

Discharge procedures

1. On return, hotspots will be checked for obvious damage, discharged and, if needed, plugged in for charging. Hotspots do not need to be constantly charged and will hold a charge if not in use. Charge if less than 80%.
 - a. If the hotspot is damaged or missing something, fill out a yellow slip and give both to the Circulation & Branch Services manager or assistant manager. Do not discharge off the patron's record.
 - b. If not damaged, the hotspot form can be shredded.
2. On return, laptops in Cheyenne will:
 - a. Be discharged.
 - b. Checked out to the Laptop and Hotspot Mend Card (29103001585354).
 - c. Given to IT to inspect, reset the RXReboot, and recharge.
 - i. Circulation will put the laptop in the IT mailbox.
 - ii. CC will call 7207 or email IT to let them know an in-house laptop has been returned.
 - d. IT will return the laptop to a Circulation services employee or CC employee to discharge as there may be holds.
 - e. Once IT has returned the laptop to Circulation or CC, the laptop form may be shredded.
3. On return, laptops in Burns and Pine Bluffs will be:
 - a. Inspected for any physical damage or missing parts (e.g., case, cords, cracks in the screen or case). See multipart label for parts.
 - b. Be discharged.
 - c. Checked out to the branch's Mend card (Burns 29092045846627, Pine Bluffs 29092015013612)
 - d. Connected to the cable provided by IT and plugged in to recharge.
 - e. IT will be notified that the cable is connected and the laptop is on.
 - f. IT will reset RXReboot.
 - g. Once it is charged, IT will email PBaB@lclsonline.org that the laptop is ready to be discharged, as there may be holds.
4. When the laptop and/or hotspot is five days overdue, Circulation will notify the patron. Circulation will generate a replacement bill and mark the patron debt Excluded. At 15 days, we will send the patron to Collections. A report will be generated daily (Assumed Lost Laptop and Hotspot report) that will list laptops and hotspots that are five days overdue and generate a replacement bill.
5. IT will be notified of hotspots that are five days overdue so that the service to them may be turned off.

PROCEDURE – LCD PROJECTOR (PORTABLE) & AV CART, EMPLOYEE USE

These procedures make sure that equipment is available when needed and that if there are any conflicts on equipment, they can be addressed prior to the conflict becoming a crisis.

1. Any employee utilizing this equipment is responsible for setting up and taking down the equipment. They may need to receive training from a member of the Information Technology Services Division prior to the day they are using the equipment for the first time. Employees should contact the Information Technology Services Manager for training on the LCD projector and AV Cart.
2. If an employee is using the equipment and has not received the training, they must have someone who is trained with them to set up and take down the equipment. Employees should plan ahead so it will not disrupt scheduling.
3. At least 72 hours in advance, the employee should complete the online equipment request form located at www.lclsonline.org/forms/equipmentform.html.
4. The employee should pick up the equipment at their scheduled time.
5. When finished with the equipment, the employee will properly pack it up and return it.
6. Information Technology Services employees are responsible for checking to make sure all parts of the equipment are there and in working order.

PROCEDURE – LEAVE, BEREAVEMENT

1. Employees should contact their immediate supervisor if bereavement leave is needed. If the supervisor is not reached, they should use the chain of command.
2. If possible, employees should leave a telephone number and address where they can be reached during their leave.
3. For bereavement, the Leadership Team will use funds as follows:
 - a. For local immediate family, an employee may opt for flowers valued up to \$50 or a \$50 donation to the Library Foundation or other charity of their choice in memory of the loved one.
 - b. For non-local immediate family, the employee may opt for a \$50 donation to the Library Foundation or other charity of their choice in memory of the loved one.

PROCEDURE – LEAVE, FAMILY AND MEDICAL LEAVE

1. LCLS will comply with the Family and Medical Leave Act (FMLA).
2. Employees may contact the Deputy Director of Operations to request Family Medical Leave.
3. FMLA forms and paperwork are maintained separately from personnel files.

PROCEDURE – LEAVE, HOLIDAYS/CLOSURES

Employees who work 38 hours per week will receive holiday pay at the following rates:

New Year's Day	8 hours	Labor Day	8 hours
Martin Luther King, Jr. Day	8 hours	Veterans Day	8 hours
Presidents' Day	7 Hours	Thanksgiving Day	8 hours
Memorial Day	8 hours	Day after Thanksgiving	7 hours
Independence Day	8 hours	Christmas Eve	8 hours
Juneteenth Day	7 hours	Christmas Day	7 hours
Cheyenne Day*	7 hours		

1. All other employees who receive this benefit receive holiday pay using the following formula: Hours worked per week divided by 38 x 7 or 8 hours (depending on holiday) = holiday hours earned (rounded). For example, Presidents' Day: 20 divided by 38 x 7 = 3.68, rounded to 3.75 = 3 hours 45 minutes.
2. Each employee shall receive a "holiday hours earned sheet." When appropriate, supervisors will also receive a copy.
3. If the holiday falls on a day of the week when an employee normally does not work, supervisors will adjust the employee's schedule, taking the earned holiday hours off another time during the week.
4. If the holiday falls on a Saturday or Sunday or when a branch is closed, Business Office employees will distribute holiday vouchers. Vouchers indicate the number of hours earned for the holiday. Employees must use the vouchers in the same pay period as the holiday. For example, Veterans Day, November 11, 2018, was on a Sunday. The pay period was October 22 through November 25. The employees worked with their supervisor to get a date to take off for the Veterans Day Holiday during that time.
5. For closures and if the holiday hours earned are not sufficient to cover the number of hours normally scheduled on a holiday:
 - a. Supervisors will adjust schedules so that the employee works those hours another time during the week (e.g., normal schedule is 7 hours on Monday and Monday holiday hours earned are 3 hours; 4 hours will be scheduled at a time later in the week when the employee would normally not be at work.) The hours will be scheduled to meet the needs of the library.
 - b. If it works for the needs of the library, these hours may be requested off as vacation (see PROCEDURE – LEAVE, VACATION REQUESTS/SCHEDULING/ ETC.).
 - c. These hours cannot be taken as unpaid time off.
6. Supervisors will work out schedules for weeks that contain holidays and closures. Employees are responsible for double-checking schedules to make sure they are working enough hours so that hours worked plus holiday hours equal the normal hours worked per week (e.g., 3 hours 45 minutes for the holiday plus 16 hours 15 minutes worked = 20 hours).
7. The Greeter Desk will be covered the last hour we are open on days the library closes early. The employee working the Greeter Desk will inform the public that we are closing early due to the holiday (or weather conditions).

8. If Trail Days or Burns Day do not occur, branch employees will receive a voucher for Cheyenne Day that may be used anytime between July 1 and July 31.

PROCEDURE – LEAVE, JURY SERVICE

1. Employees must submit their choice of option 2 or 3 as outlined in the policy LEAVE, JURY SERVICE in writing to their supervisor on an 8½ x 11 piece of paper or via email.
2. If they choose option 2, LCLS will issue their normal paycheck for hours they would have been scheduled to work. The employee will sign over the check received from the courts to LCLS or give a copy of the check with that amount in cash or personal check to the Deputy Director of Operations.
3. Exempt employees are not expected to work while on jury duty. They may choose to work before or after jury duty on any day they are on duty and/or may work weekends.
4. Non-exempt full-time employees may not work while on jury duty.
5. Non-exempt part-time employees are not expected to work while on jury duty, but if they choose to work, they may discuss this with their supervisor.

PROCEDURE – LEAVE, MATERNITY/PATERNITY

1. Requests for maternity or paternity leave must be made on an 8½ x 11 piece of paper or via email. Requests should be made to the employee's immediate supervisor.
2. The Deputy Director of Operations will supply the employee with an estimate of sick leave and vacation leave that might be accrued on the estimated start date of the leave.
3. The request should include the following:
 - a. Estimated date of start of leave.
 - b. Estimated date of return from leave.
 - c. Estimated number of hours of sick leave accrued at start of leave.
 - d. Estimated number of hours of vacation leave accrued at start of leave.
 - e. Estimated number of sick leave hours to be used.
 - f. Estimated number of vacation hours to be used.
 - g. Estimated number of unpaid hours requested, if applicable.

PROCEDURE – LEAVE, MILITARY TRAINING

Requests for military leave must be made on an 8½" x 11" piece of paper or via email to the Executive Director (County Librarian) with copies to the Deputy Director of Operations and the employee's immediate supervisor.

PROCEDURE – LEAVE OF ABSENCE

1. Requests for leave of absence must be made on an 8½" x 11" piece of paper or via email. Requests should be made to the Executive Director (County Librarian) with copies to the Deputy Director of Operations and the employee's immediate supervisor.
2. Refer to the following policies/procedures for vacation requests for educational purposes:
 - a. LEAVE, MANAGERIAL EDUCATIONAL
 - b. PROCEDURE – LEAVE, VACATION REQUESTS/SCHEDULING/ETC.

PROCEDURE – LEAVE, PERSONAL DAY

1. Employees will receive a coupon at the beginning of each fiscal year for one personal day to be used during that fiscal year.
2. Personal days are to be used for spur of the moment or unplanned events where the employee wishes to have the day off.
3. Employees must contact their immediate supervisor(s) to request a personal day.
4. Requests for a personal day will only be approved if the public service desks can be adequately covered (if applicable).
5. Personal days may be taken in conjunction with a holiday or vacation only if scheduled in advance. Personal days may not be tacked on to a holiday or vacation as a spur of the moment request.
6. Personal days are forfeited and may not be used once an employee has given notice of intent to leave employment.

PROCEDURE – LEAVE, QUESTIONS REGARDING

All questions regarding leave, especially as noted on the monthly leave sheet, should be directed to the employee's immediate supervisor. Business Office employees may not address these issues with any employee directly.

PROCEDURE – LEAVE, SICK LEAVE AND VACATION, EXEMPT EMPLOYEE

When exempt employees work fewer hours than is in their core schedule for a day or is off an entire day, they must note vacation leave or sick leave.

Exempt employees may not make up sick leave hours or rearrange their core schedule during a week so that the employee is here different hours and take less sick leave or vacation. There may be some exceptions to this, but only if the employee has discussed the changes ahead of time with their immediate supervisor.

Occasional, pre-approved work from home does occur. However, this is rarely considered appropriate if a person is out due to illness. If an employee is not well enough to do their work while at the library, they should be taking sick leave.

Here are some examples to explain when employees cannot count hours as worked when off sick or vacation:

1. Employee takes sick leave to take a child, parent, spouse or domestic partner to the doctor and chooses to work on email or read journals while waiting for them. This is not time worked. The entire time the employee is gone to get the person to the doctor, wait for the doctor, meet with the doctor, and get the person home is taken as sick leave.
2. Employee has been home sick for three days. The evening of the third day, the employee feels well enough to read and reply to email, so they choose to do that. This is not time worked. It is still sick leave.
3. Employee is taking physical therapy for their neck. Mid-afternoon, the employee goes home because they are having a bad day with the pain. When the employee gets home, sitting in their recliner lessens the pain so they choose to work reading journals, complete correspondence or finish work on their presentation to the board. This is not time worked.
4. Employee takes the morning off as vacation to make cupcakes for a bake sale. While they are baking, employee chooses to read email and work on a document relating to the strategic plan. Employee frosts the cupcakes, eats lunch, and comes back to work at 2:00 p.m. The day the employee took off is normally an 8-hour day. The vacation time employee must note on their vacation/sick leave sheet is 4 hours (9-1).

One exception is that employees may count time worked when on sick leave to care for someone other than himself or herself in the following circumstance: Employee is home with a sick child, parent, spouse or domestic partner and employee chooses to send email or do other library work while the sick child, etc. is sleeping. This is time worked only if the employee is able to do this work in one-hour increments.

Refer to PROCEDURE – TIMEKEEPING (TIMESHEETS) for information regarding the core schedule for exempt employees.

PROCEDURE – LEAVE, SICK LEAVE DONATIONS

1. The employee or the employee's supervisor may request Sick Leave Donation Request forms from the Business Office, Deputy Director of Operations or Executive Director (County Librarian).
2. Completed forms will be returned to the Executive Director (County Librarian).
3. The Executive Director (County Librarian) will notify employees that there is an employee in need. Donation forms will be made available in the employee lounge or may be requested in the Business Office.
4. Participating employees should submit donation forms to the Business Office.
5. The Business Office will inform all employees when the request has been filled.
6. The following formula will be used to determine if part-time employees qualify for sick leave donations: Part-time hours X 1,600 divided by 38. So for an 18-hour/week employee it would be $18 \times 1600 = 28,800$, 28,800 divided by 38 = 758. An 18-hour/week employee would have to have worked 758 hours in the previous 12 months to qualify for sick leave donations.

PROCEDURE – LEAVE, SICK LEAVE, GENERAL

1. The purpose of the sick leave benefit is to provide employees with income while they are out for illness or injury that occur outside of the employee's control. Unscheduled leaves of absence provide a hardship on the organization and coworkers.
2. LCLS policy states, "Sick leave may be taken for either sickness or injury of the employee or for care of a child, spouse, domestic partner or parent who is ill. Employees are expected to try to schedule routine planned examinations during non-working hours."
3. If an employee believes a doctor would recommend that they stay home, the employee should stay home. If an employee believes a doctor would not recommend that they stay home, the employee should be at work. Medical certificates may be required for any absence chargeable to sick leave.
4. The following are examples of reasons that are not acceptable uses of sick leave (this is not all-inclusive):
 - a. The lack of desire to come to work.
 - b. Getting additional rest for an upcoming personal event.
 - c. Recovering from the negative effects of staying out late or staying up late.
5. Employees should use the following procedure to notify the Leadership Team they are sick and not able to come to work:
 - a. Email leadership@lclsonline.org.
 - b. In the subject line, the employee should enter the words OUT SICK, their name, and the date they are out sick.
 - i. For example, OUT SICK: Joan Smith, 1/15/21.
 - c. If an employee has any concerns about their responsibilities during the time they are out sick, they should include those concerns or helpful instructions in the body of the email.
 - d. The manager who takes responsibility for the email will select Respond to all when they inform managers that they have taken care of the scheduling in S3W. The manager will send the response email to the work group email for the area in which the employee works.
 - e. During the COVID-19 pandemic, include one of the following statements:
 - i. Employees who call in sick for a known illness that they are certain is not COVID-19 will include the following statement: **"I will not be in to work as I am ill."** This would include things like migraines, symptoms of a chronic illness, broken ankle, hives, food poisoning, etc. The specifics of why you are out sick do not need to be included in the email. (Use similar wording for anyone else for whom the employee is the primary caregiver for and they are ill enough to need the employee at home.)
 - ii. Employees with any cold or flu-like symptoms will need to state that their symptoms are on the list of COVID-19 symptoms and follow guidelines per library policy. When emailing Leadership@lclsonline.org, use the following statement: **"I do have COVID-19 symptoms and will not be in to work."** Symptoms may include:
 1. Fever or chills
 2. Cough

3. Shortness of breath or difficulty breathing
4. Fatigue
5. Muscle or body aches
6. Headache
7. New loss of taste or smell
8. Sore throat
9. Congestion or runny nose
10. Nausea or vomiting
11. Diarrhea

If such notification is not given, the absence may be charged to sick leave, vacation leave or leave without pay and disciplinary action may be considered.

6. When an employee calls out sick, it is the responsibility of the first person on the Leadership Team to see the notice to find a replacement for that person when desk coverage is affected. The immediate supervisor should cover the desk if another employee is unable to do so.

PROCEDURE – LEAVE, VACATION/SICK ALLOWANCE

1. Vacation accrual rates are calculated using the following formula:
 - a. Number of hours earned for vacation = number of hours worked per week X (number of weeks in a year minus number of weeks earned) X rate
 - b. For example, 76 hours earned (2 weeks) = $38 \times (52 - 2) \times .0400$ or 80 hours earned (4 weeks) = $20 \times (52 - 4) \times .0832$, etc.

Rate

Weeks of vacation	Weeks able to work	Rate used to calculate vacation
2 weeks	50 weeks	.0400
3 weeks	49 weeks	.0611
4 weeks	48 weeks	.0832
5 weeks	47 weeks	.1062
6 weeks	46 weeks	.1301

2. Vacation earned each pay period will be added to the current vacation balance (not to exceed vacation max) before any vacation used will be deducted. Employees are responsible for monitoring their vacation balance to ensure they do not exceed the vacation max and lose hours earned.
 - a. Example:
 - i. Vacation max = 40
 - ii. Vacation balance = 29.97
 - iii. Hours earned this pay period = 3.32
 - iv. Vacation hours used = 20
 - v. Vacation balance (29.97) + hours earned (3.32) = new balance (33.29)
– hours used (20) = ending balance (13.29).
 - b. Example when vacation balance is close to vacation max:
 - i. Vacation max = 40
 - ii. Vacation balance = 39.97
 - iii. Hours earned this pay period = 3.32
 - iv. Vacation hours used = 16
 - v. Vacation balance (39.97) + hours earned (3.32) = new balance (43.97).
However, vacation balance cannot exceed vacation max of 40.
Therefore, new balance = 40 – hours used (16) = ending balance (24).
3. Sick leave earned each pay period will be added to the current leave balance (not to exceed sick leave max) before any sick time used will be deducted. See examples above.
4. When changing positions within Laramie County Library System, the employee's vacation/sick maximum will be adjusted to reflect any change in the number of hours the employee works.

5. Once the new vacation/sick maximum has been determined, the following formula will be used to figure the new current balance of vacation/sick time (N). This figure will be proportionate to the current accumulated vacation/ sick leave.

$$\begin{array}{lcl} \text{a. } \frac{N}{\text{New Max}} & \times & \frac{\text{Current Balance}}{\text{Old Max}} \\ \text{b. } \frac{N}{180} & \times & \frac{124.75}{240} \end{array} = 93.56 \text{ new vacation leave balance}$$

$$124.75 - 93.56 = 31.19 \text{ hours to be paid.}$$

6. The employee will be paid for the number of hours, if any, that are over the proportional new vacation balance.
7. If the employee is eligible for payment of sick leave as per LEAVE, SICK LEAVE, PAYMENT AT TIME OF TERMINATION policy, the employee will be paid 25% of the number of hours, if any, that are over the proportional new sick leave balance.

PROCEDURE – LEAVE, VACATION REQUESTS/SCHEDULING/ETC.

EMPLOYEES IN ONE POSITION WITH ONE SUPERVISOR

1. Employees must request time off in writing on 8½" x 11" paper or via email. The request must be dated and signed if not via email. Request must be made to the employee's immediate supervisor and the employee must have enough vacation hours accrued to cover the request.
2. The employee's supervisor will approve vacation only if they can ensure adequate coverage of public service desks (if applicable).
3. When an employee requests three or more consecutive days of vacation and this vacation is granted, it is the supervisor's responsibility to re-arrange other employees' schedules to ensure public service desks are adequately covered. Normally, other employees in the division will cover evenings and weekends. However, the supervisor will cover these times when necessary to adequately cover the public service desk.
4. When an employee requests one or two days off, particularly weekends or evenings, they must find another employee willing to cover the time requested off. The employee wanting the vacation must then email or put in writing the request and who is willing to cover their weekend or evening hours. Their supervisor will approve or deny the request for vacation.
5. Supervisors will generally deny requests for single days off before or after a holiday for those who work a public service desk due to staffing levels.
6. Schedulers generally finish schedules on Wednesdays for the following week. Any request for time off after the schedule is distributed is more likely to be denied, barring extenuating circumstances. This is not the case when the scheduler makes schedules more than one week in advance.
7. Supervisors may only tentatively approve vacation requests of more than three months in advance because many unforeseen circumstances can arise in a 3-month period that can directly affect public service desk coverage.
8. Requests for time off to run an errand, handle an unplanned event, etc., if approved, will be taken either from accrued vacation leave or sick leave. Only on rare occasions may that time be made up.
9. Employees enrolled in higher education courses may request time off and make up that time within the same pay period when that employee's accrued vacation time is not adequate to cover the requested time off. This will only be granted if the public service desks are adequately covered.

EMPLOYEES IN MORE THAN ONE POSITION AND WORKING IN MORE THAN ONE DIVISION

1. The employee should provide a copy of the request to their supervisor.
2. If the employee works a public service desk (not a few hours here and there, but is regularly scheduled on a public service desk), then that supervisor is considered the lead supervisor.
3. If the employee does not work a public service desk, the supervisor who supervises that person for the most hours is considered the lead supervisor.
4. The lead supervisor should approve or deny the request.
5. Supervisors should discuss concerns or if they deny the request.

PROCEDURE – LEAVE, VOTING

1. Employees should submit their request at least 48 hours prior to the day of an official public election in writing on an 8½" x 11" piece of paper or via email.
2. If an election is on a Tuesday, employees should submit their request by the previous Friday so that schedulers have enough time to rearrange schedules.
3. Schedulers will assign an hour to take time off to vote which will be determined by adequate public service desk coverage.
4. During work hours, employees cannot wear buttons, discuss issues or ask members of the public to vote for or against any issue or candidate. Wearing political buttons and campaigning for candidates is appropriate during non-working hours.
5. Employees may provide the public with informational brochures as long as those brochures do not advocate voting yes or no. The Executive Director (County Librarian) or designee will determine if a brochure is informational only.

PROCEDURE – LIBRARY CARDS – LOOK-UP WITHOUT A LIBRARY CARD

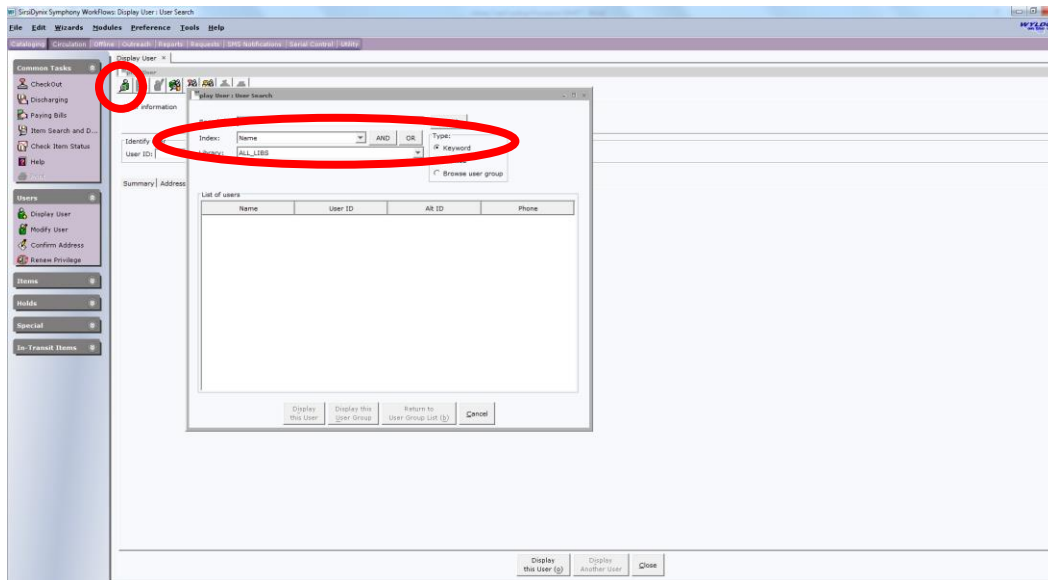
Use this procedure in conjunction with the POLICY – LIBRARY CARDS and the POLICY – FEES, LOAN PERIODS AND LIMITS. This procedure outlines how to look up library card numbers/accounts when requested by patrons.

GENERAL GUIDELINES

1. Patrons must present a valid photo ID if they want their card number.
 - a. If they do not have ID to verify lookup, do not give them their library card number. Employees may, however, check out to them provided they verify their name and another piece of information in their account, such as address and email.
 - b. CHILDREN & TEENS: Employees should handle minors at the employee's discretion. Employees may check out despite not having a photo ID depending on the situation.
2. Employees must verify at least two pieces of information in the patron's account. This should be the person's name PLUS at least one other piece of information, such as phone number, email address or mailing address. If an employee cannot verify at least two pieces, the employee must not check out items to the patron or provide any information to the person, including the library card number.

STEPS AT ALL PUBLIC SERVICE POINTS

1. Ask the patron if they wish to replace their card. Sometimes, they may not want to dig for their card or number. The employee's first suggestion should be to replace the person's card, especially if they do not know where it is. "Do you know where your card is and just need for us to look it up? If you aren't sure where it is, you should probably replace it for safety reasons."
2. For replacements:
 - a. CHEYENNE: Direct them to the Cards & Accounts Desk.
 - b. BRANCHES/BOOKMOBILE: Issue a new card.
3. Ask for a photo ID. Hold on to the ID until name and likeness on ID are verified.
4. In WorkFlows, click on Display User under the Users tab; then the User Search icon (magnifying glass in the upper left). In the Display User: User Search dialog box, type in their name as listed on their ID.



5. Ask the patron to verify their address, phone number or email. Do not turn the screen or give them information back. Verify against what is in the WorkFlows record. If part of the information needs to be updated, employees can do that as long as they verify at least two pieces of information from their record first. Make sure to check their middle initial and suffix as applicable (e.g., Jr., Sr., II, III) to verify the correct person. For example, John W. Smith vs John S. Smith or Albert Johnson, Jr. vs Albert Johnson, Sr.
6. Once the correct account is verified, continue with checkout.
7. If the patron wants their library card number (such as in the CC), they have to present a valid ID. Write the library card number and PIN on a piece of paper and provide it to the patron. If an employee provides a library card number, the employee should encourage them to keep the number in a safe place and remind them that they are responsible for all items checked out on their card. Let them know that they need to replace the card if they cannot find it and the cost of replacement.
 - a. At public service desks other than Computer Center: if the patron wants to check out at a service desk, employees may select Check Out under the Common Tasks tab, which will save a step.
 - b. To log into a computer in the Computer Center: the patron must have a photo ID, since employees are handing them the card number and PIN.
8. If the patron cannot verify the information in the Workflows record or verify that they are the responsible party on the card, employees shall inform the patron that the employee is unable to assist and offer to contact a supervisor or the Manager on Duty for assistance.
9. Patrons may renew via phone without their card number under the same criteria, i.e., by verifying name and address or other identifier. Since employees cannot see the ID card, employees will not give out the library card number to patrons over the phone. Employees may renew items following steps 4 and 5.

PROCEDURE – LIBRARY CARDS – WYLD CARD

Approved by the WYLD Regional Council and Governing Board (5/31/06) and Users Group (6/2/06). Libraries within the WYLD System, which is largely supported by legislative appropriations, are required to participate in statewide borrowing and lending to patrons holding WYLD library cards. The purpose of this policy is to ensure uniform borrowing standards that will enable Wyoming patrons to use the facilities of any cooperating library in Wyoming. Individual libraries may approve more lenient policies.

1. Wyoming patrons may borrow from cooperating libraries regardless of residence if they meet the following criteria:
 - a. Are at least 18 years old (or younger, as determined by the lending library).
 - b. Have a patron record in WYLD and a Wyoming library card. Only when the patron has a record in WYLD and is from a library that does not issue library cards is a photo ID sufficient.
2. Patron records in WYLD are owned jointly by all WYLD member libraries, with the patron's home library recognized as having the primary responsibility and right to manage the record in accordance with their local policy. Because patrons must use a library card and PIN for entering interlibrary loan transactions and for authenticating to a library's database, it is assumed that a patron may have multiple library cards to match multiple affiliations, e.g., a public library card from his or her home county, a college library card if taking college classes, a school library card if in high school.
3. Public WYLD libraries are required to support each other to the utmost of their ability by not issuing new cards and by refusing service to patrons who are delinquent with other libraries because of fines, fees, overdue or damaged materials. As part of the service provided to enrolled students, academic and school libraries issue cards to students in good standing and therefore are exempt from this requirement.
4. WYLD libraries collect fines or fees from non-resident patrons using the following guidelines:
 - a. Libraries may collect fines from a non-resident patron if the amount is \$5.00 or less. They will not be responsible for forwarding the money to the patron's home library.
 - b. If a non-resident patron has fines or fees over \$5.00 the library may, at its discretion, accept payment and forward it to the library where the fines are owed. If payment is accepted for lost or damaged materials, a print-out or other record of the titles and barcodes of the items being paid for must be enclosed with payment.
 - c. It is recommended that this be done especially when the patron is willing to make out a check payable to the library where the fines are owed which can then be mailed directly. The alternative would be to notify the non-resident patron of the charges and give the patron contact information for the library charging the fines or fees.
5. Libraries agree to lend at least two books to a patron from any other WYLD library. Actual lending limits on numbers and types of materials will vary from library to library.

6. Libraries must inform patrons of this WYLD Card Policy and of the minimum standards they can expect to encounter statewide. They must also be informed of applicable individual library policies, which may vary from library to library.
7. WYLD libraries must update the address and phone number of a non-resident patron using their library. When this information is updated, a note should be put in the note field informing the home library of this update so it can be verified in accordance with local policies. The note should include the date, employee's initials, and the library where the update was done. For example, "Address/phone updated, 2/6/06 vh CARB." As a courtesy, an email should be sent to the home library informing employees of the change.
8. Libraries must inform the borrower that he/she is responsible for returning materials to a WYLD library and those overdue notices and fines will be generated from the lending library.
9. Returned materials will be discharged and returned as soon as possible to the lending library at no cost to the patron, ensuring a true statewide borrowing policy.
10. The WYLD office will be asked to help keep statistics on statewide borrowing to be used in reevaluating these policies.
11. Public libraries will attempt to recover overdue materials in accordance with their own policies and Wyo. Stat. Ann. §18-7-105(c) which states "Holders of library cards are responsible for all library materials borrowed on such cards. Whenever library materials are lost, destroyed, or taken from the library and not returned the library may institute proceedings in any court of competent jurisdiction to recover the materials or the value thereof." Academic and school libraries will follow their own policies for recovering materials.
12. Libraries may request reimbursement from the Wyoming State Library for unrecoverable materials in excess of \$25.00 that were checked out by a non-resident patron.
13. The University of Wyoming (UW) supports the idea of statewide borrowing privileges. However, the WYLD system and UW's Voyager system do not share circulation or patron information, so provisions must be made to work around the respective systems. Outside of local residents or those that routinely visit Laramie, the best way to borrow from UW is through interlibrary loan. University of Wyoming Libraries are open to all Wyoming residents. A UW library card may be obtained by presenting a Wyoming driver's license and supplying the necessary registration information. Free library cards are also issued to alumni, Wyoming corporations, Wyoming minors (with parental permission slip), participants in on-campus workshops, and reciprocal borrowing agreement patrons. There is a charge of \$10.00 per year for non-Wyoming residents, non-Wyoming minors, and non-Wyoming corporations.
14. This agreement will be reviewed in 2007 by the Patron Database Management committee with recommendations made to the WYLD Governing Board and WYLD Regional Council.

PROCEDURE – LIBRARY STORIES

Employees should complete the Library Story Form on the intranet when they receive a comment on how LCLS affected someone. NOTE: This may include both positive and negative comments.

1. On the intranet, click on FORMS. Under the LIBRARY section, click on Library Story Form.
2. Complete the form:
 - a. YOUR NAME: The employee completing the form.
 - b. TODAY'S DATE: The date the employee completes the form.
 - c. SUBJECT:
 - i. Use Library Story when a person was affected by LCLS in some way.
 - ii. Use Compliment when a person compliments the library or employees.
 - iii. Use Other for unique situations that do not apply in either of the situations listed above.
 - d. DATE OCCURRED: The date the incident took place, if known.
 - e. DESCRIPTION: A brief summary of what occurred.
 - f. DESCRIPTION OF PATRON: A vague description strictly for demographic purposes. For privacy purposes, employees should only include a generic description of the patron, such as "white male, 40s."
 - g. EMPLOYEES INVOLVED (IF ANY): List employees involved, if known.
 - h. REPORTING METHOD: Select one of the following fields:
 - i. In person
 - ii. Telephone
 - iii. Email
 - iv. Letter/Note
 - v. Text
3. Click SUBMIT.

PROCEDURE – LIMITED PUBLIC FORUM

1. Petitioners who are seeking signatures may do so on the public sidewalk surrounding the library, but not on library property.
2. For members of the media, refer to PROCEDURE – COMMUNITY/MEDIA RELATIONS, MARKETING.

PROCEDURE – LOST AND FOUND

1. Employees should bring any items left by patrons to the Ask Here desk on the floor in which the item was found.
2. Employees should send an email to Cheyenne@lclsonline.org with a brief description of the lost/found item in the subject, such as “LOST: Black reading glasses.”
3. Periodically, or by the end of the day, bring found items to the main lost and found in the Sort Room.
4. Employees may not take any unclaimed items from the lost and found for their personal use.
5. Facilities will discard or donate unclaimed items to a nonprofit charity after one month.

PROCEDURE – LOST/DAMAGED ITEMS

1. Send one notice for damaged items that bring the account balance over \$10.00.
2. Accounts are automatically blocked at \$10.00.
3. Discard damaged items six months after the billing date.
4. Discard items with missing parts six months after the billing date if parts are not replaceable.
5. Refer to LOST/DAMAGED ITEMS regarding fee amounts for lost/damaged items.

PROCEDURE – MAINTENANCE OF LARAMIE COUNTY LIBRARY SYSTEM POLICY MANUAL

1. The Deputy Director of Public Service is responsible for reviewing and updating the policy manual and handbook with Administration and the Laramie County Library System Board of Directors Ad hoc Policy Committee annually.
2. When any *existing* policy is under evaluation, the board should ask if it is:
 - a. In compliance with all laws and regulations, generally handled by review at the County Attorney's office;
 - b. Consistent with the library's mission, goals, and plans;
 - c. Complete, clearly written, and easily understandable;
 - d. In the best interest of the community at large, devoid of politics, prejudice or favoritism;
 - e. Enforceable without undue burden on library employees; and
 - f. Designed to maximize library services and access for the greatest number of patrons.
3. When establishing *new* policy, the board should seek sufficient information to discuss the issue with confidence. This should include:
 - a. A description of the issue that requires policy consideration;
 - b. A list of existing policies related to or affected by the proposed policy;
 - c. A list of the policy options available, including the effects of enforcing the policy, legal ramifications, and costs to resources, facilities, and employees; and
 - d. A recommendation, accompanied by the justification for changes in any existing policies.
4. Administration will insert updates to procedures as needed in the appropriate sections.
5. The Deputy Director of Public Service is responsible for ensuring the policy manual is updated and submitted to the Community & Media Relations unit to be posted to the intranet in a timely manner.

PROCEDURE – MANAGER ON DUTY

1. An administrator, manager or assistant manager is assigned as the Manager on Duty (MOD) from 7:30 a.m. – 10:00 a.m., Monday through Friday and 6:00 p.m. – 9:00 p.m., Monday through Thursday.
2. There is no Friday evening MOD shift. An administrator, manager or assistant manager is assigned to closing duties on Fridays.
3. Managers will participate in the weekend MOD rotation and will generally work as the MOD one weekend every six weeks. The deputy directors will alternate coverage every six weeks.
4. The MOD is responsible for forwarding the phone in the employee copy room to the MOD's cell phone during their MOD shift.
5. The MOD is responsible for responding to emergency situations, assisting with meeting room issues, building issues, sick calls, etc.
6. At the beginning of and periodically throughout the MOD shift, the MOD should walk through the building and confer with employees to ensure things are running smoothly.

PROCEDURE – MATERIALS CHECKOUT AT A PUBLIC DESK

1. It is the philosophy of LCLS to get self-checkout as close to 100% as possible.
2. Employees assisting patrons with checkout should attempt to check out items at a Self-Check most of the time.
3. When it does not make sense to walk the patron to a Self-Check, employees may check out items at a public service desk. This will more frequently occur with library materials that have metallic covers or contain high amounts of metal, such as CD audiobooks and DVD movies, especially sets.
4. The goal is to have zero instances of an RFID security tag setting off a gate alarm and embarrassing a patron due to an employee incorrectly checking out items at a public service desk.

WHEN CHECKING OUT AN ITEM AT A PUBLIC SERVICE DESK

1. Ensure the 3M pad workstation is set to Operation: Check-out (green). (Note: On most public service desks, employees may press the F5 key in WorkFlows to open the Check Out box, which configures the 3M pad to default to disarming the security tag.)
2. In WorkFlows, click on Check Out.
3. Scan the library card.
4. One at a time, place each item on the 3M pad.
5. Double-check that all items are checked out by comparing the number on the screen with the number of items, and close the Check Out window.
6. Maximize the 3M pad workstation window:
 - a. Click on Operation: Check-out.
 - b. Check item status.
 - c. Click on the Un-secure only link.
 - d. Place each item on the 3M pad and look for the unlocked symbol for each item.
7. Physically unlock all locked media (primarily DVDs and Blu-ray).
8. Write the due date for the item(s) on scratch paper or a Post-it note. Employees may also offer to email a receipt if that patron has provided an email.
9. If there are different due dates, write a separate note for each due date (e.g., movie, 4 days).
10. Change the 3M pad workstation application back to Operation: Check-in at the end of the transaction so items will not be unsecured inadvertently.

PROCEDURE – MEDIA RELATIONS

PURPOSE

1. LCLS manages media communication with its patrons, businesses, and community members by engaging in a proactive communications strategy. LCLS believes that by working in partnership with media outlets it can most effectively communicate LCLS policies and activities to the Laramie County community.
2. The Executive Director (County Librarian) is the final authority for LCLS's media communications, with the exception of common or routine services and events promotion. All LCLS employees should notify the Executive Director (County Librarian) or designee about any non-routine media inquiry.
 - a. Inquiries from the media are given high priority by LCLS. Requests for information should be responded to as effectively and efficiently as possible. If designated to respond, the employee should make every effort to ensure that all information released is accurate.
 - b. It is important that employees respond to the Executive Director (County Librarian) as soon as possible when he/she requests that a division manager or employee respond to the media or provide the Executive Director (County Librarian) with information for the media. Specific guidelines for responding to media requests follow.

LCLS SPOKESPERSONS

1. Unless otherwise authorized, LCLS's spokespersons are:
 - a. Executive Director (County Librarian)
 - b. Deputy Director of Operations
 - c. Deputy Director of Public Service
 - d. Division managers
 - e. Communications Coordinator
 - f. Exceptions regarding division spokesperson may be made at the discretion of the division manager with approval of the Executive Director (County Librarian)
2. Misdirected media requests shall be referred to the affected division.
3. Employees should never attempt to respond as the spokesperson for another division, even if peripherally involved.

ROUTINE MEDIA INQUIRES

1. Any media inquiries received by LCLS employees should be referred immediately to the division manager or the Communications Coordinator.
2. An appropriate response to the media is, "I'm sorry I don't have the full information regarding that issue. I will forward your request to my division manager or the Communications Coordinator, who will coordinate a response as soon as he/she is available." Employees should obtain the reporter's name, phone number or cell phone number, topic of the story, and the deadline.

SENSITIVE OR CONTROVERSIAL ISSUES

1. NOTE: Emergencies should first be reported according to the procedures outlined in the Emergency Notebook, copies of which are available throughout LCLS facilities. Please see the Crisis or Emergency Issues section below for media relations procedures on appropriately managing communications in an emergency. The LCLS Crisis Communication Plan takes precedence over this procedure. An Executive Crisis Team will be designated in that event.
2. All television, radio, newspaper or other media inquiries regarding sensitive or controversial issues should always be referred immediately to the employee's division manager, Deputy Director of Operations, Deputy Director of Public Service or Communications Coordinator who will contact the Executive Director (County Librarian) and coordinate a response.
3. The Executive Director (County Librarian) will designate a spokesperson. The following are examples of potentially sensitive issues which should be reported immediately to the division manager, Deputy Director of Operations, Deputy Director of Public Service or Communications Coordinator:
 - a. Disruption in LCLS services/sites due to facility problems (broken water main, sewer backup, AC failure), reports of infestation (bed bugs, lice) or power failures;
 - b. Personnel problems such as suspensions, employee work stoppages or resignations of key employees;
 - c. Emergencies such as fires, explosions, gas leaks or accidents that result in damage to LCLS or private property or injury or death to LCLS personnel;
 - d. Industrial accidents that involve injury or death to contractor's employees or vendors doing business with LCLS;
 - e. Accidents on LCLS property resulting in injury or death to citizens, such as a fall in a LCLS facility;
 - f. Pending or resolved litigation; and
 - g. Incidents involving LCLS personnel and injury or death such as:
 - a. Work vehicle traffic accident.
 - b. Allegations of a criminal nature.

LITIGATION, PERSONNEL, AND ELECTION ISSUES

1. Generally, the business conducted by LCLS is public, and therefore is public information. Inquiries regarding pending litigation, matters involving a significant exposure to litigation, and certain personnel-related information are exceptions. Contact the Executive Director (County Librarian) regarding public information or public records requests.
2. Inquiries regarding pending litigation or exposure to litigation should be referred to the Executive Director (County Librarian).
3. Inquiries regarding personnel-related information should be referred to the Executive Director (County Librarian) or Deputy Director of Operations.
4. Inquiries regarding election and campaign issues should be referred to the Executive Director (County Librarian) or the County Clerk.

5. If it appears that other LCLS employees are likely to be interviewed as part of the same story, a post-interview briefing may be in order. This allows other employees to be informed about what was covered in order to avoid conflicting statements or repetitive information.

PERSONAL POINT OF VIEW

1. It is recognized that all employees have the right to their personal point of view regarding any issue. However, personal points of view may conflict with official LCLS procedure.
2. LCLS employees who write letters to the editor of any newspaper may not use official LCLS stationery. If an employee chooses to identify himself or herself as an LCLS employee in any personal letter or email to the editor, he/she must include a statement that the views expressed do not represent the view of Laramie County Library System. The correspondence must clearly explain that it is the employee's personally-held opinion.
3. Similar disclaimers must be given if an employee addresses a public meeting, participates in a radio talk show or is interviewed for a radio or television program, unless the employee is officially representing LCLS at the direction of the Executive Director (County Librarian).
4. Employees who are representing LCLS in any of the above formats must identify themselves as an official spokesperson for LCLS. No employee shall speak as an official representative of a different LCLS division than their own without the prior approval of that division.

GENERAL OF ROUTINE ISSUES

1. Broadcast media: calls from broadcast media (TV and radio) should always be referred immediately to the employee's division manager, Communications Coordinator, Deputy Director of Operations or Deputy Director of Public Service. Any of those designees will contact the Executive Director (County Librarian) and coordinate a response including designating a spokesperson.
2. Local print media: the Communications Coordinator, division manager, Deputy Director of Operations or Deputy Director of Public Service may handle calls from local print media regarding most routine division issues and programs. When appropriate, the Communications Coordinator, division manager, Deputy Director of Operations or Deputy Director of Public Service may designate an employee to respond to specific questions from print media. The Executive Director (County Librarian) should be informed of these media requests, including the reporter's name and topic, either before or immediately following interviews (depending on the nature and topic of the interview).

LCLS-INITIATED INFORMATION

1. Proactive media contact is initiated through the Executive Director (County Librarian) and the Communications Coordinator. This includes issuing non-routine press releases and notices and personal contacts with reporters and editors for non-routine coverage.

2. Divisions seeking publicity for events or services should use the Community & Media Relations request form following the designated timelines to ensure the best media coverage of their events or services. Employees desiring routine press release coverage of events should provide a written event description in their calendar form by the relevant month's designated deadline. All events submitted for the monthly calendar will be printed, posted on the website, posted on LCLS's Facebook page, and provided to the media. Divisions should not initiate non-routine news media contacts before notifying the Executive Director (County Librarian) or Communications Coordinator.

CRISIS OR EMERGENCY ISSUES

1. During a crisis or major emergency (e.g., flood, tornado or weather-related closing), the Executive Director (County Librarian) will be or will designate a main point of contact for the media.
2. Personnel who may be the first to discover an emergency condition should first notify the appropriate rescue personnel if needed, then the appropriate division manager or deputy director. The Executive Director (County Librarian) should be informed as soon as it is feasible.

PROCEDURE – MEETING ROOM ACCESS, PUBLIC

1. Day-to-day procedures for meeting rooms are located in the Circulation & Branch Services Division Procedure Manual.
2. Employees should offer meeting room brochures to anyone booking a meeting room. Brochures are available to any patron who requests one. Information is also available on the library's website.
3. Authors who wish to use a meeting room for an event and/or signing where they will sell their work may do so if they donate 10% of their proceeds to the Laramie County Library Foundation (LCLF). This applies to authors who are sponsored by LCLS or work in conjunction with children's, teen or adult events to comply with the above rule. However, LCLF may purchase the author's works through the library's vendors or directly from the publisher and sell them as a fundraiser if it chooses (e.g., the library's discount in this case is generally more than the 10% but vendor or publisher may not accept return on unsold items). Community & Media Relations employees, Foundation Director, a manager or other designated employee is responsible for booking meeting rooms under these circumstances.
4. Employees planning library events should consult the online meeting room schedule.
5. Employees must check with Facilities Services employees to see if they are available to help with setting up and cleaning up the meeting room. When Facilities employees are not available, the employee planning the event is responsible for setting up and cleaning up the meeting room.
6. Per administrative exception, the Daughters of the American Revolution (DAR) and the Cheyenne Genealogical & Historical Society may book rooms further in advance than other users. The Cheyenne Music Teachers Association may book rooms only for their spring and fall festivals further in advance than other users.

PROCEDURE FOR SUPPLIES IN PUBLIC KITCHEN

1. Facilities employees are responsible for setting up coffee service and arranging the room if requested in advance.
2. Facilities employees need at least four days and preferably a week of lead-time to purchase special supplies, supplies for events, and/or specific types of supplies (e.g., type of popcorn and type of cookie).
3. Youth & Outreach Services employees may keep a small stock of items in the Teen Storage Room. Facilities employees are not responsible for restocking those items.

MEETINGS BEFORE AND AFTER HOURS

1. Notify Facilities employees of any meeting room bookings before or after library hours.
 - a. For meetings after library hours:
 - i. The Deputy Director of Operations should contact the security company to see if security personnel are available to monitor and close the building when the group is finished using the meeting room. Once it has been confirmed that security services are available, meeting room employees should confirm the group booking the meeting room. The

- group is required to reimburse LCLS for the number of hours (at the current hourly rate) that security personnel are on the premises providing security services for their group.
 - ii. Facilities employees should re-program the HVAC system to operate for the hours the group will be in the building.
 - iii. Facilities employees should contact the cleaning company to notify them there will be a group in the building after hours.
- b. For meetings booked before library hours:
 - i. Facilities employees should issue keys to those groups.
- 2. The Circulation Specialist/Meeting Rooms should charge a \$50.00 no-show fee for groups that do not show up on the requested time or date.
- 3. No employees are available for technical issues with AV equipment.

PROCEDURE – MEETINGS

Laramie County Library System holds various employee meetings to facilitate communication and to conduct training and offer forums for discussion of issues. The following are definitions of some of the meetings held regularly:

1. General employee meetings (further details item #6)
 - a. General employee meetings are usually held from 8:00 a.m. to 10:00 a.m. or 9:00 a.m. to 10:00 a.m. on a weekday. All employees are expected to attend general employee meetings unless discussion with an immediate supervisor concludes otherwise. These meetings are scheduled as necessary.
2. Division/department/unit/section meetings
 - a. Each division, department, unit or section should hold meetings regularly. For divisions with public service desks, these meetings should be scheduled prior to opening on a weekday.
3. Leadership Team meetings
 - a. Leadership Team meetings are conducted regularly. The Executive Director (County Librarian), deputy directors, and division managers are expected to attend. Assistant managers are expected to attend on a rotating basis.
4. Committee/Team meetings
 - a. Committees and/or teams are formed when an issue needs further research and discussion or to facilitate projects that cross divisions, such as volunteer celebration planning committee, Summer Reading Challenge committee, and strategic planning committee. Committee chairs are expected to work with committee members and their supervisors to arrange meeting times.
5. Laramie County Library System Board of Directors meetings
 - a. Regular meetings of the Board of Directors are held monthly, generally on the fourth Tuesday of the month at 4:00 p.m. Special meetings are called as needed. Employees who have been assigned to do board presentations and presentations at general employee meetings will be informed and assisted by the immediate supervisor.
 - b. Guidelines for presentations to Board of Directors:
 - i. The purpose of presentations is to give the Board of Directors a better idea of what library employees do on a daily basis and a fuller understanding of the services that LCLS provides.
 - ii. The presenter will provide a one-page summary to the Executive Director (County Librarian) at least two weeks prior to the scheduled presentation. The employee's division, job title, and the date of the presentation will be included. This summary will be sent to the Board in a packet prior to their meeting.
 - iii. The file name should be included as a footer to this document.
 - iv. The actual presentation should be 10 to 15 minutes long and include information or anecdotes that are not included in the one-page summary.

- v. If an employee chooses to do a PowerPoint presentation (which is not required), the employee must set up the presentation prior to the meeting.
 - vi. If the employee prepares a PowerPoint presentation, it must provide information in addition to the summary handout.
- 6. If an employee is handling a general employee meeting, they are responsible for the following:
 - a. Check the wiki for the schedule of employee meetings and the date responsible for coordinating.
 - b. If the meeting is slated for a program, arrange for the presenter. Arrange for someone to greet the presenter and make them feel welcome. If there are costs involved, obtain approval from the Executive Director (County Librarian) about two months in advance of the meeting.
 - c. If the AV cart is needed for the meeting, book it in the meeting room software. If assistance from IT is required, the employee should plan this at least a week in advance by submitting a Technology Hardware and Software (THS) Form.
 - d. If an employee would like any set-up other than the normal tables facing front with chairs facing front, send a Facilities Work Order Request Form at least one week prior to the event.
 - e. Go to I:\Staff Meetings (Director)\Agendas and locate the agenda template. Complete a draft agenda and save it in the appropriate FY folder as "Staff Meeting Agenda YEARMMD (e.g., 20180313)." Send the draft to the Leadership Team at least one week prior to the notice sent to employees.
 - f. Send an email to staff@lclsonline.org with the date and time of the employee meeting with the agenda attached. Note: This needs to be done by the Tuesday of the week prior to the meeting.
 - g. Food for the meeting:
 - i. The Café will provide food. Send an email reminder to Café employees.
 - ii. Facilities will set up coffee/tea service. Send a reminder email to Facilities.
 - h. On the day of the meeting:
 - i. Ensure that the room, AV cart, and food are set up at least 15 minutes prior to the meeting start time.
 - ii. Bring 10 copies of the agenda to the meeting. Place one copy at the podium.
 - i. Bring any other items or supplies that may be needed such as flip chart, pencils, etc.
 - j. Microphones must be used at all meetings. It is the employee's responsibility to get these from the Ask Here desk on the first floor.
- 7. Write a thank you note to the presenter, if applicable, and complete any additional follow-up after the meeting.

PROCEDURE – NAMETAGS

1. All employees and volunteers wear LCLS tags identifying them as employees or volunteers while they are working for the library.
2. The Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service, managers, assistant managers, and unit supervisors will have nametags with the employee's first and last name. Other nametags may have an employee's first name and the title of their position or an employee's first and last name and the title of their position. Volunteers may have their name printed on a nametag if he/she wishes to do so after they have met the qualifications to receive a nametag.
3. If an employee loses their nametag, they should notify their supervisor as soon as possible. The employee is responsible for the replacement cost of the name tag in the event it's lost or stolen. The current replacement cost is \$10.
4. Supervisors should inform Human Resources to order nametags for new employees, position changes, and/or to replace lost nametags.
5. New employees who have questions about their nametag or wish LCLS to reconsider what is on their nametag may discuss this with their supervisor who will discuss the request with the Executive Director (County Librarian) or designee.

PROCEDURE – NETWORK, COMPUTER SYSTEMS

1. Each employee has space allotted on the file server where the employee can save data. File management, including adding/deleting files and creating/deleting folders, is the responsibility of each employee. Assigned space is by login name. The space is shared with any other user using a computer that is logged into the network with the same login name. The space allotted is limited in size; employees should only save what is necessary and should delete unnecessary files. The file server is backed up every night Monday through Friday so if a file is accidentally deleted, Information Technology Services (IT) employees can usually retrieve the file from a backup copy.
2. Employees should not save files to the local hard drive. The local hard drive is not backed up and has software installed to wipe out any changes made. Files saved to the local hard drive will be lost if there is a hardware malfunction or when the PC is shut down or restarted. IT employees will not work to retrieve any files saved to the local hard drive without discussion with the employee's supervisor, IT Manager, and Executive Director (County Librarian).
3. All software installed on a library PC must be approved by the Executive Director (County Librarian) or IT Manager, including screensavers, wallpaper, etc. Employees may not use any personal hardware (e.g., keyboard, mice, and speakers) on library computers.

IT EMERGENCIES

Employees should use basic troubleshooting procedures to determine the scope of the computer problem, including rebooting the device, making sure it is turned on, and checking to make sure cables are secure.

1. In the case of an IT emergency:
 - a. Employees should call IT employees immediately. If IT is unavailable, employees should call a manager or the Manager on Duty. Examples of IT emergencies include:
 - i. A public printer down or inoperable after all troubleshooting has been completed (device is on, has been rebooted, cables are connected tightly, etc.) and the patron is waiting for their print job.
 - ii. Any public service desk workstation is down and inoperable and after all troubleshooting has been completed (device is on, has been rebooted, cables are connected tightly, etc.).
 - iii. Any hardware that appears to be smoking, crackling or on fire.
 - iv. Anti-virus software indicates a virus on a computer.
 - b. Any major loss of service including, but not limited to:
 - i. ALL computers are down.
 - ii. ALL internet access is down.
 - iii. ALL wireless access is down.
 - iv. Security gates are not working.
 - v. ALL self-checks are down.
 - vi. ALL Library Mates are down.

- vii. Sort machine is not working.
 - viii. Anti-virus software indicates there is a virus on a computer.
 - c. Patron cannot connect to the wireless network:
 - i. Verify the patron has followed the Get Connected! sheet.
 - ii. If the Get Connected! sheet was followed and the patron cannot connect, contact IT to troubleshoot the wireless network.
 - d. If the wireless is working and the patron still cannot be connected, we are not able to provide further assistance as per the Technical Support section of the Get Connected! sheet. If the patron cannot connect, something on the device is preventing the connection (such as settings, firewall, virus, malware or hardware). The patron may wish to seek assistance from a local computer repair shop.
- 2. AV in the meeting rooms:
 - a. If patron is in need of immediate assistance, call the MOD or IT; otherwise, complete a THS form.
 - b. IT employees should call Facilities if the issue is mechanical.
- 3. Unless otherwise instructed, it is helpful for IT to receive a Technology Hardware/Software (THS) form for all non-emergency computer problems. IT employees should prioritize and work on the problem as soon as possible. If an employee feels it should be handled immediately, they should contact their supervisor and he/she may determine if IT should be called. If an employee's computer is down, the employee should use another computer to complete the THS form.
- 4. If it is a weekend, evening or other time when no one is in the IT Division and the Executive Director (County Librarian) is not in the building, employees should contact the MOD.
- 5. The MOD will attempt to contact the following individuals in this order until they reach one of them:
 - a. On-call IT Lead Technician;
 - b. IT Manager; or
 - c. Executive Director (County Librarian)

PASSWORDS

The library network has several different software applications which require passwords to access. The following is a list of what different LCLS passwords will allow access to:

- 1. Network login:
 - a. This is the first user name and password box that comes up when a workstation is powered on. Providing the proper user name and password will allow limited access to the LCLS network and the user's email. Without the proper user name and password, access to the LCLS network will be denied.
- 2. WorkFlows
 - a. WorkFlows is the Integrated Library System (ILS) client software used to access the patron and materials databases. It requires another user name and password. Providing the proper user name and password will give access to the employees' side of the library catalog system. The user name and password for

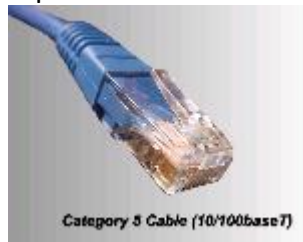
WorkFlows is separate from the other user names and passwords and is assigned through the WYLD office at the State Library.

3. Email login:
 - a. If on a shared computer, employees will need to use their username and password to access their email.
4. Meeting room software
 - a. There are several shared user logins for the Space Tracker meeting room software. Employees should see their supervisor for the user name and password.
5. Statistic software:
 - a. There are several shared user logins for the Desk Tracker statistic tracking software. Employees should see their supervisor for the user name and password.
6. Other software with logins:
 - a. Schedule3W (S3W) – scheduling software
 - b. PBworks – wiki, <https://my.pbworks.com>
 - c. LCLS intranet – www.larmlib.org
 - d. Beanstack – reading challenge software, <https://lclsonline.beanstack.org/reader365>
 - e. PITS – incident tracking software, <https://lclspits.quipugroup.net>

VIRUSES

Since employees work on a network, ALL computers talk to each other. If one computer gets infected, it may copy itself to all other computers on the network including the server.

1. If an employee suspects a computer has a virus, the employee should immediately unplug the network cable from the back of the computer. The network cable looks like a phone cable:



2. Call IT employees. If IT is not available, call a supervisor. The supervisor should contact IT at home.
3. IT employees complete the following:
 - a. If it is a virus:
 - i. Determine if it has spread to the rest of the network.
 - ii. Research what to do to get rid of the virus.
 - iii. Download, update, and scan servers.
 - iv. Confiscate the computer.
 - v. Remove the virus from the infected computer.
 - vi. Update the virus signature on the computer and scan the computer.
 - b. If it isn't a virus:

- i. Plug the computer back into the network.
- ii. Update the virus signature on the computer and scan the computer.

SORT SYSTEM MALFUNCTIONS – EVENINGS

Shelvers should troubleshoot issues regarding the sort system in the evenings. If they cannot troubleshoot the issue, they should contact the MOD. The MOD should troubleshoot. If the MOD is unable to get the system operational, the MOD should use the following guidelines to determine if they should contact the IT employee on call to come in to fix the system. The MOD should use their judgment in terms of how busy it is and/or what time of night it is before calling IT.

Circulation & Branch Services employees can usually handle returns at the Cards & Accounts Desk or at the Shelver computer in the Sort Room if it is close to closing, if it only affects one or two library mates or if it is a slow evening. Although Facilities employees will receive a form, the MOD should follow up and let them know it was not working at closing. The Facilities Superintendent will look at it first thing in the morning.

Call the IT employee on call to assist if:

1. The entire system goes down and the MOD is not able to get it back up again; or
2. If it is a high return day (e.g., after a holiday, closure, etc.) and employees are unable to process items effectively with limited machines working.

PROCEDURE – NETWORK, TELEPHONE COMPLAINTS

There are several components within the phone system that could be causing problems. To assist IT employees in troubleshooting, employees should gather as much information as possible and complete a THS form, send an email to IT@lclsonline.org or call the IT help number.

PROCEDURE – NON-LIBRARY ASSISTANCE TO PATRONS

Employees are not required by library policy or directive to provide a ride or any other non-library related assistance to library patrons. If an employee chooses to do so anyway, be advised this would not be part of duties as a library employee and that the employee may be absorbing individually any liability or consequences that can result from such activities. Employees should never let a minor patron in their car and never be alone with a minor patron on library property.

PROCEDURE – NOTARY SERVICES

Notary services are provided to the public by the Business Office, Deputy Director of Operations, and Adult Services staff. Notary services are not provided at the Greeter Desk.

MON-FRI	10 am – 5 pm	Reception (second floor)
MON-FRI	5 – 9 pm	Adult Services (third floor Ask Here desk)
SAT	10 am – 6 pm	Adult Services (third floor Ask Here desk)
SUN	1 – 5 pm	Adult Services (third floor Ask Here desk)

FIRST COMMISSION (after July 1, 2021)

1. Download the Wyoming Secretary of State's Notary Public application/renewal form at <https://sos.wyo.gov/Services/Notaries.aspx>. Complete the form, including reviewing the Notary Education Presentation, completing the exam that is part of the application, and filling in the oath of office. Another notary must notarize the oath.
2. Send an email to office@lclsionline.org to request a check payable to Wyoming Secretary of State for the filing fee. The fee is \$60 as of 7/2021.
3. Send the form and check to the Secretary of State's office. Approval is usually processed in 5-7 business days and an email will be sent to the notary that will include their Appointment Letter and Certificate of Commission. The notary should keep these documents.
4. Request a notary journal and notary stamp from the Business Office. As of July 1, 2021, the stamp format is specified by law; see the information [here](#).
5. Notary journals and stamps for Adult Services staff are kept in a file box at the third floor Ask Here desk.
6. Commissions expire every six years. Start the renewal process about six weeks before expiration.
7. When an employee leaves the library, they may take their commission certificate, stamp, and notary journal.

RENEWING A COMMISSION (if issued before July 1, 2021)

1. Follow steps 1-3 above.
2. Request a **new** notary stamp from the Business Office since the format has changed. As of July 1, 2021, the stamp format is specified by law; see the information [here](#).
3. Commissions issued after June 30, 2021 will not need a new stamp at renewal since the first stamp will have the new format.

OTHER NOTARY LOCATIONS IN CHEYENNE

Call for availability and fees.

- Lincolnway Pawn (307) 632-3820
- Marv's Other Place (307) 632-8636
- UPS Store (307) 634-9494

BASICS

- **NEVER GIVE ADVICE.**

- “Notarization is the assurance by a duly appointed and impartial Notary Public that a document is authentic, that its signature is genuine, and that its signer acted without duress or intimidation, and intended the terms of the document to be in full force and effect.”
- Suggest a different notary if the signer is related to the notary or there is ANY potential conflict of interest. See list above for some options.
- Respect the signer’s privacy (i.e. do not comment on documents). If there are other patrons present, try to find an area that has a little privacy.
- The notary may refuse to notarize a document if they are unsure of the identity of the person signing or their ability to understand what they are signing.
- For more information:
 - [Wyoming Revised Uniform Law on Notarial Acts](#)
 - Wyoming Secretary of State Notary Public website <https://soswy.state.wy.us/Services/Notaries.aspx>
 - Training information <https://www.nationalnotary.org/notary-bulletin/blog/2015/04/5-steps-proper-notarization> and other posts on this site.

TYPES OF NOTARIAL ACTS

- **The notary may NOT give advice on the type of notarial act needed.** There are sample notary certificates on the Secretary of State’s website which the signer can use to help them decide, or they should consult an attorney, the person/agency who created the document or the person/agency who will receive the document.
- Signature witness
 - Notary witnesses a signature.
- Acknowledgment (individual or representative capacity)
 - The signer acknowledges that they signed the document.
 - The notary does **not** have to witness the signature. If the document is already signed, the notary should ask, “Do you acknowledge that the signature on this document is yours?”
- Jurat (signed and sworn)
 - The signer swears or affirms that the statements in the document are true.
 - The notary **must** witness the signature.
- Oaths/affirmations
 - Person makes a solemn pledge attesting to the truth of statements.
 - May be administered orally without a related document or as part of an affidavit or jurat.
 - Signer must choose between oath and affirmation.
 - Oath = swearing to a higher power. “Do you swear that the statements in this document are true?”
 - Affirmation = pledging personal honor. “Do you affirm that the statements in this document are true?”
 - False statement = perjury
- Copy certifications
 - Notary certifies that a copy is an accurate reproduction of the original.

- In Wyoming, notaries may NOT certify copies of vital records such as birth certificates, marriage licenses or transcripts.
- If the person brings a copy, they must also bring the original for comparison. If they have only brought the original, the notary can make a copy for them.

STEPS TO NOTARIZE DOCUMENTS

1. Appearance in person

- a. Is the signer present before the notary?
 - i. Yes. Continue to step two.
 - ii. No. Document cannot be notarized.
- b. Can the notary communicate directly with the signer (i.e. without a translator)?
 - i. Yes. Continue to step two.
 - ii. No. Document cannot be notarized.

2. Examine the document

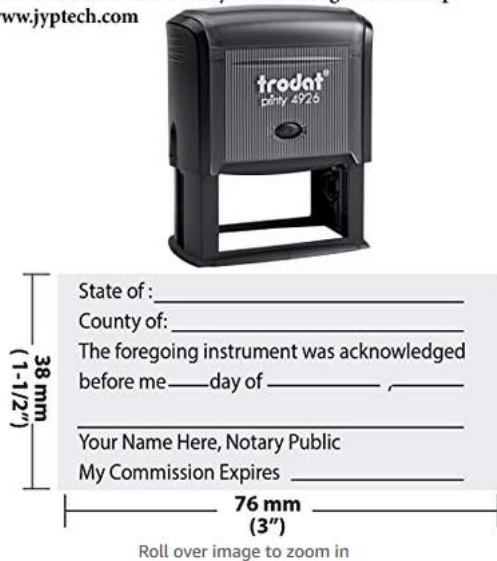
- a. Is the entire document presented? Can the notary identify the type of document, such as a will or deed? Note: the document does NOT have to be in English, but the notary must be able to understand the language in which it is written. Do NOT notarize if the notary cannot understand the language.
 - i. Yes. Continue to step three.
 - ii. No. Document cannot be notarized.
- b. Compare the document date with the notarial act date (today).
 - i. The notarial act must be same-day or after the document date.
 - ii. Document must have a date. Ask signer to date the document if necessary.
 - iii. Oaths and acknowledgments must be same-day.
- c. Check the document for blanks or incomplete statements.
 - i. This is NOT a review of legality. It is to make sure the document cannot be changed after signing.
 - ii. If blanks are present, ask signer to complete them or write "Not applicable."
 - iii. Blanks for additional signatures are OK (but make a note in the journal entry).
 - iv. Spaces marked "Official Use Only" or similar are OK.
- d. Are there any incorrect items?
 - i. Notaries *may* correct items such as the venue, but are not obligated to do so. Exercise discretion. If in doubt, *do not* make corrections.
 - ii. Use ink to draw a line through incorrect items and write corrections above them. Write initials and date adjacent to the corrections.
 - iii. Do NOT use Liquid Paper or similar products.
- e. Is the signature(s) a handwritten original?
 - i. Yes. Continue to step three.
 - ii. No. Stamped, photocopied or faxed signatures cannot be notarized.
- f. Is the signer acting willingly and/or signing of their own free will. **Ask** the signer.
 - i. Yes. Continue to step three.
 - ii. No, it appears that the signer is being pressured. Do NOT notarize.

- g. Is the signer aware of what is going on?
 - i. Yes, the parties can carry on a normal conversation. Continue to step three.
 - ii. No, the signer appears to be ill, disoriented, under the influence of alcohol or drugs or appears to be too young to understand the transaction. Do NOT notarize.
- 3. Identify the signer
 - a. Does the notary personally know the signer?
 - i. Yes. Continue to step four.
 - ii. No. One of the following is required.
 - 1. Government-issued ID with photograph (driver's license, passport, ID card) OR
 - 2. Oath or affirmation by one credible witness personally known to the notary and the signer OR
 - 3. Oath or affirmation of two witnesses who each
 - a. Are unaffected by the document or transaction AND
 - b. Know the signer AND
 - c. Show government-issued ID with photograph.
 - iii. Use the wording below or similar language. The question and answer must be spoken aloud and the witness must say, "I do" or "Yes."
 - 1. Oath: Do you solemnly swear that the signer truly holds the identity they claim, so help you God?
 - 2. Affirmation: Do you solemnly affirm, on your own personal honor, that the signer truly holds the identity they claim?
- 4. Record journal entry
 - a. One entry per signature/document (e.g. if one person signs two documents, create two entries)
 - b. Date and time of notary act
 - c. Type of notarial act performed
 - d. Location of notarial act (aka venue)
 - e. Title/type of document or transaction
 - f. Date on document (or "no date," "undated")
 - g. Method used to identify signer, including expiration date if applicable
 - h. Notes on transaction, such as having the person read an oath before signing.
 - i. SIGNER: printed name and address, signature
- 5. Complete notarial certificate
 - a. If the document does not have a pre-printed notarial certificate, add one using the Notary Acknowledgement Stamp (see image below). If there is not room on the document for the stamp, attach an additional sheet. Include a statement identifying the document to which it is being attached.
 - b. Affix a legible impression of the notary's seal/stamp (even if the document says, "No notary seal required"). Do not cover any text. If there is not enough space on the

document, the notary may attach an additional page which identifies the document being notarized or the notary may refuse to notarize.

- c. The notary must sign the notarial certificate EXACTLY as it appears on the commission and seal/stamp.
- d. Write in the notary's commission expiration date.

4926-S01-Black Ink -Notary Acknowledgement Stamp
www.jypotech.com



NOTARY FAQs

Q: When notarizing a vehicle bill of sale, do all parties listed as owners have to sign the document in the presence of a notary?

A: Yes. Per the Wyoming Secretary of State Notary Handbook (p. 36 in the PDF): "First and foremost, every person signing must appear before the notary for the notarization to be valid. Every signer must sign just as his/her name appears on the title."

EXCEPTION: Titles issued Jan. 1, 2020 or later which list multiple names joined by "or" can be signed by one person. EXAMPLES:

Title issued July 2015 to Jane and John Doe – both must sign

Title issued July 2020 to Jane and John Doe – both must sign

Title issued July 2015 to Jane or John Doe – both must sign

Title issued July 2020 to Jane or John Doe – one person can sign

NOTE: the buyer(s) will have their signature(s) notarized at the clerk's office when the title is updated.

Q: When notarizing a document that requires more than one signature, are all parties required to sign *at the same time* in the presence of a notary?

A: The Wyoming Secretary of State Notary Handbook does not clearly state that every person signing must appear before the notary *at the same time* for the notarization to be valid, but it seems reasonable to assume that all persons must appear and sign the document at the same time.

Q: Can I notarize a handwritten document (e.g., bill of sale)?

A: Yes. All parties need to sign it and print their names by their signatures. The notary should write, “This is an acknowledgement of signatures for *all of the names*” before notarizing. Use the Notary Acknowledgement Stamp (see picture above) in addition to the notary’s signature stamp.

PROCEDURE – NOTICE TO LEAVE (TERMINATE EMPLOYMENT)

Employees should use an 8½" x 11" sheet of paper or email to submit notice of termination of employment. The document must be signed. A two-week notice is appreciated.

PROCEDURE – OPENING, PREPARING THE LIBRARY FOR THE PUBLIC

1. All public areas of the library and all public service desks should be staffed, set up, and ready to serve the public from the exact time of opening until the exact time of closing.
2. All public computers should be turned on and logged in automatically.
3. Lights are on a timer system and are turned on and off automatically.
4. Café employees should open the east and west doors when The Library Café opens each morning (Monday through Saturday). The Manager on Duty should open the east and west doors at noon on Sundays (one hour before the library opens). The Allen wrench key for the east doors and the key for the light switch cover are on a key ring located at the first floor Ask Here desk.
5. Facilities employees should open the gate Monday through Friday. Security personnel should open the gate on Saturday and Sunday.

PROCEDURE – PARKING

1. The northeast parking lot is designated for employee parking.
2. A total of five parking spaces in the employee parking lot are reserved spaces. The four western-most spaces along the building are reserved as follows – west to east: unloading space, handicap parking, Executive Director (County Librarian), and Deputy Director of Operations. Two spaces on the northern side of the parking lot are marked and reserved for the Deputy Director of Public Service (east space) and Foundation Director (west space).
3. An employee may request to reserve and use the handicap parking space by notifying the Executive Director (County Librarian). The Executive Director (County Librarian) will notify all employees that the handicap parking space is reserved for the employee in need.
4. If no employee needs the handicap parking space, any employee may use it.
5. When the employee parking lot is full, employees may use the northern-most spaces (spaces facing 23rd Street) of the public parking lot or may park on 23rd Street.

PROCEDURE – PATRON PRIVACY

1. All patron records are for library business only. Any other use is considered an invasion of a patron's privacy and is in violation of Wyo. Stat. Ann. §16-4-203.
2. Employees may not be given any information on their spouse/partner's library record, including items checked out or on request.
3. Parents and/or guardians who have legal responsibility for a minor's library usage under the contract signed when issued a library card may know what a minor has checked out or on request.
4. Requests for access to any patron records or other information that can only be obtained from the patron's registration, circulation or other usage records by law enforcement or any other authority or individual must be directed to the Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service, or a division manager using the appropriate chain of command.
5. By default, the current system used for circulation of materials does not retain any information regarding what an individual has checked out in the past; however, patrons may opt-in to track the information Items currently checked out. Items lost, overdue or damaged remain on a patron's record.

PROCEDURE – PAYMENT AT TERMINATION OF EMPLOYMENT

1. Employees who are leaving the organization should, when possible, have an exit interview with the Deputy Director of Operations, Deputy Director of Public Service or Executive Director (County Librarian).
2. The Deputy Director of Operations should inform the Business Office if they should mail the employee's final check or if the employee will pick up the check. If the employee does not pick up the check after seven working days following the date of termination, Business Office employees will mail the check.

PROCEDURE – PERSISTENT CALLERS

Persistent callers are people who call seeking the same information repeatedly, call numerous times a day with seemingly random requests for information or seem to want to talk instead of seeking information. It is generally difficult to end an interaction with them. Patrons who occasionally talk for a long time or ask random questions are not persistent callers. This procedure will apply only to repetitive and obsessive callers as determined by a manager or administrator.

1. Use strategies to disengage from persistent callers.
 - a. Put calls on hold while searching for information.
 - b. Call coworkers who appear to be stuck and offer an out.
 - c. Use tactful wording to end the call. Some examples:
 - i. "I need to help another patron now."
 - ii. "Do you have a library-related question?"
 - iii. "I have to go now."
2. Keep a log to document patterns. A manager or administrator will use this information to decide if a person has become a persistent caller.
 - a. Excel document = "Call log for persistent callers"
 - b. Open from the shortcut on the desktop (all Ask Here desks, Cards & Accounts, Reception, Special Collections, Teen, branches)
 - c. Save and close after adding information. The document is shared between multiple desks so it should not be left open or other desks will not be able to add information.
3. The manager or administrator will talk to the patron and inform them that their calls will be limited. The manager or administrator will complete an incident report that clearly outlines the limits, which consist of the following:
 - a. One call per day.
 - b. Up to two questions per call.
4. When a caller has been identified as persistent and an incident report has been written, employees will follow these guidelines:
 - a. Put the caller on hold.
 - b. Check the call log to see if they have already been helped today.
 - i. If so, tell the caller "I am sorry, you have reached your call limit for today. I need to hang up now."
 - ii. If not, assist them with two questions.
 - c. If the caller complains, refer them to the Executive Director (County Librarian) by phone or email.
 - d. Hang up if necessary.
 - e. Update the call log (see Step 5).
5. Follow up
 - a. The persistent caller log will have a Calls per Day column.
 - b. Note each call in the Calls per Day column.

- c. When the number of calls in one day reaches four, add a comment to the original incident report.
- d. If the caller violates the Code of Conduct, such as using foul language, create a new incident report.
- e. Administration will use these records to decide whether to block the caller's phone number.

PROCEDURE – POLICE REQUESTS

1. LCLS will protect patron privacy in compliance with Wyo. Stat. Ann. §16-4-201 through 204.
 - a. LCLS will not give out information about what a person is reading.
 - b. LCLS will not give out information about what a person looked at on the internet or a computer.
 - c. LCLS will not give out information about what information the person asked employees to help him/her find.
 - d. LCLS will not give any information from the person's library account.
2. Any police officer, FBI agent, social worker or other officer of the law will need a court order or warrant to see patron records or to access public computers in any manner other than how they are available to patrons.
3. If a court order, search warrant or any other legal document is presented to an employee, they should contact a manager or the Manager on Duty and he/she should contact the Executive Director (County Librarian).
4. The Executive Director (County Librarian) or designee should direct all requests with subpoenas, court orders or search warrants to the County Attorney.
5. A police officer, FBI agent, social worker or any other officer of the law may attempt to rush compliance of a court order or warrant. LCLS intends to comply with the law, but under the direction of the County Attorney.
 - a. EXAMPLE – (The following questions came about from an actual event and the County Attorney's response regarding patron privacy):
 - i. If a sheriff/police officer says there is a child missing, can employees give the names of other minor children who were in the library at the same time as the child who is missing? Is it OK to give out the time the child left the library?
 - ii. ANSWER: LCLS cannot give out information that could only be obtained from the patron's registration information, circulation records or other usage records.
 - iii. If an employee only knows the patron's name because they saw it on the screen as the patron checked out, the employee cannot provide this information to anyone (police/FBI/sheriff) without a court order or subpoena (and after consulting with the County Attorney).
 - iv. If the only way an employee knows the time a person left would be via a sign out of some kind or checkout time on a patron's library account, employees cannot give out information on the time a person was in the library.
 - v. If an employee knows the child/person and just sees them in the library, the employee may be able to assist the police/FBI/sheriff. If an employee just happens to have noted the time the person left, an employee could share that information.

PROCEDURE – PRESENTATIONS

Use the following process for preparing for professional presentations, such as at the Wyoming Library Association annual conference:

1. Schedule the presentation's practice session by emailing Community & Media Relations (CMR) and the employee's supervisor with potential meeting times. The practice session team should consist of the employee's supervisor and a CMR representative.
2. Send your PowerPoint slides to CMR and the employee's supervisor three days before the scheduled practice session. The employee's supervisor and the CMR representative should have some written comments prepared in time for the practice presentation.
3. During the practice session, the employee's supervisor and a CMR representative should provide the employee with constructive feedback on their PowerPoint slides, presentation skills, etc.
4. The employee should incorporate the relevant feedback from their supervisor and CMR representative into their presentation and PowerPoint.
5. The employee should send a final copy of the PowerPoint to their supervisor and CMR for final approval.

PROCEDURE – PROFESSIONALISM

Working in a public environment, the public's perception of government employees' work ethic is always under scrutiny, which creates its own set of situations that may not apply in other work environments. The following are some guidelines:

1. Employees should keep personal conversations in public view to a minimum, especially at public service points. Employees should stop conversations immediately when a patron appears to need help or approaches a public service desk.
2. Employees at public service desks must constantly be aware of patrons in the library and be alert to assist them or be aware of their presence. All of an employee's actions should convey professionalism. That is why no gum chewing or eating is allowed at public service desks, why employees should not lean on counters or low walls, etc.
3. Laughter, loud talking, three or four employees carrying on casual conversation while working, etc. can be heard by the public and perceived as employees "goofing off" and/or "wasting the taxpayer's money." The only place employees can ensure a member of the public might not misunderstand these activities would be in employee areas away from the public.
4. Employees' backs should not be facing the elevator or public stairwells (think of the desk as a stage), especially at Ask Here desks when only one person may be at the desk.
5. Listen for the elevator and people coming up/down the stairs so that employees can smile at or greet the person (if a guest in a home walks into the kitchen, the host acknowledges them). Employees should develop this habit even if only every seventh person acknowledges them.
6. Smile or exhibit other welcoming physical behaviors – lean forward, sit erect so the employee looks alert and ready to serve, etc.
7. Smile when answering the phone.
8. Employees should understand the concept of urgency and demonstrate behaviors that show they are attentive to the needs of others and that the patron's needs are very important to the library. When there are no people present, employees work in a professional manner and are not too casual when working on tasks. Employees are aware that how you look at a desk when you are not serving patrons conveys something to any member of the public using the library or walking by you.
9. Avoid leaning on desks, sitting back casually in chairs, and never sit on a desk surface.
10. Never point. Whenever possible, walk with the person to the area. For example, when at the Greeter Desk, walk over to the library card application forms or walk with the patron to the shelving area (unless they indicate they know how to find something). Rather than pointing, use an open hand to direct.

PROCEDURE – PROFESSIONAL ACTIVITIES, EMPLOYEE PARTICIPATION

1. LCLS encourages participation in Wyoming Library Association (WLA), Mountain Plains Library Association (MPLA), American Library Association (ALA), and other professional organizations that may apply to a specific job. LCLS will pay for LCLS board members, the Executive Director (County Librarian), deputy directors, managers, and assistant managers to be members of WLA.
2. Prior to agreeing to serve in these organizations on committees, running for office, making presentations or agreeing to any other activities that would legitimately be considered time worked, the Executive Director (County Librarian) or designee must first grant approval. This includes exempt employees.
3. Information that should be included but not limited to in deciding participation:
 - a. Will LCLS's human resources be depleted due to the number of employees already participating?
 - b. Will LCLS dominate that organization due to the number of employees already serving or due to a succession of employees having served in an office?
 - c. Can LCLS bear the cost to support an employee's participation?
4. Employees who are approved for participation and then have travel or other costs should apply for applicable LSTA grants via the Wyoming State Library or McMurry grant funding. See the GRANTS procedure for more information.
5. Employees attending an association's event or conference may be asked to give an oral report about the activity at a general employee meeting.

PROCEDURE – EVENT PARTNERSHIP

1. LCLS develops community partnerships through events that fit within the library's mission to serve the people of Laramie County by encouraging and supporting lifelong learning and adventure.
2. Partnerships are dependent upon the type of event, the professional experience of the community partner, and time commitment requirements.
3. The Adult Programming Specialist, with help from the Deputy Director of Operations, the Youth & Outreach Services Manager (when applicable), Deputy Director of Public Service, and Executive Director (County Librarian), will determine whether a partnership should be considered. Meetings to determine partnerships do not have to be formal or in person, but must address the partnership and whether additional parties should be included to reduce the likelihood of favoritism (e.g., to lead a yoga class, multiple local yoga professionals should be considered. If they agree to the timeframe, date, and event parameters, multiple professionals may be a partner for the event).
4. Employees should add partners to the Partner List workbook (located in the Programming folder).

IF LCLS APPROACHES A POTENTIAL PARTNER

1. If the partner involves an L2B program, employees should use the L2B Partnership Proposal document and inform the Business Services Coordinator and Adult Services Manager.
2. The coordinating employee should use the Laramie County Library System Program Proposal Form as a guideline for discussing details of the program with the potential partner and complete the form.
3. The coordinating employee should complete the Laramie County Library System Memorandum of Understanding (MOU).
 - a. LCLS employees should complete the MOU for all presenters; however, one-time presenters who do not require a lot of accompanying details or partners who have worked with LCLS in the past and proven themselves as reliable and professional partners may not need to sign the MOU. The MOU would serve as an informal record only.
 - b. Events that are more complicated and events that are in a series should include a signed MOU so that all details are laid out for and agreed upon by all partners.
4. If the program is pursued, refer to and use the appropriate event checklist.

IF A POTENTIAL PARTNER APPROACHES LCLS

1. The potential partner must fill out a program proposal form, located on the library website. This form is sent to Community & Media Relations employees who should forward it on to the appropriate party if not within adult programming.
2. If LCLS decides to proceed with the partnership, employees must complete a Laramie County Library System Memorandum of Understanding (MOU).
 - a. One-time presenters who do not require a lot of accompanying details or partners who have worked with LCLS in the past and proven themselves as

reliable and professional partners may not need to sign the MOU. The MOU would serve as an informal record only.

- b. Events that are more complicated and events that are in a series should include a signed MOU so that all details are laid out for and agreed upon by all partners.
3. If the event is pursued, refer to and use the appropriate event checklist.

PROCEDURE – PUBLIC ACCESS TO RECORDS KEPT BY THE LIBRARY

1. LCLS protects patron privacy in compliance with Wyo. Stat. Ann. §16-4-201 through 204.
2. If an employee receives a request for access to patron records, they should direct the request to the Executive Director (County Librarian) or designee.
3. The Executive Director (County Librarian) or designee will direct all requests with subpoenas, court orders or search warrants to the County Attorney.
4. All new employees shall sign a Confidentiality of Patron Privacy agreement at the time of hire.
5. All requests for inspection of records must be put in writing to the Executive Director (County Librarian) or designee.
6. The Business Office should retrieve the records as instructed by the Executive Director (County Librarian) or designee.
7. Timeframe for retrieval of items will be determined by the Executive Director (County Librarian), taking into consideration the workload of the office.
8. Employees should provide a date to the requester, no later than five working days after receipt of written request, stating when the requested records will be available.
9. No one may remove any original records from Laramie County Library System for photocopying.
10. The Executive Director (County Librarian) or designee will determine if the Business Office or the requestor should make copies.
11. Employees or the requestor should make all copies on the library's business copier. There is a fee of \$0.10 cents per page, or whatever the current fee is for public copies.

PROCEDURE – PURCHASING

1. The Business Office has a list of stores that have a house charge account and a list of who is authorized to charge items for the library. Contact the Business Office for procedures for the various house charge accounts.
2. Determine whether the purchase is a System or Foundation expense and whether a Purchase Order (PO) is required. Generally, POs are required for items (other than library materials) that exceed \$500. Contact the Business Office if there are questions about whether a PO is necessary.
3. Choose the appropriate Charge Reimbursement form or Purchase Order Request form and fill out all fields as indicated. Charge Reimbursement forms are located in the reception area.
4. Employees who purchase supplies for events or crafts must complete a Charge Reimbursement Form and give it to the Business Office along with the receipt. This is a requirement for all purchases including in-store charges, online purchases, and phone orders.
5. Items requiring a PO may not be ordered until a PO has been approved and signed. POs may be requested by filling out an online Purchase Order Request form. The request must include the following information: vendor contact, item number, quantity, price, and account number. If the item is being ordered from a catalog, submit a copy of the page where the item can be found in the catalog and highlight the item information.
6. The Business Office will process the request and complete a purchase order for the Executive Director (County Librarian) or Deputy Director of Public Services to approve and sign.
7. Business Office employees will provide a copy of the signed PO to the requestor. Once the requester receives the copy of the approved purchase order, he/she may order the items.

PROCEDURE – REQUESTS TO FOUNDATION FOR FUNDING OF SPECIFIC ITEMS

1. The Foundation Director will be present at the annual meeting of the Leadership Team when planning occurs for requests and needs for the following year's budget.
2. The Foundation Director may identify what items would be easy to raise funds for; however, the division manager who has put forth the request may indicate if they would prefer it be included in the voting done by the Leadership Team for inclusion in the System budget.
3. Once voting is complete, the Executive Director (County Librarian) will meet with the Foundation Director to discuss the wish list and what the Foundation Director would like to include for fundraising.
4. If one of the items is voted on for inclusion in the System budget, the Foundation Director may still seek donations to fund it. However, if in December of the fiscal year the Foundation has not found a donor, the System will purchase that item if it has remained in the System budget.
5. Requests from the System Board to the Foundation Board for items needed in the following fiscal year will be prioritized in order of need.
6. The Foundation will receive those requests by May 30 each year as the Foundation plans the Foundation budget.
7. In June each year, the Foundation Director will meet with the Executive Director (County Librarian), Deputy Director of Public Service, and the division manager who made the request to provide an update on progress made for items that were in the current fiscal year requests.
8. Items not funded by the Foundation in one fiscal year will go into the next year's request, again prioritized.
9. If an item is not funded in the first year, depending on level of need, the System may seek grants and other means to obtain the item. For example, the train table on the second floor was very heavily used until it became necessary to remove it due to wear and tear. That item was a priority item when the library opened after COVID-19. The System was not able to wait on the Foundation to raise funds if other options became available to fund it after June 30.
10. The Foundation Director will communicate what is needed from the System to ensure there is accurate and complete information to present to a donor. The System will get that information to the Foundation in a timely manner.
11. If a prospective donor asks for changes or additions to the item as presented, the changes or additions must be approved by the Executive Director (County Librarian) in consultation with the Deputy Director of Public Service and the division manager who made the request.
12. Community & Media Relations will promote the donation with social media and when possible, traditional media.

PROCEDURE – RETIREMENT

1. Individuals eligible to participate in Wyoming Retirement System (WRS) will begin enrollment during their orientation with the Deputy Director of Operations.
2. The Deputy Director of Operations will complete and upload the initial enrollment form online to WRS. WRS will send the employee an email with instructions for finalizing the enrollment process.

PROCEDURE – RFID TAGS

1. We utilize RFID (radio frequency identification) tags for workflow efficiency and as a theft deterrent.
2. If an employee finds an RFID tag that was removed from an item, send an email to selectors@lclsonline.org with the item barcode.
3. The appropriate selector should take action to mark the item DISCARD and order a replacement copy, if needed.

PROCEDURE – SAFE ENVIRONMENT

1. LCLS is committed to maintaining a safe environment for the public, employees, and volunteers.
2. Refer to the LCLS Emergency Action Plan for the employee's location.

PROCEDURE – SALARY SCHEDULE

1. If funds are available, merit increases generally go into effect on the paycheck following an employee's annual evaluation.
2. Some non-exempt full-time employees are paid a monthly salary based on an hourly rate. Full-time employees whose positions require more flexibility in scheduling (working on Sundays and Bookmobile) may be paid on an hourly basis. The monthly salary is calculated by the following formula:
 - a. $\text{Hours per week} \times 52 \text{ weeks per year} = \text{total annual hours}$. $\text{Annual hours divided by 12 months} = \text{hours per month}$. $\text{Hourly rate} \times \text{hours per month} = \text{monthly salary}$.
3. Exempt employees are paid an annual salary based on job requirements and a 40-hour workweek. The monthly salary and hourly rate are calculated by the following formulas:
 - a. $\text{Annual salary divided by 12 months per year} = \text{monthly salary}$.
 - b. $\text{Annual salary divided by 2,080-hours per year} = \text{hourly rate}$.

PROCEDURE – SEXUAL HARASSMENT

1. Employees must report any incidents of harassment.
2. Employees should report incidents of harassment to their immediate supervisor. If the employee is not comfortable reporting the incident to their immediate supervisor or the harassment claim is against their immediate supervisor, the employee should notify Administration or the County Attorney's office.
3. LCLS will fully investigate all claims of harassment.
4. Beginning in the month of their annual evaluation, all employees will complete the Workplace Harassment course on the Wyoming Association of Risk Management (WARM) online training center website:
 - a. Navigate to <https://firstnetcampus.com/WARM2/entities/WARM/logon.htm>.
 - b. Select ADMINISTRATION & OFFICE.
 - c. Select Employment Liability.
 - d. Select Workplace Harassment.
 - e. After completing the training, submit a Continuing Education (CE) form and verification of course completion.

PROCEDURE – SHELVING

1. The procedures for shelving and expectations for Shelves are in the Shelves Manual maintained by the Circulation & Branch Services Assistant Manager/Readers' Advisory Librarian.
2. All employees should understand the following concepts when assisting patrons in finding an item or for replacing pulled items:
 - a. In the nonfiction area of the collection, there is a combination of classification styles for authors that have been used over the years. Cutter numbers (the first letter of the author's last name with a number that came from a table put together by a person named Cutter in the early years of librarianship – L149) are still on the second line of classification on some older books in the collection. Newer books have the first three letters of the author's last name.
Examples: 133.21 133.21
 1. L949 LON
 - b. When looking for an item, shelving or shelf reading, use the author to make sure the item is in proper order (in the above example, the author of the first book is Luxor and the author of the second is Lonny, so the books are shown as out of order).
 - c. Authors with names that start with Mc or Mac will not follow old catalog filing rules. Mac authors are shelved alphabetically with the Ma's and Mc authors are shelved alphabetically with the Mc's.

PROCEDURE – SHOPLIFTING

1. If an employee suspects a patron of shoplifting, contact security and a manager.
2. Security or the manager may contact law enforcement.
3. Security or the manager may complete the Demand for Civil Restitution and present that to the person shoplifting. The Demand for Civil Restitution form is located in the Security Office. Security or the manager should ask the offender to sign the Demand for Civil Restitution, and if refused, note on the document. Security or the manager should make a copy of the document and give to the offender.
4. Business Office employees will maintain the original document and any surveillance footage or other evidence for 10 years.
5. The Executive Director (County Librarian) will determine if the patron will be barred from library property.
6. Employees should complete an incident report.

PROCEDURE – SMOKING

Employees may smoke in designated smoking areas while on breaks.

PROCEDURE – SOCIAL MEDIA

FACEBOOK

1. Adhere to all LCLS social media policies.
2. All administrators should access LCLS business Facebook pages through their own Facebook account. If an employee is uncomfortable using their personal account, they can opt not to join the Social Media Team (SMT).
3. When an employee becomes a member of SMT, one of the Facebook administrators should grant Editor access to the library page. The email address associated with the SMT member's personal Facebook account that will be used for posting will be required in order to grant editor access. Note that a notification will come up on the desktop version of Facebook; the app version does not show this notification.
4. Members of SMT will adhere to the schedule for posting times.
5. Facebook administrators should respond within 48 hours to comments and questions posted on the pages, as needed. If necessary, a member of SMT may respond to a post if it is specific to their position within the library.
6. SMT members should identify themselves with their first name (e.g., Anna).
7. When an inappropriate post occurs on any LCLS page including defamation, expletives or attacks, the SMT member who first encounters the inappropriate post should take a screenshot, then remove the post and notify a member of the Leadership Team. If the SMT member is unsure, they should contact a member of the Leadership Team.
8. SMT members are only allowed to use Facebook on public service desks according to their administrative duties and only as related to LCLS business.

TWITTER

1. Adhere to all LCLS social media policies.
2. All administrators should access Twitter with the shared username and password.
3. When an employee becomes a member of SMT, the Community & Media Relations office should provide the username and password for Twitter.
4. There is no predetermined schedule to post on the LCLS Twitter page; however, a schedule may be determined between the SMT member and their direct supervisor.
5. SMT members who post on Twitter should respond within 48 hours to comments and questions posted, as needed. If necessary, a member of SMT may respond to a post if it is specific to their position within the library.
6. SMT members should identify themselves with their first name (e.g., Anna).
7. When an inappropriate post occurs on any LCLS page including defamation, expletives or attacks, the SMT member who first encounters the inappropriate post should take a screenshot, then remove the post and notify a member of the Leadership Team. If the SMT member is unsure, they should contact a member of the Leadership Team.
8. SMT members are only allowed to use Twitter on public service desks according to their administrative duties and only as related to LCLS business.

INSTAGRAM

1. Adhere to all LCLS social media policies.
2. All administrators should access Instagram with the shared username and password.
3. When an employee becomes a member of SMT, the Community & Media Relations Unit should provide the username and password for Instagram.
4. Members of SMT will adhere to the schedule for posting times.
5. SMT members who post on Instagram should respond within 48 hours to comments and questions posted, as needed. If necessary, a member of SMT may respond to a post if it is specific to their position within the library.
6. SMT members should identify themselves with their name (e.g., Anna).
7. When an inappropriate post occurs on any LCLS page including defamation, expletives or attacks, the SMT member who first encounters the inappropriate post should take a screenshot, then remove the post and notify a member of the Leadership Team. If the SMT member is unsure, they should contact a member of the Leadership Team.
8. SMT members are only allowed to use Instagram on public service desks according to their administrative duties and only as related to LCLS business.

PROCEDURE – STORAGE

1. Items presently being stored by the following groups may remain, but additional items may not be stored without the consent of the Executive Director (County Librarian) or designee:
 - a. SOS-AL ANON (first floor employee area lockers)
 - b. AL ANON Step Study (first floor employee area lockers)
 - c. TGIT (third floor Special Collections Lockers)
 - d. Alateen (third floor Special Collections lockers)
2. Any other requests for storage are limited to Special Collections lockers and only if approved by the Executive Director (County Librarian) or designee.
3. Any member of the public may use the public lockers in the Special Collections Room on a temporary basis for 25 cents. Items stored in these lockers should be removed by the end of business each day. Facilities employees clear out lockers on a regular basis and place unclaimed items in Lost and Found.

PROCEDURE – STUDY ROOMS

GUIDELINES FOR STUDY ROOM USE

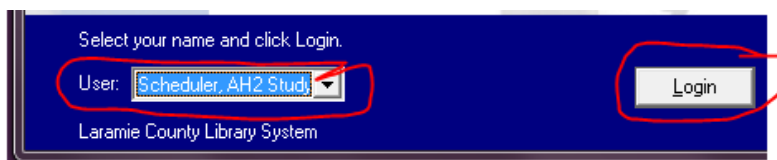
1. First-come, first-served. No reservations, no waiting list.
2. There is a two-hour limit if others are waiting to use the room. If no one is waiting for a room, the patron/group may continue using the room. This is similar to the time limit on computers.
 - a. If a patron is using their study room for a timed exam, they may use that room for the length of the exam without being asked to relocate. The staff member who signs in the patron will make a note in S3W that the patron is taking a timed exam and how long that exam will take. Additionally, staff will post a “Do not disturb” or “Testing in progress” sign on the door of the assigned study room.
3. Adults may use the six study rooms with doors. They may not use the teen study rooms (green, purple) unless the group includes teens.
4. Rooms are not soundproof.
5. The lights may be turned off but patrons may not lay on the floor.
6. When a room is not in use, prop the door open and turn off the lights.

CHECKING AVAILABILITY

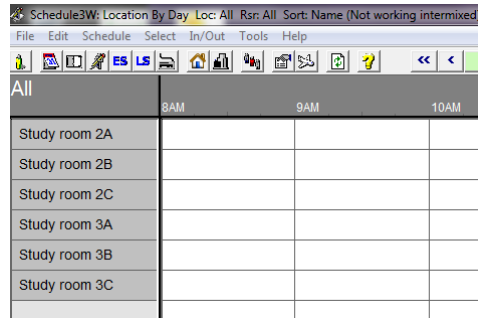
1. The S3W software should be open and logged in while we are open. If not, follow the steps in #1 below.
2. PRESS F5 TO REFRESH THE SCREEN.
3. Check both floors to see if any rooms are currently open.
 - a. If *yes* on your floor, follow the steps below to schedule a session.
 - b. If *yes* on the other floor, direct the patron to the Ask Here desk on that floor to schedule a room and pick up the key. **DO NOT** book the room on the other floor. If time permits, call the other desk to tell them a patron is coming to them for a study room.
 - c. If *no* on either floor, check to see if any sessions are approaching the end of the two-hour limit or have already passed it. If the patron wishes to have that room, employees on that floor will ask the patron using the room to vacate.

SCHEDULING A STUDY ROOM

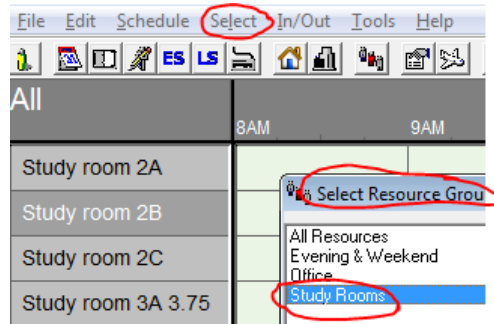
1. Log in to Schedule3W (at opening; leave open):
 - a. Open Schedule3W from the desktop or taskbar. Do NOT use the S3W web view in a browser.
 - b. Select a *Scheduler* user (AH2, AH2-R, AH3 or AH3-R). Click *Login*.



- c. S3W should open to the *Resources* view (*upper left corner shown below*), with six study rooms on the left side.

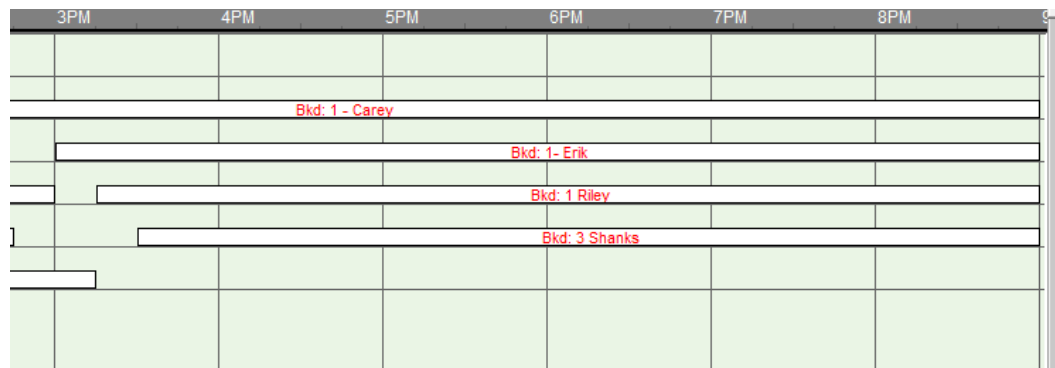


- d. If not, select *Select < Resource Group < Study Rooms* and click *OK*.

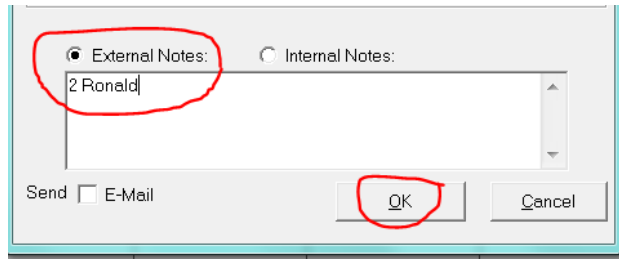


2. Schedule a session:

- a. PRESS F5 TO REFRESH THE SCREEN. Click at starting point and drag to the end of the day (e.g., click at 3 pm and drag to the time that the library closes that day). Round to the closest 15-minute increment, for example: if patron arrives at 2:08, the session starts at 2:15.



- b. A pop-up box will appear. In the white box under *External Notes*, enter the number of people who will be in the room and patron's first name (e.g., 2 Ronald). Click *OK*.



- c. If the wrong room or time is selected, click and drag on the session to move it.
 - d. To edit the note: right-click on the session, click *Shift Information*, click the three dots to the right of the note, edit the note, click *OK*, and click *Close*.
 - e. To delete a session: right-click on it, click *Delete*, and click *OK*.
 - f. Give the study room “key” to the patron/group and ask them to return it when they are done.
 - g. Mark “Patron Assistance” in Desk Tracker.
3. When the patron/group leaves:
- a. Take the study room “key” from the patron/group and return it to the designated place at the desk.
 - b. Adjust the session time (if necessary). Hover over the right end of the session until a one-sided arrow appears (*see similar arrow below*).



- i. Drag the session end time to indicate when the room was vacated (rounding to 15-minute increments).
 - c. Click *OK* in the box that pops up.
 - d. Mark “Patron Assistance” in Desk Tracker.
4. At closing:
- a. Adult Services employees will log the study room statistics for both floors in Desk Tracker.
 - b. Log out by clicking the *X* in the upper right corner OR selecting *File < Exit*.

PROCEDURE – SUBSTITUTE EMPLOYEES

1. Division managers may use substitute employees when a vacancy occurs and the previous employee's payout of vacation/sick leave hours has passed. Example:
 - a. A part-time 20-hour position becomes vacant.
 - b. The previous employee had 20 hours of vacation that was paid in the final paycheck.
 - c. One week after the employee's last day, a substitute employee may begin working up to 20 hours per week.
 - d. If the substitute works fewer hours than the vacant position, the substitute may overlap with the new hire to assist with coverage for training the new hire.
2. If at all possible, managers should try not to use all the hours available for the substitute as vacant positions help stretch the budget.
3. Substitute employees may not work more than 24 hours per week unless approved by the Executive Director (County Librarian), Deputy Director of Operations or Deputy Director of Public Service.
4. Substitutes are regular employees who are unbenefited. Temporary employees are unbenefited and may not work more than six months in a calendar year.
5. Substitutes are primarily used for the following positions:
 - a. Reference Specialist
 - b. Circulation Assistant
 - c. Computer Center Assistant
 - d. Lead Technician II
 - e. Youth Services Assistant
 - f. Shelver
6. New substitutes are most often initially trained on the second floor, as this will give them knowledge of working at an Ask Here desk and Computer Center desk.
7. The Deputy Director of Public Service will complete a Substitute Employee Information Form each time a substitute employee will be used. The Deputy Director of Operations will file the form in the employee's personnel file.
8. The Deputy Director of Public Service will complete the Employee Separation Form when they know the end date of the current assignment for the substitute employee.
9. When hiring a new substitute employee, a letter will be given to the employee stating pay rates per grade for positions in which the employee is able to work. The letter is generated by the Executive Director (County Librarian) or Deputy Director of Operations.

PROCEDURE – SUPPLIES, REQUISITIONING

1. Employees should use the Supply Request Form available on the intranet to request supplies. After submitting a request, an auto-reply email is sent to the email address used to submit the order. It is the responsibility of the employee submitting the order to watch for email confirmation verifying that the Business Office received the order.
2. Supply orders are filled on Friday afternoons. Employees should submit all supply orders by the end of the day on Thursday.
3. Business Office employees place filled supply orders on the counter in the copy room with a label for the appropriate division.
4. If the requested items are normally stocked but are temporarily out of stock, the Business Office will purchase the items and deliver them to the division in a timely manner.
5. If large quantities of normally stocked items are needed for special projects, employees should give adequate time to the Business Office to acquire additional supplies so as not to deplete the normal supply.
6. If items are needed that are not normally stocked, employees should submit requests with enough time for the Business Office to acquire the items.
7. Division managers must approve (in writing) requests for expensive or unusual supply items.

PROCEDURE – TELEPHONES

1. No personal calls on either a library phone or personal cell phone may be placed or taken at any public service point. If an employee receives a personal call, they may choose to place the call on hold and transfer the call to an employee work area.
2. A public courtesy phone is located in the Gallery near the restrooms on the first floor. Members of the public may use this phone to make calls.
3. Employees shall answer incoming phone calls with their name and an offer of assistance. For example, “Good morning/afternoon/evening. This is _____. How may I help you?”, “_____ speaking. How may I assist you?” and “Hi. _____ speaking. How may I be of service today?”
4. Employees do not have to identify the division, desk or location in Cheyenne. Branch employees should identify the library since there is no auto attendant. Reception should answer the phone identifying Laramie County Library.

PROCEDURE – TIMEKEEPING (TIMESHEETS)

NON-EXEMPT EMPLOYEES

1. Each non-exempt employee will complete a weekly timesheet.
2. Employees working at two or more grades or two or more divisions will complete a weekly timesheet for each grade and/or division.
3. If an employee doesn't have any hours to record in a given week, they should complete a zero timesheet.
4. Time worked prior to the authorized scheduled work time is counted separately from time worked after the authorized scheduled work time; the hours are not cumulative for the day or for the week. For example, if an employee who is scheduled to work 6:00 p.m. to 9:00 p.m. begins work at 5:53 p.m. and ends the shift at 9:07 p.m., record three hours of time worked. If an employee works from 5:52 p.m. until 9:07 p.m., record 3.25 hours of time worked. If an employee works from 5:52 p.m. until 9:08 p.m., record 3.50 hours of time worked.
5. Employees must sign their timesheet on the last day of the workweek and submit it to their supervisor in the manner instructed by the supervisor.
6. Supervisors must have signed timesheets for the previous week to the Business Office no later than 10:00 a.m. on Mondays.
7. Supervisors must arrange for their supervisor or appropriate individual in their division to sign timesheets in the event of their absence.

EXEMPT EMPLOYEES

1. Salaries for exempt employees are based on a 40-hour workweek. LCLS bases vacation leave and sick leave on a 38-hour workweek for all full-time employees.
2. Exempt employees should record their monthly leave taken (e.g., vacation leave, sick leave, bereavement leave, and holiday leave). These records are due to the Business Office no later than 10:00 a.m. on the Monday prior to the board meeting, unless other instructions are given by the Business Office. Follow these instructions for the exempt employee monthly leave report:
 - a. In S3W, click on File, then Print, then Reports & Schedules OR click on the hand holding a paper icon at the top left.
 - b. Select the All Favs radio button.
 - c. Select Exempt Employee Monthly Leave (click once – two clicks generates a report).
 - d. Do not change Location at top right side.
 - e. Select your name as employee top right side.
 - f. Select Custom.
 - g. Enter dates for the pay period.
 - h. Click Show at the bottom left of that side of the screen. Note: It takes a minute or so for the report to generate
 - i. Once the report generates, click on the icon of the small blue envelope with a red down arrow in the upper left side of the screen.
 - j. Click OK when the next box comes up.

- k. Click OK on the next box.
 - l. Save the file using the file naming protocol file naming protocol (employee's last name, "monthly leave," month reporting, and year (for example, Smith monthly leave Sept 2022)).
 - m. Email to office@lclsonline.org.
3. According to the Fair Labor Standards Act (FLSA), employers may expect exempt employees to work a core schedule.
 4. A core schedule means that the employee must be in the library or doing library work during those hours. The exempt employee must notify their direct supervisor prior to altering or changing the core schedule. If the employee will be out of the building during their core schedule, they must notify their immediate supervisor. Notification may be given via email or voicemail. It is the exempt employee's responsibility to keep their immediate supervisor informed of any changes to the core schedule.
 5. Core schedules are based on a 38-hour workweek. LCLS exempt employees are expected to work a core schedule. The core schedule for most exempt employees is three 8-hour days and two 7-hour days. The core schedule is set for each exempt employee according to the work their job requires.
 6. LCLS does not have comp time. Exempt employees may not look at specific hours and take the same number of hours off another day. By FLSA rules, exempt employees are paid a salary and are expected to work however many hours per week that it takes to accomplish their job.
 7. Exempt employees are expected to take vacation leave and sick leave for time off. Exempt employees may not make up sick leave hours or rearrange their core schedule during a week so that they are here different hours and take less sick leave or vacation leave. There may be some exceptions to this, but only if the employee has discussed this ahead of time with their immediate supervisor.
 8. Occasional, pre-approved work from home does occur. However, this is rarely, if ever, considered appropriate if a person is out due to illness. If a person is not well enough to do their work while at the library, they should be taking sick leave.

WEEKEND MANAGER ON DUTY

1. When an exempt employee is the weekend Manager on Duty, the employee is expected to work their core schedule Monday through Thursday of the week prior to the Saturday/Sunday and their core schedule the Tuesday through Friday of the week following the Saturday/Sunday.
2. The employee takes off the Friday before the Saturday shift and the Monday after the Sunday shift. The Manager on Duty works 9:00 a.m. to 6:00 p.m. on Saturday and at least 12:00 p.m. to 5:00 p.m. on Sunday.
3. If some day other than Friday and Monday is taken off due to the requirements of the employee's position or desk coverage, the employee must inform their direct supervisor ahead of time.

PROCEDURE – TIPS

Employees are expected to provide exceptional service. No employees may accept tips.

PROCEDURE – TRAVEL, MEAL REIMBURSEMENT

1. Employees are eligible to receive reimbursement up to the daily per diem rates established by the U.S. General Service Administration for meals purchased while out of town for library business. Expenditures greater than the daily per diem rates will not be reimbursed.
2. To receive reimbursement, employees must complete the Charge Reimbursement Form, include itemized receipts, and submit the documents to the Business Office.
3. All expenditures including reimbursements must be approved by the Board of Directors. Therefore, payment cycles may be up to 45 days in length. The reimbursement will be processed in the payment cycle in which the reimbursement request is received by the Business Office.
4. Payment will be made on the last working day of the month.

PROCEDURE – TRAVEL, VEHICLES

1. Employees should complete the online vehicle request form to request a vehicle for library use. Vehicle schedules are maintained in S3W. If no library vehicle is available, the employee may use a personal vehicle and the employee will be reimbursed for mileage according to the library's travel policy.
2. When requesting a vehicle, include all special needs such as:
 - a. The third seat for the green van if more than four people will be riding.
 - b. The luggage rack.
3. The person driving the furthest distance from the library will generally receive the newest vehicle.
4. All employees who drive a library vehicle must have vehicle training by the Facilities Superintendent, Maintenance Assistant or their supervisor.
5. The Executive Director (County Librarian), Deputy Director of Operations, Deputy Director of Public Service, division managers, and assistant managers may retrieve keys for drivers from the locked key storage.
6. Non-exempt employees taking trips that are not in the normal course of their duties should see their supervisor for a form that determines the number of hours paid while on the trip. The number of hours paid will comply with FLSA. Consult the Executive Director (County Librarian) or Deputy Director of Operations for questions regarding hours paid for driving.

PROCEDURE – VOLUNTEERS

1. The Volunteer Coordinator maintains procedures for volunteers.
2. Volunteers should only complete tasks assigned to them.
3. Volunteers must maintain patron privacy if their tasks involve access to any patron information. They must sign the patron privacy form and the signed form will be kept on file in the Business Office.
4. For security purposes, volunteers are not eligible to receive FOBs. Volunteers may have access to temporary FOBs to be used in the course of the volunteer work. These FOBs may not leave the library property.
5. If volunteers have tasks to do in employee areas, an employee must accompany them to the area to let them in. Employees must ensure the volunteer is scheduled to work during that time.
6. The Volunteer Coordinator screens community service volunteers to ensure that the library is an appropriate environment for them to complete their hours of service.

VOLUNTEERS ATTENDING TRAINING WITH LIBRARY EMPLOYEES

1. Volunteers may attend conferences, seminars or other training sessions with library employees. LCLS does not pay for conference registration, tuition, transportation or meals for the volunteer.
2. If the volunteer shares a room with an LCLS employee, LCLS may pay for the room cost, since this would be the same amount the library would pay if the volunteer were not attending.

PROCEDURE – WEBCAM AND SPECIALIZED COMPUTER RESERVATION

The intended purpose of the webcam is to help patrons who need to use a camera for a purpose such as taking a test or interviewing for a job. The intended purpose of the specialized computers is to allow patrons to use the special software loaded on the computers. Use of either the webcam or specialized computers for video gaming or anything that would violate the Code of Conduct is prohibited.

1. Use this procedure to reserve the webcam in the Computer Classroom – both for walk up and future use. Employees may either:
 - a. Book the room for a patron; or
 - b. Direct the patron to the Ask Here desk on the first floor;
2. Reserve the Computer Classroom:
 - a. Open Space Tracker software (<https://lcls.spacetrackerpro.com/login>). You may use the icon on the desktop or the tab in Chrome or Firefox.
 - b. Input the username and password: meeting@lclsonline.org/Current staff password without an exclamation point.
 - c. A list of all rooms and resources should appear. If not, click on the Dashboard button at the top of the page.
 - d. Select either today or week, navigate to the desired date, and select Computer Classroom. Click on the time to start booking a reservation.
 - e. Under the reservation tab:
 - i. *Name
 - ii. *Phone Number
 - iii. Type: Reservation
 - iv. Resource: 3 – Computer Classroom
 - v. Date:
 - vi. Start Time:
 - vii. End Time:
 - viii. Number of Attendees: # of people using specialized computer/webcam
 - ix. Notes:
 - x. Email: enter email for patron or none, if patron doesn't have an email
 - xi. Title of Meeting: Webcam or Specialized Computers
 - xii. Organization: Organization the patron is with or none
 - xiii. Purpose of meeting: brief description
 - xiv. Is this meeting for a for profit organization? No
 - xv. Does your meeting require tuition or fees or will you be collecting money through sales or donations? No
 - xvi. Is this meeting open to the public? No
 - xvii. As of July 1, 2015, there is a suggested donation of \$10 to reserve a meeting room. Would you like to donate? No
 - f. Click on Add Reservation.
3. Print the reservation:
 - a. Click on Meeting.

- b. Click on edit and print the page (it will be 2 pages and double-sided printing is OK).
- c. Deliver to the Circulation mailbox by the end of the day.