

Library Administrative Policy - 100	
Part 4: Facilities	
100 - Section 4.1	ADA Compliance 4.1a Grievance procedure under ADA
4.2	Bulletin Board and Distribution of Literature on Library Property
4.3	Exhibits and displays
4.4	Filming in the Library
4.5	Meeting Room Use 4.5 a Meeting room use guidelines 4.5 b User Responsibility
4.6	Petitioning & Public Assembly
4.7	Social Media Posting

100 : 4.1 ADA Compliance *Notice under the Americans with Disabilities Act*

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), the Nevada Public Library will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Nevada Public Library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: Nevada Public Library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in our programs, services, and activities, including qualified sign language interpreters, print magnifiers, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: Nevada Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to use all of its services, programs and activities. For example, people with service animals are welcome in the library, even though pets are prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service or activity at the Library, should contact Library Director at 417-448-2770 or director@nplmo.org.

Nevada Public Library will not charge to provide a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policies or procedures.

100 : 4.1a Nevada Public Library Grievance Procedure under The Americans with Disabilities Act

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 (“ADA”). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by Nevada Public Library. The Library’s Personnel Policy governs employment-related complaints of disability discrimination.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, and phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Library Director
218 W. Walnut St.
Nevada, MO 64772

Within 15 calendar days after receipt of the complaint, the Library Director or their designee(s) will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting the Director or their designee(s) will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Nevada Public Library and offer options for substantive resolution of the complaint.

If the response by the Director or their designee(s) does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Library Board of Trustees.

Within 15 calendar days after receipt of the appeal, representatives of the Library Board of Trustees will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Library Board of Trustees or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Library Director or the Library Board of Trustees or their designees, their appeals and responses from these offices will be retained by the Library for at least three years.

100 : 4.2 Bulletin Boards & Distribution of Literature on Library Premises

Postings may be of an educational, cultural or charitable nature.

Campaign materials, commercial materials or materials resulting in personal gain are not permitted.

The Library will give preference to materials that originate from Nevada City organizations, announce events, activities, and services in a timely fashion and are of a suitable size and, in the case of handouts, of suitable quantity.

The Library Director must approve each item for posting or free distribution. Materials posted or left for free distribution without approval from the Library will be discarded.

Bulletin boards, tables, and racks will be cleared on a regular basis.

The Library assumes no responsibility for the preservation or protection of materials posted or placed for free distribution.

100 : 4.3 Exhibits and displays

It is the policy of the Nevada Public Library that display spaces in the Library, including but not limited to enclosed display cabinets, shelves and wall spaces, are for the use of the Library.

These spaces are intended for displays and exhibits created or selected by Library staff. Where appropriate, such displays or exhibits may reflect various viewpoints on a given subject.

Library staff may solicit individuals or groups to provide displays or exhibits for these spaces.

100 : 4.4 Filming in the Library

It is the policy of the Board of Directors (the "Board") of the Nevada Public Library to permit filming and photography under the conditions described herein only to the extent that it does not interfere with the operations, programs and activities of the Library, and is consistent with the Library's Bylaws.

The Board hereby authorizes filming and photography in Library facilities as follows:

1. Classes or events sponsored by the Nevada Public Library may be photographed or video-recorded by the Library's staff or its representatives. The Library reserves the right to use any photograph or video taken at any such event in publications or other media material produced, used

or contracted by the Library, including newspapers, books, television, its website, brochures, invitations, brochures, magazines and other library publications. Attendance at an NPL-sponsored class or event constitutes the consent of all attendees, and the consent of the parents or legal guardians of any minor children in attendance, to the future broadcast, publication, or other use of photographs or videos at the sole discretion of the Nevada Public Library. However, if a person does not want their image recorded for later distribution, he or she should immediately make their wishes known to the photographer or a member of the Library staff at the time of any such recording. Additionally, to ensure the privacy of all individuals, including children, images will not be identified using full names or personal identifying information without written approval from the photographed subject, parent or legal guardian.

2. Casual amateur photography, filming, and videotaping is permitted in the lobby, study and program areas of Library facilities for patrons and visitors wanting a remembrance of their visit, provided that the photography does not interfere in any way with Library operations or capture any identifiable likenesses of individuals without their permission. Any such photographers are responsible for arranging all necessary releases and permissions from persons who are filmed or photographed. Except as otherwise permitted in paragraph 3 by the Library itself, in no circumstances may anyone take a photo or film a Library patron without the consent of the patron, or their parent/guardian, if a minor.

3. No commercial or media photography or filming may occur in Library facilities without the prior written permission and approval of the Library Director. Such approval shall contain the conditions under which the commercial/media photography or filming will take place, and address the rights to ownership of the photos/films. For commercial/media requests, please call 417-448-2770 or email director@nplmo.org.

4. Any consent granted by the Library pursuant to paragraphs 2 or 3 of this Policy to permit photography or filming may be revoked at any time by the Library upon failure to comply with terms of the Policy or other rules and regulations of the Library.

100 : 4.5 Meeting Room Use

Community rooms of the Nevada Public Library are designed to meet general informational, educational, cultural, and civic purposes.

Use of the library's meeting rooms does not constitute library or City of Nevada endorsement or approval of viewpoints expressed by participants in the program.

4.5 a Meeting room use guidelines

- A. Meeting rooms are available for the public on a first-come, first-served basis for use at times that do not conflict with daily operations of the library or library programming.

- B. Meeting rooms are primarily for nonprofit use, non-commercial, non-political, and non-religious organizations. Exceptions may be made at the discretion of the Library Director.

- C. All meetings shall be open to the public and not limited to membership of the group or organization sponsoring the meeting.

- D. Programs and promotion of library services or by the City of Nevada for City-sponsored events will have priority for meeting room use. Meeting/study rooms may not be reserved exclusively for exhibition or display purposes

- E. No money or goods may be exchanged in the course of meeting room use and no fees may be charged for attending the meeting

- F. No solicitation for future sales is permitted without prior approval by library administration

- G. Bookings must end no less than 15 minutes before the library's closing time.

- H. Community rooms may be reserved for a maximum of three (3) hours unless approved by the Library Director.

- I. An individual or group may have up to three reservations scheduled at a time. An organization may choose to make a donation of \$100 to NPL to schedule up to twelve consecutive meeting reservations.

- J. Refreshments are welcome. Cleaning equipment is provided for user(s) in storage room located in the Annex

- K. Smaller groups may be asked to move into smaller rooms to accommodate a larger group

- L. The library staff is not able to serve as a point of information for patrons with questions regarding meetings other than providing directions to a meeting

M. Cleaning of the community room (trash removal, tables wiped down, furniture returned to the way it was found, vacuuming of debris) must be completed by the responsible group or the deposit of \$25 will be forfeited.

4.5b User Responsibility:

A. Library property stored in the meeting rooms, including chairs, shall not be removed or transferred to other areas without prior approval from staff.

B. Reservations will be held for fifteen minutes after the beginning of the session reservation and will be canceled if the individual or group does not check-in for the reservation in that time frame.

C. After a meeting, the user should leave the room in its standard arrangement (see posted photos) and check out with library staff to secure the space.

D. Groups may request a large trash receptacle from library staff if needed.

E. Any trash containing food or beverage products should be bagged properly and placed in the outdoor trash receptacles at the NW exterior corner of the building before leaving.

F. Music or other audio should be limited in volume so as to not disturb other library users.

G. Clean tables and floor as needed.

H. Meetings will not generally be scheduled before or after library hours. Group representatives may not enter the library building or other meeting rooms, nor will deliveries be accepted, before or after regular library hours.

I. For larger meetings, presenters should direct attendees to park away from the main library doors (west entrance)

J. Applicant placing the reservation request is responsible for all reasonable repair or replacement costs for damage to the facility space, fixtures, or equipment utilized during the reservation.

Non-qualifying meeting room uses:

- Political campaign purposes (political forums and listening posts are permitted)
- Weddings, showers, reunions, or individual/private parties
- Banquets
- Commercial use where personal or business profits are the chief aim of the meeting.
- Selling or fund-raising is prohibited in the library's meeting rooms and lobby except for events that benefit the library

Weather or other emergency events may result in closures, in compliance with regular library policy, and may occur with little or no notice. Nevada Public Library assumes no responsibility for hardships that arise from an unexpected cancellation or room closure.

The library reserves the right to refuse the use of the rooms to individuals or groups who do not adhere to library policies or meeting room terms of use or are disruptive to normal library operations. The library director shall have final authority regarding the use of library meeting rooms.

100 : 4.6 Petitioning & Public Assembly

Nevada Public Library allows the circulation of petitions and conducting of surveys outside its facilities as long as these activities do not interfere with the conduct of business or impede the free access of the public to Library buildings and resources.

Specifically, individuals or organizations gathering petition signatures or conducting surveys may stand on Library property, as long as they maintain a distance of 25 feet from entrances and/or exits and do not block pedestrian traffic or interfere with customers seeking to use the Library, or otherwise disrupt Library patrons or activities.

Signs promoting petitions or surveys may not be placed on doors or buildings and petitioners and survey takers must in no way affiliate themselves with the Library, either through written publicity, signage, or verbal statements. The Library reserves the right to determine the location for signs posted on its properties.

Petitioners and survey takers are required to register with the manager on duty at each location prior to gathering signatures or conducting surveys. There may not be more than 3 petitioners or survey-takers at any one entrance and/or exit at any time.

Petitioners and survey takers may not obstruct a customer, intimidate a customer into signing a petition or participating in a survey, or harass a customer after he or she informs the person gathering signatures or conducting the survey that he or she is not interested.

Petitioning and conducting surveys inside Library buildings is prohibited.

Petitioners and survey takers refusing to comply with this policy will be asked to leave Library property.

100 : 4.7 Social Media Postings

The Nevada Public Library regards online social media in the same way as its other information resources in accordance with its mission of providing learning resources and information services that support and improve individual, family, and community life.

While the Nevada Public Library encourages an open forum, posts and comments on Nevada Public Library social media are moderated by Library staff. The Library reserves the right, within its sole discretion, to not post or to remove submissions/comments that are unlawful or violate this policy.

This policy is not intended to restrict communications or actions protected or required by state or federal law.

General Principles

- Posting offensive, obscene, threatening, or abusive content on Library social media is strictly prohibited. The Library will remove comments that contain abusive, vulgar, offensive, threatening or harassing language, personal attacks of any kind, or offensive terms that target specific individuals or groups.
- Hate speech will not be tolerated. Posts containing racism, homophobia, sexism, or any other form of hate speech will be removed from the Library's social media.
- Comments and posts should be related to the issue or topic discussed.
- Think before you post. You are legally liable for everything you post. Remember that the internet never forgets. Everything you post may be visible to the world even after you attempt to delete it.
- The content of the Library's social media is subject to public records laws, including the Missouri Sunshine laws. Relevant record retention schedules apply to social media content. Content must be managed, stored, and retrieved to comply with open records laws and e-discovery laws and policies.
- Spam and commercial content will be removed. The Library will remove posts or comments used for political and commercial purposes or for soliciting funds. Gratuitous links to sites are viewed as spam and will result in the comment being removed.
- The Library is not responsible for any patron-generated comments/content that appear on the Nevada Public Library's social media accounts. A posted comment is the opinion of the poster only, and publication of a comment does not imply endorsement of or agreement by the Nevada Public Library.
- Users may report questions or concerns. Moderators will review those questions or concerns as soon as possible. In some instances, we will not have the resources to review user comments and posts, but we do reserve the right to edit or delete user comments and posts in a manner consistent with our mission and policies. The Library will not remove all posts that have been reported and the Library cannot respond individually to every report.