

## **Patron Access to the Library Policy**

In order to promote a worthwhile and satisfying library experience to all its patrons, the Altoona Public Library strives to provide convenient and easy access to its facility for all library patrons. To this end, the library has established these rules of conduct to promote safe, healthy, and barrier-free access to the building. The library staff shall make every effort to apply these rules in a fair, humane, and positive manner for the benefit of all.

The following is prohibited on library property:

- Interfering with the free passage of library patrons or staff in or on the library premises, including congregating in or around entrances, exits and/or stairways.
- Loitering inside the library, lobby area, or immediate vicinity of entry/exit doors.
- Parking bicycles that in any way interferes with entering or exiting the library.

All conduct which is considered disruptive, and which is more fully described in the Appropriate Patron Behavior Policy (p.15) is prohibited.

Patrons are encouraged to report disruptive behavior to library staff.

### **Free Library Cards**

Free library cards will be issued to persons of any age who are residents of the State of Wisconsin.

### **Identification Required of Applicants for Library Cards**

Applicants are required to provide one form of identification showing their name and current residential address before being issued a library card. The identification presented must be adequate for verifying that the person is who he or she says, and that the address is current. Staff are authorized to determine whether the form of identification presented is adequate for these purposes and what constitutes acceptable identification in exceptional circumstances.

### **Replacement Cards**

When a patron has lost his/her card, a replacement card will be issued. A charge of \$1 will be levied. This charge is non-refundable.

### **Temporary/Transitory Residents**

Transitory residents are persons not currently having a permanent address. Temporary/Transitory residents must provide proof of their current residential address.

### **Out of State Residents**

Out of State temporary residents are persons whose permanent residence is outside the State of Wisconsin and who will be residing in Wisconsin for less than six months. These residents will be issued a library card for three months at a time.

- Applicants must provide proof of a local residential address for their temporary residence.
- Applicants must also provide a driver's license or state identification card.

### **Signature of Parent or Guardian**

The signature of a parent or guardian is required on the application for a library card in the case of people under the age of 18.

### **Check-out**

The maximum number of items allowed on a Temporary Resident's card at any time is two (2). This limit may be increased at the discretion of the Circulation Manager. Temporary residents may not check out circulating tablets, Wi-Fi hotspots, Chromebooks or laptops kits, Library of Things items, or request interlibrary loans. Persons not meeting these requirements will be considered for a library card on a case-by-case basis.

### **Visiting Professors and College Students**

Visiting professors and college students are eligible for library cards if they present a non-expired identification card from their college or university plus one other form of identification showing a permanent or current residential address.

### **Library Cards for Institutions**

- Cards may be issued to the following institutions:
- Governmental agencies and departments
- Hospital departments
- Businesses
- Nursing homes and group homes
- Schools
- Pre-schools and licensed daycare centers
- Professional offices and clinics
- Schools of Higher Education

- Religious institutions
- Service organizations
- Other, as determined by the Circulation Manager

Cards will be issued only after receipt of a letter of application on letterhead, from a financially responsible officer of the institution, expressing the institution's acceptance of responsibility for all fines, fees, and charges, including charges for damaged or lost materials. The letter must also designate a contact person within the organization for handling any library matters.

The same privileges and policies which apply to individual cardholders will also apply to institutional cardholders, except that circulating tablets, Wi-Fi hotspots, Chromebooks or laptops kits, or Library of Things items may not be checked out on an institutional card. Institutions may not request items via interlibrary loan. The institution assumes responsibility for any library materials checked out on its card and is responsible for ensuring authorized access to its card.

Institutional cards issued by the Altoona Public Library may only be used at the Altoona Public Library. Institutional cards are not to be used by employees of an institution for their own personal purposes. They are expected to apply for personal cards for their own use.

### **Petitions, Solicitation, and/or Distribution of Literature**

- Petitions, canvassing, surveying, or distribution of literature by members of the public is permitted outside the library building provided free passage to the library is maintained at all times, library users and staff members are not obstructed from entering or exiting the library, and all other applicable policies (including the Appropriate Patron Behavior Policy) and laws are followed for safe and respectful assembly and political discourse.
- The following reasonable time, place and manner restrictions are established regarding petitions and related speech activities within the library in order to support the mission and values of the Altoona Public Library. The circulation, distribution, presentation, approaching staff or other library users with or about or other activities related to petitions or in furtherance of petition drives or the related cause they may support, is not allowed in the library building, except that petitions may be handed to the Circulation Desk Staff who will, if space is available, place the petition in a location designated by the Library for such purpose.
- Library sponsored guest authors or performers may be granted permission to sell materials at the discretion of the Library Director. Solicitation by members of the public is not allowed within the library. Groups or individuals who wish to solicit to

the public on library property, outside of the building, may do so only if public access to the building is not impeded and building use is not interfered with in any way including loud noise, threatening behavior or otherwise disorderly conduct or violations of the Appropriate Patron Behavior Policy (p.15).

- Soliciting donations for organizations other than the Altoona Public Library and Friends of the Library is not permitted within the library or on library property.

### **Compliance With the Americans with Disabilities Act**

**WHEREAS**, the Congress of the United States has recognized the rights of persons with disabilities and stated that it shall be a policy of the United States to have full participation in society by persons with disabilities, and

**WHEREAS**, the Congress of the United States has adopted the Americans with Disabilities Act of 1990 for the purpose of eliminating discrimination against individuals with disabilities,

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Trustees of the Altoona Public Library, that the library intends to comply with the Americans with Disabilities Act in the delivery of services, programs and activities by making reasonable accommodations, such as the removal of architectural, transportation and communication barriers; the changing of rules, policies and practices; and the providing of auxiliary aids or services for the enhancement of communication with persons with hearing or sight impairments, when such accommodations will enable persons with disabilities to meet essential eligibility requirements for services, programs and activities provided by the Altoona Public Library, and,

**BE IT FURTHER RESOLVED:** The Altoona Public Library shall evaluate its current services, policies, and practices, including its facilities, to identify barriers in the environment and in service provision which may result in exclusion of person with disabilities or in the provision of a less effective service for persons with disabilities.

The Altoona Public Library Board of Trustees, the Library Director, and the City Administrator, or his/her designee will be responsible for coordinating compliance with the Act, and for investigating any complaints against the Altoona Public Library alleging non-compliance with the Act.

- A procedure for the prompt resolution of complaints against the Altoona Public Library alleging non-compliance with the Act shall be adopted by the library, and a description of the procedure shall be posted at the library.
- The Altoona Public Library shall adopt a plan for the removal of barriers in existing facilities as required by the Americans with Disabilities Act.

### **Requests for Accommodation and Complaints About Accessibility**

The Altoona Public Library seeks to make its services, facilities, resources, including electronic resources and web content, and programs as accessible as possible to the public. This policy establishes the following procedure to assist the library in addressing concerns about accessibility.

People who wish to request accommodation or make a complaint about accessibility at the Altoona Public Library have access to a three-step procedure:

**Step One:** Requests for accommodation and/or complaints about accessibility can be presented in person or over the phone. These should be addressed to the Library Director who serves as the Library's ADA Coordinator who then will make every attempt to resolve the issue without further recourse to this procedure.

**Step Two:** If resolution is not achieved by Step One, a complaint can be presented in writing on an Altoona Public Library Accessibility Form. Assistance in completing this form is provided, as needed. Completed forms are reviewed by the Library Director; a formal response is made to the library user within ten working days of the date of the original submission of the form. The formal response can be a telephone call followed by a letter confirming the telephone discussion or directly by letter (non-print formats provided as needed). The Library Director will make every attempt to resolve the issue through this means.

**Step Three:** If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final for the library.

If an Altoona Public Library Accessibility Form (Appendix K, p.56) is requested by a member of the community, a copy of this policy will be attached to it.

**Patron Access to the Library Policy approved by the Altoona Public Library Board of Trustees on September 19th, 2023.**