



# City of Appleton

Appleton Public Library  
200 N. Appleton Street  
Appleton, WI 54911

## Meeting Agenda - Final Library Board

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Friday, June 20, 2025

9:15 AM

Appleton Public Library, 200 N Appleton Street  
Thrivent Conference Room

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### Personnel & Policy Committee Meeting

1. Call meeting to order
2. Pledge of Allegiance
3. Roll call of membership
4. **Action Items**
  - [25-0704](#) Library Director's Mid-Year Performance Review
  - [25-0705](#) Library Space Use Policy Updates
    - Attachments:** [SPACE USE POLICY \(Draft July 2025\).pdf](#)
  - [25-0706](#) Library Customer Service Policy Updates
    - Attachments:** [Customer Service Policy \(Draft July 2025\).pdf](#)
  - [25-0707](#) Library Safety and Security Policy Updates
    - Attachments:** [Safety and Security Policy \(Draft July 2025\)1.pdf](#)
  - [25-0708](#) Library Circulation Policy Updates
    - Attachments:** [Circulation Policy DRAFT July 2025-2.pdf](#)

### Closed Session

*The Committee may meet in Closed Session to discuss Personnel Matters pursuant to WI State Statute 19.85(1)(c) and then resume meeting in Open Session.*

5. Adjournment

*Reasonable Accommodations for Persons with Disabilities will be made upon Request and if Feasible.*



## **SPACE USE POLICY**

### **I. INTENDED PURPOSE OF SHARING OF SPACE**

In the spirit of community partnerships, the Appleton Public Library (“Library”) encourages the use of designated spaces, including meeting, study and conference rooms by the public to support educational, cultural, informational, and civic activities. The Library is committed to providing free and equitable access to these spaces, regardless of the beliefs or affiliations of the individuals or groups requesting their use.

The Library adheres to the principles of intellectual freedom as outlined in the Library Bill of Rights by the American Library Association. Use of Library space by individuals or groups does not imply Library endorsement of the content or viewpoints expressed.

### **II. POLICY**

Usage of meeting, study, and conference rooms should not interfere with the normal functions of the Library. The Library reserves the right to monitor activities conducted in its spaces to ensure compliance with laws and Library policies.

Priority is given to programs hosted by the Appleton Public Library/City of Appleton.

#### **Requirements:**

Different spaces have different attendance requirements and capacities. The Library’s reservation request system will provide this information. Specific room requests may be accommodated based on suitability and scheduling needs; however, the Library reserves the right to reassign spaces.

#### **Prohibited Uses:**

- Activities intended solely for commercial profit.
- Personal parties such as birthdays, weddings, anniversaries, etc.
- Activities requiring a fee except for as described in Section V. Private Rental of Mary Beth Nienhaus Community Meeting Room or Library fundraising or City-sponsored events
- Illegal activities, safety risks, or use of combustible materials.

- Temporarily or permanently attaching items to the walls

**Additional Guidelines:**

- **Refreshments:** Allowed, but alcohol is prohibited unless part of Library fundraising events outside operating hours.
- **Cleanup:** Rooms must be left in an orderly condition. A \$25 minimum fee may be charged for excessive cleaning. All damage will be the responsibility of the individual reserving the space.
- **Library Access:** Staff must always have access to meeting rooms, and doors may not be locked or barred.
- **Photography:** The Library may utilize photos and videos from public programs and events at the Library and at off-site Library sponsored events on its website, social media and in Library publications. To ensure the privacy of all individuals, including children, images will not be identified using full names or personal identifying information without the written approval from the photographed individual, parent or legal guardian.

Participants may request in writing that their image not be used by the Library.

**III. FREE PUBLIC USE OF MARY BETH NIENHAUS COMMUNITY MEETING ROOM(S)**

The Mary Beth Nienhaus Community Meeting Room (“Community Meeting Room”) is a large space that can be divided into three (3) separate meeting spaces. These spaces are intended for larger groups and are available at no charge for non-commercial purposes by groups and individuals for educational, cultural, informational, or governmental/civic activities. Free use must be open to the public and free of charge.

Acceptable uses include public lectures, panel discussions, workshops, and other community-focused events. Private meetings, staff retreats, staff trainings, and other closed gatherings require a paid rental.

Use of this space includes use of the Community First Credit Union Welcome Hall. These meetings must occur during regular Library hours. Access outside of operating hours requires a rental fee and is subject to staff availability and capacity.

**Guidelines and General Rules:**

- **Reservations:** Groups must reserve the Community Meeting Room in advance using the Library's online booking system or by contacting Library administration. No single group may have more than four (4) bookings within six months.
- **Room Setup:** An authorized group member must submit a Meeting Room Request Form. The Library provides a basic room setup based on a selection of standardized options. The group is responsible for customizing the furniture arrangement and ensuring they are properly trained on AV equipment.
- This room has a hearing loop installed beneath the carpet. Cutting or using sharp tools on the carpet is not allowed. Any damage to the hearing loop will be the responsibility of the person who reserved the space.

#### IV. USE OF STUDY AND CONFERENCE ROOMS

The Library offers eleven (11) study and conference rooms of varying size and configuration designed for use by individuals and small groups.

Permissible uses include quiet study, tutoring, small group work, meetings, and employers conducting interviews.

##### **Guidelines and General Rules:**

- **Reservations:** Rooms are available on a first-come, first served basis and may be reserved through the Library's online booking system or in-person. Rooms may be reserved for up to two (2) hours, with extensions granted if no one is waiting.
- The Cornerstone Conference Room has a hearing loop installed beneath the carpet. Cutting or using sharp tools on the carpet is not allowed. Any damage to the hearing loop will be the responsibility of the person who reserved the space.

#### V. MICROSOFT CREATION STUDIOS

The Library offers two (2) Microsoft Creation Studios ("Creation Studios"). A Creation Studio is a specialized space designed for work on projects that require enhanced technology and resources beyond traditional study rooms. Equipped with tools such as audio-visual editing software, or other creative technologies, the Creation Studio supports activities like digital content creation, design work, and multimedia production. It offers a collaborative yet quiet environment for innovation and learning.

- **Reservations:** Rooms may be reserved for up to two (2) hours, with extensions granted if no one is waiting.

## **VI. PRIVATE RENTAL OF THE MARY BETH NIENHAUS COMMUNITY MEETING ROOM**

The Library offers the Mary Beth Nienhaus Community Meeting Room, including the Community First Credit Union Welcome Hall for private rental by individuals/organizations, nonprofits, for-profit organizations, and government entities intended for closed, private meetings. Events, meetings, or retreats that are not open to the public will be subject to rental fees.

- Reservations may be requested via the Library's online booking system or by contacting Administration (920-832-6170)
- Renter must complete a Meeting Room Rental Agreement and submit payment per the Event Rental Fee Schedule.
- Prohibited Uses (page 1) still apply.
- The Library reserves the right to decline events if staffing or other resources are unavailable.
- This room has a hearing loop installed beneath the carpet. Cutting or using sharp tools on the carpet is not allowed. Any damage to the hearing loop will be the responsibility of the person who reserved the space.

## **VII. RULES OF USE**

All users must adhere to Library policies. Non-compliance may result in removal and suspension of future room use privileges.

## **VIII. LIBRARY STAFF ONLY PROGRAMMED SPACES**

Some Library spaces are exclusively reserved for staff programming. These spaces include the Vira Stoner Flex Box, Ramona Litscher Van Asten Commons\*, US Venture Coworking Space\*, Boldt Learning Stairs, the Story Room, Sommers-Molitor Discovery Room, and the Children's Garden. These spaces may occasionally be made available for unstructured access or public programs at the discretion of Library staff. Scheduling and use of these spaces are managed exclusively by Library staff, and they are not available for public reservation.\*See Ramona Litscher Van Asten Commons and US Venture Coworking Space policies for more information

*Transparency: ChatGPT 4o, an AI language tool, was used in this policy update to ensure clarity, consistency, and user-friendliness for the 12/24 revision. The final content was reviewed and approved by Library staff.*

Formerly Meeting and Study Room Policy. Approved: 12/98. Amended: 11/01; 09/09;  
2/13; 10/15; 12/16; 3/17, 12/18, 8/19; 12/24; 3/25; **Pending Approval 7/2025**

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## CUSTOMER SERVICE POLICY

### PURPOSE

In fulfilling its mission, the Appleton Public Library will provide excellent customer service to all individuals in accordance with existing City of Appleton policies. Community-focused and knowledgeable staff members provide the materials and services our patrons want and need. The library cares about patrons and seeks to give each person attentive service.

### POLICY

1. Library staff will acknowledge every patron appropriately, treating them with equal respect and every request with equal importance.
2. Library staff seek out innovative approaches to serve our customers in the best ways possible.
3. Skilled staff will use their knowledge of library resources to fulfill requests in a timely manner or else present alternatives when requests cannot be met immediately.
4. Staff members are expected to act in a friendly, helpful manner which will ensure that the patron will walk away feeling that their experience with the library has been a positive one.
5. Library policies and procedures exist to make library resources available on an equitable basis:
  - a. If a patron questions a policy or if the purpose of a policy is not understood, staff should provide an explanation or else refer the patron to ~~the librarian in charge~~, a supervisor, the library assistant director, or library director. The business cards of supervisors and the assistant director are available at all service desks.
  - b. The library recognizes the need to enforce policies and procedures. Staff will be patient, respectful and helpful even when ~~being firm about enforcing~~ library rules.
  - c. The library reserves the right to limit the ~~number of questions or~~ amount of time a staff member can spend helping individual patrons. Monopolizing the time of staff or otherwise interfering with staff members' performance of duties is not allowed and may be subject to restrictions up to and including permanent restriction from the library and criminal charges in accord with the library's Security and Safety Policy.
6. All interactions and transactions between a library patron or group of patrons and the library will be considered confidential and will be discussed only in a professional context.
7. ~~Library staff will seek to meet patron expectations. Any comments are welcome. The library is responsive to and welcomes all feedback.~~ Patrons can expect complaints and problems to be addressed within 48 hours, whenever possible.

8. The library supports high standards of customer service through a plan of employee training, leadership development and opportunities for customer input.

| *Approved: 1/08. Amended: 11/17 Pending Approval 7/25-*



## **SAFETY AND SECURITY POLICY**

### **I. PURPOSE**

This policy is designed to provide a safe and secure environment for patrons and library staff and protect library property. The library supports the rights of all individuals and is dedicated to free and equal access to information without discrimination, intimidation, threat of harm, or invasion of privacy.

### **II. POLICY**

- A. Overview. Patrons must be engaged in activities typically associated with the use of a public library while in the building and avoid conduct that disrupts others. This includes any individual or group activity which is unreasonably disturbing to other individuals lawfully using library facilities, materials, equipment and/or premises or is otherwise inconsistent with activities such as reading, studying, properly using library materials and other similar conduct typically associated with a public library.

Whenever possible, staff will first inform individuals about applicable policies before enforcing them more strictly. Library Security Monitors ("Security") focus on ensuring a safe and welcoming environment.

- B. Monitoring. The library monitors behavior using security tools, per Wis. Stat. § 43.30 and the Privacy Policy. The library reserves the right to inspect bags, briefcases, backpacks or other personal items.
- C. Responses to Inappropriate Behavior. Responses will be proportionate to the severity of the behavior. See III. CLASSES OF BEHAVIOR AND RESPONSE.
1. Eviction. Staff may evict patrons for the remainder of the day if they fail to comply with library policies. The library reserves the right to immediately evict a patron who poses a danger or threat to staff or other patrons.
  2. Restriction. The library director and assistant director are authorized to issue restrictions. The length will be based on the offense severity, prior violations, safety of staff and patrons, and legal considerations. If the library director or assistant director is unavailable, a supervisor may impose restrictions for up to 14 days. The Library Board retains the authority to impose restrictions directly when necessary.
    - a. The patron and APD must be notified as soon as is practical of the restriction decision, including its duration. Notification may be delivered by library staff, police, or certified mail (return receipt requested).

- b. This policy addresses library-imposed restrictions but does not override penalties under federal, state, or local law.
- D. Juvenile Patrons. If a juvenile patron violates this policy, or any other rule or regulation, staff may contact their parent/guardian.
  - 1. Juveniles may be required to use the library with a responsible parent or guardian as an alternative to restriction.
  - 2. The juvenile's parent or guardian must be notified of the restriction via certified mail, or the notice may be delivered by APD. Failure to abide by the restriction may lead to restricting the juvenile from the library completely, and they may be cited for trespassing by APD.
  - 3. Juvenile patrons 16 and over may have privacy rights preventing disclosure and staff will consult with the City Attorney prior.
- E. [Restroom Use. Activities inconsistent with appropriate restroom use may result in eviction or restriction, depending on the severity. Inappropriate activities include bathing, washing clothes, using illicit drugs or alcohol, or engaging in sexual activity.](#)
- F. Use of Equipment. Patrons who violate library policies while using equipment may have their access restricted. Public computer access may be suspended for up to 30 days for policy violations, and serious offenses may result in full library restrictions or legal action. Misuse of computers or internet access may also lead to suspension, restriction, or prosecution.
- G. Identification. Patrons violating library policies may be asked to provide identification. Refusal to provide ID may result in contacting APD depending on the seriousness of the violation.
- H. Video Surveillance and Photography. Security cameras enhance safety by deterring policy violations, assisting staff in preventing incidents, and supporting the library in investigating and potential criminal activity on library property per Wis. Stat. §43.30(5).
  - 1. Video cameras may be in indoor or outdoor locations where individuals lack a reasonable expectation of privacy. Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy such as private offices or restrooms.
  - 2. The City of Appleton ("City") may mount cameras on exterior library property that provide surveillance of public outdoor spaces. These cameras are not library cameras and are not covered by this policy.
  - 3. Video footage and photographs are used in accordance with the library's Privacy Policy and Records Retention Schedule.
  - 4. Cameras are not continuously monitored. Personal safety is the responsibility of the individual, and the City is not responsible for lost or stolen property.

- I. Unattended Children. The library strives to provide a safe and welcoming environment for children and encourages their use of materials and services.
  1. Responsibility. Parents, guardians, or caregivers are responsible for the welfare and behavior of their children in the library. Staff cannot assume responsibility for unattended children's safety or comfort.
  2. Supervision.
    - a. Children under 8 must be supervised at all times, including during library programs. Children 8+ may use the library independently if they behave appropriately.
    - b. The City of Appleton and the library are not liable for unattended children. Parents, guardians, and caregivers accept the risks of leaving children unattended and release the City from claims.
  3. Response.
    - a. Staff may notify parents, guardians, or authorities (e.g., APD) to ensure a child's safety or enforce library rules.
    - b. Staff will make reasonable efforts to ensure children leave safely at closing. If a minor remains, at least two staff members will stay with them. After 15 minutes, staff will contact APD for assistance.

J. Appeals.

1. Restricted individuals may submit a written reconsideration request to the Library Director at Appleton Public Library, 200 N. Appleton Street, Appleton, WI 54911, stating their reasons and including a return address.
2. The library director will respond to the reconsideration request in writing via certified mail within 14 business days. The restriction will remain in effect unless modified by the director's written decision.
3. For restricted juveniles, the library director may allow access under the direct supervision of an approved parent or guardian, upon request.
4. If the person wishes to contest the decision of the library director, they may appeal to the Library Board pursuant to the Bylaws.
5. Restricted individuals who enter the library before the return date on the "Restriction from Library" notice may have APD contacted and face trespassing charges under Appleton City Ordinance AC 10-26.

### III. CLASSES OF BEHAVIOR AND RESPONSE

No policy can list all prohibited behaviors. Therefore, the guiding principle for acceptable behavior is: ***Everyone has the right to use the Appleton Public Library without being disturbed by others. Disruptive, unsafe, illegal or damaging behavior is not allowed.***

- A. **Class 1 - Dangerous or Criminal Behavior.** Violations of federal, state, or city laws are prohibited in the library. These actions require staff to contact the APD and may result in an immediate restriction. Examples include, but are not limited to:
  1. Fighting or combative behavior,
  2. Exhibitionism,

3. Any sexual behavior regardless of if it is unwelcome or consensual,
4. Threats,
5. Refusal to leave when asked,
6. Physical abuse,
7. Stalking,
8. Possession of illegal drugs,
9. Possessing firearms or weapons that threaten staff or public safety,
10. Child pornography,
11. Theft, including theft of library materials,
12. Vandalism,
13. Intentional entry into restricted areas of the building, or
14. Tampering with any library security equipment.

B. **Class 2 - Potentially Serious Behavior.** Responses depend on the severity and may include a warning, contacting the APD, or a library restriction. Examples include, but are not limited to:

1. Alcohol or drug intoxication,
2. Possession of weapons that do not fall into Class 1,
3. Possession of alcohol, except as part of an approved program,
4. Verbal abuse of staff or other patrons,
5. Loitering in a manner that interferes with others,
6. Excessively emotional, hostile, threatening or uncontrolled behavior,
7. Use of loud profanity, obscenity or obscene gestures,
8. Panhandling,
9. Using another person's card without permission,
10. Leaving bags and other personal items unattended, or
11. Harassing and intrusive behavior, including staring at, stalking or following staff or patrons with the intent to annoy or harass, violating privacy, or interfering with staff performance of duties or patrons' use of the library.

C. **Class 3 - Disruptive and Nuisance Behaviors.** Responses depend on the severity and may range from tolerance to a warning. Severe or repeated offenses may result in eviction, contacting the APD, or a library restriction. Examples include, but are not limited to:

1. Bodily hygiene which is so offensive that it is a nuisance to patrons and staff,
2. Loudness,
3. Interfering with staff duties by monopolizing their time, engaging in prolonged or inappropriate conversations, making personal comments, or refusing to comply with staff requests,
4. Inappropriate public displays of affection,
5. Blocking the library entry, sidewalk in front of the building or otherwise interfering with free passage of APL staff or users,
6. Loud profanity or obscenity in front of the building or in the parking lot,

7. Patrons may bring up to three bags or personal items, each no larger than 32x18x15 inches.
  - a. Exceptions include wheelchairs, strollers, musical instruments, and items for library programs or events.
8. Bedrolls, pillows, sleeping bags, shopping carts, and garbage bags,
9. Sleeping, napping or dozing in or on library premises,
10. Unhygienic behavior such as spitting or changing diapers in public areas,
11. Bathing, shaving, washing hair or washing clothing,
12. Using cellphones or other devices at a volume that disturbs others, whether with or without headphones,
13. Violation of the Smoking and Tobacco Use Policy,
14. Patrons must wear clothing that covers the upper and lower torso, as well as shoes at all times. Exceptions apply to non-walking infants.
15. Failing to clean up personal trash,
16. Visible presence of pests on person, belongings or library materials,
17. Rearranging or misusing furniture beyond its intended design or capacity, or
18. Other violations of library policies.

*Transparency: ChatGPT 4o, an AI language tool, was used in [this-the 12/2024](#) policy update to ensure clarity, consistency, and user-friendliness. The final content was reviewed and approved by library staff.*

Approved: 5/02. Amended: 4/05; 6/07; 8/16; 12/16; 11/17; 12/18; 8/19; 12/2024; [Pending Approval 7/2025](#)

## CIRCULATION POLICY

### PURPOSE

A core service of the Appleton Public Library (“Library”) is the loan of materials to individuals in the community. The Library does this by maintaining a database of registered borrowers and giving patrons in good standing access to the collections of the Library, OWLSnet, and through interlibrary loan. The Library promotes the use of materials, ensures the rights of borrowers and protects Library property to safeguard the collection and make materials available to as many people as possible.

### POLICY

1. Borrower Eligibility
  - a. Patrons registered at an OWLSnet library are eligible to borrow materials and all Wisconsin residents are eligible for a library card. The Library participates in the OWLSnet shared automation network and works cooperatively with other OWLSnet libraries to maintain borrowers' records and lend materials.
  - b. Library staff will require those applying for library cards to present documentation sufficient to establish their identity and place of residence. There shall be no charge for issuing or renewing a card.
  - c. Individuals residing in temporary housing or unable to provide sufficient evidence of residence may only be eligible for cards with limited or no borrowing privileges.
  - d. Patrons must provide evidence of a physical address; PO BOX and General Delivery addresses are not sufficient.
2. Borrower Responsibilities
  - a. Patrons applying for library cards will sign a responsibility statement on their library card and/or digitally which reads as follows: "I accept the responsibility for all use of this library card including fines incurred and lost, damaged, and stolen material until this card is reported lost or stolen. A fee may be charged for a replacement card."
  - b. The Library will require that a parent or guardian sign the card and/or digital application form for their child under age 16.
  - c. Parents or guardians are responsible for their minor children's use of library material, including payment of any bills or charges incurred by their children.
  - d. Each parent or guardian shall have the right and responsibility to set standards for their own children; standards applied to their child shall not be imposed on anyone else's child.
  - e. APL will not assert the rights of a minor child over the rights of that child's parent(s) or guardian(s). The Library will comply with a parent(s) or guardian's

written request restricting their minor child's access to specific collections at checkout.

### 3. Confidentiality of Records

- a. In compliance with Wisconsin Statute 43.30, all identifying library records are confidential and cannot be disclosed to others except as provided by law.
- b. Exceptions are detailed in the Library's Privacy Policy as well as to custodial parents or guardians of children under the age of 16 as follows:
  - i. A parent or guardian requesting such records may be asked to provide proof that they are a custodial parent and have not been denied periods of physical placement under s. 767.24 (4).
  - ii. Examples of such proof include possession of the child's library card number, a valid library card or other government issued photo ID showing the same address as the child, or any other set of documents that demonstrate to the Library staff's satisfaction that the requestor is the custodial parent or guardian of the child whose records have been requested.
  - iii. Requests will be complied with as soon as practicable and without delay. Requestors who are denied access may appeal the decision following the appeals process described in the bylaws.

### 4. Circulation Rules

- a. The Library staff shall set loan periods and limits on the number of materials which can be borrowed and borrowing periods for various collections appropriate for the proper use of materials.
- b. The Library is not responsible for any damage caused to playback equipment by audiovisual materials.
- c. The Library may charge a fee or recover costs for the following situations:
  - i. Lost library card replacement
  - ii. Damaged items
  - iii. Replacement of items not returned
  - iv. Recovery charge for accounts referred to a collection agency
  - v. Photocopies/document delivery.
- d. Library staff may deny borrowing to cardholders
  - i. Not presenting their card or other identification
  - ii. With a significant number of overdue materials not yet returned
  - iii. With bills for unreturned or damaged material
  - iv. Whose place of residence is no longer confirmed due to mail notices being returned.

### 5. Recovery of Materials

- a. The Library reserves the right to
  - i. Take measures up to and including legal action to recover materials not returned
  - ii. Utilize a collection agency to recover items and/or funds.

*Approved: 8/97. Amended: 7/04; 4/10; 11/21; Pending Approval 7/25*

**Note about 7/25 revision for approval: Content has been reorganized into headings to improve clarity. Additions are highlighted in yellow.**