

**AGENDA**  
**SHOREWOOD-TROY PUBLIC LIBRARY DISTRICT**  
**BOARD OF TRUSTEES**  
**Study Room, Deerwood Dr., Shorewood, IL 60404**

**April 23<sup>rd</sup>, 2025**  
**General Meeting**  
**7:00 p.m.**

1. Welcome
2. Call to order and roll call of Trustees
3. Changes/Additions to Agenda
4. Approval of Minutes:
  - Regular Meeting, March 13, 2025
5. Comments from the Public

MEMBERS OF THE PUBLIC ARE INVITED TO SPEAK TO THE BOARD. COMMENTS ARE TO BE LIMITED TO THREE MINUTES OR LESS. DUE TO OPEN MEETINGS ACT RESTRICTIONS, ACTIONS MAY NOT BE TAKEN ON ITEMS NOT ALREADY ON THE AGENDA, BUT ACTION MAY BE DEFERRED TO A LATER BOARD MEETING.
6. Treasurer's Report – March 2025
7. Approval and Payment of Bills
8. New Business –
  - a. Approve a \$150,000 transfer from Reserves to General fund to be repaid by no later than June 30<sup>th</sup>, 2025, from tax monies received (**Action**)
  - b. Banking proposal from Shorewood Bank & Trust, Wintrust (**Discussion/Action**)
  - c. Approve Policy for Board & Staff Attendance at Community Events (**Action**)
  - d. Approve Revisions to Library Notary Policy (**Action**)
  - e. Approve Revisions to Policy on Reference & Reader's Services (**Action**)
  - f. Approve Revisions to Usage of Library Computers (**Action**)
13. Adjourn

Any individual requiring special accommodations as specified by the Americans with Disabilities Act is requested to notify the Shorewood-Troy Public Library District Director at 815-725-1715 at least 24 hours before the meeting date.

For further information regarding this meeting agenda, please contact:  
Jennie Cisna Mills, Director/815.725.1715 or [jmills@shorewoodtroylibrary.org](mailto:jmills@shorewoodtroylibrary.org)  
Shorewood – Troy Public Library District, 650 Deerwood Dr., Shorewood, IL 60404

**SHOREWOOD-TROY PUBLIC LIBRARY DISTRICT  
BOARD MEETING  
March 13, 2025**

The Regular Meeting of the Shorewood-Troy Public Library Board of Trustees was called to order by President Thomas Novinski, at 7:00 p.m. on March 13, 2025. The meeting occurred in Meeting Room A of the Library at 650 Deerwood Dr., Shorewood, IL 60404.

**ROLL CALL:**

**TRUSTEES PRESENT:**

- |                    |                  |
|--------------------|------------------|
| 1. Karen Voitik    | 2. Vito Schultz  |
| 3. Arthetta Reeder | 4. Tom Novinski  |
| 5. Bob Stahl       | 6. Krysten McGee |

**ABSENT:** Tracy Caswell

**STAFF PRESENT:**

Jennie Mills, Director  
Cindy Norman, Finance Clerk

**VISITORS PRESENT:**

**CHANGES/ADDITIONS TO AGENDA:** None

**APPROVAL OF MINUTES:**

Secretary Voitik moved that the minutes of the regular meeting on February 13, 2025 be approved. Vice President Schultz seconded the motion, which passed with all members present voting "Yes." Trustee McGee abstained.

**COMMENTS FROM THE PUBLIC:** None

**TREASURER'S REPORT:**

Cash on Hand Beginning of January 2025	\$ 538,427.26
Cash received during January 2025	270,021.60
Disbursements January 2025	<u>(124,795.36)</u>
Cash on Hand End of January 2025	\$ 683,653.50

**Location and Denomination of Cash**

Petty Cash	\$ 300.00
General Fund Checking – Chase	(349.98)
Money Market Fund – Chase	92,686.90
Money Market Fund – Old Plank Trail x6183	355,733.58
Payroll Account – Chase	2,364.40
License Plates – Chase	920.87
Money Market – Old Plank Trail x9335	18,609.33
Money Market – Old Plank Trail x9981	213,385.46
PMA Financial CD80197	<u>2.94</u>
TOTAL	\$ 683,653.50

#### APPROVAL AND PAYMENT OF BILLS:

Treasurer Stahl moved that the bills presented for payment be approved. Vice President Schultz seconded the motion. A roll call vote was taken and the motion passed with all Trustees present voting "Yes."

#### LIBRARIAN'S REPORT:

- a. Director's Report with personnel – Jennie Cisna Mills
  - Director Mills updated the board on the Dolly Parton's Library Imagination project. The Will County Library Directors met with Will County Executive Jennifer Bertino-Tarrant on February 25<sup>th</sup> to discuss ways to leverage the library community with the Dolly Parton's Imagination Library Foundation.
  - Director Mills discussed with the Trustees the possibility of moving more funds to Wintrust due the higher interest rate. Treasurer Stahl wanted to make sure all of the funds are FDIC insured and Director Mills assured him they were due to Wintrust having multiple charters to spread the risk.
  - Director Mills will be moderating a panel for Library Journal's Day of Dialog on April 17<sup>th</sup>.
- b. Department Heads
  - Secretary Voitik asked for an explanation of a Toniebox, which is now available for circulation in the Children's Department
  - President Novinski would prefer the Department Head reports to be in black and white going forward to save money.

#### OLD BUSINESS:

- a. Director Mills provided an update on the parking lot project. The Building Committee voted to hire Indicom to blow out the conduit and scope it to determine if anything is broken or if there are any holes in order to help determine what is causing the leak. The findings of the scope will determine the next move.

#### NEW BUSINESS:

- a. Rose Nowak, Head of Adult & Teen Services, was honored for her First Anniversary with the Library.
- b. Louise Salomone, Children's Assistant, was honored for her First Anniversary with the Library.
- c. Elise Tarrant, Technical Services Assistant, was honored for her First Anniversary with the Library.
- d. Vice President Schultz motioned/Trustee Reeder seconded to approve the updated Unattended Children Policy. The motion passed with all members present voting 'yes'.
- e. Vice President Schultz motioned/Trustee Reeder seconded to approve the Updated Book a Librarian Policy. The motion passed with all members present voting 'yes'.
- f. Vice President Schultz motioned/Trustee Reeder seconded to approve the updated Code of Conduct policy. The motion passed with all members voting 'yes'. The policy is on our website and a hard copy is given to patrons when needed.
- g. Vice President Schultz motioned/Trustee Reeder seconded to approve the updated Collection Development policy. The motion passed with all members voting 'yes'.
- h. Treasurer Stahl motioned/Vice President Schultz seconded to approve Sebert Landscaping at \$5,480 for Summer 2025. A roll call was taken and the motion passed with all members

- voting 'yes'. Sebert Landscaping has water trucks to be able to water the new landscaping around the new parking lot and they are also cheaper than the existing company.
- i. The board discussed fundraising for the Library Foundation Seeds Funds. Director Mills opened a Zeffy account to accept online donations. It was discussed to do a soft launch at the ribbon cutting with pledge cards, donation cards, and QR codes in the Library.

CORRESPONDENCE: Patron Surveys

OTHER BUSINESS:

- Ribbon cutting for the new parking lot will be 4/7/25 at 4:00 p.m.
- The library was nominated for a PSACC award. The meeting will be May 21<sup>st</sup> at Department 109 in Plainfield.
- The Library is participating in the Kiwanis Fundraiser and will also be involved with Party in the Park this summer for additional Outreach activities.

Treasurer Stahl motioned, and Vice President Schultz seconded, that the meeting be adjourned at 7:41 p.m., with all members present voting yes.

Respectfully submitted,  
Cindy Norman, Finance Clerk

April 10, 2025

TO: Shorewood-Troy Library Board of Trustees

FROM: Jennie Mills, Director

RE: Transfer from Reserves

I recommend that the Board approve a transfer of \$150,000 from reserves to cover expenses for April and May. Our tax deposits come at two different times – we get half of our tax receipts in July through September and half of our tax receipts in May and June. This creates a cash-lean time in the Spring.

Our taxes begin coming in at the end of May, and we should be able to repay our reserves in full by the end of June. In essence, we are just providing ourselves with an interest-free loan to ourselves, as we have done for a number of years.

April 10, 2025

TO: Shorewood-Troy Library Board of Trustees

FROM: Jennie Mills, Director

RE: Banking Proposal from Shorewood Bank & Trust

I've attached the banking proposal from Shorewood Bank & Trust. Their Max Safe accounts hold our significant funds safely (page 6) across multiple charters, which is essential when our tax funds drop.

Wintrust also utilizes Positive Pay, which is an important safeguard that the Library currently utilizes at Chase. Positive Pay alerts us if someone attempts to cash a check that has been altered. I will note that Chase offers us this tool for free, whereas Wintrust would charge us \$55 a month, or **\$660 annually**.

However, since the interest rate on the MaxSafe accounts is changed daily to match or exceed the interest rate on IllinoisFunds, we'd make the money back. For security reasons, I'll hand out paper copies of the statements at the Board meeting. However, you'll see that although we haven't held most of the Library's money in these accounts, the Library earned **\$28,639.02** in interest in 2024 on the Wintrust MaxSafe accounts.

The interest rate on the money market at Chase is **0.02%**. **The interest paid in 2024 in that account was \$55.14.**

Additionally, the deal on the Wintrust credit card is better. The credit card will offer points or cash back, which can be used to extend our purchasing power.

Switching banks will be a little complicated for both Cindy and me. There are some complications, and it will take a little time. However, I would be remiss if I didn't suggest it. It makes financial sense for the Library.



**SHOREWOOD**

BANK & TRUST

*A branch of Old Plank Trail Community Bank, N.A.*

A WINTRUST COMMUNITY BANK

## BANKING PRESENTATION

PRESENTED TO:

**SHOREWOOD-TROY PUBLIC LIBRARY**



# WINTRUST GOVERNMENT FUNDS



**Wintrust Government Funds** provides the expertise and financial solutions that school districts, park districts, municipalities, libraries and other local government entities are looking for. Our Illinois portfolio includes over **450** government depositors, with over **250** main operating account clients, including over **35** library districts. We work with taxing bodies of all sizes.

## OUR APPROACH

- A consistent commitment to all public sector markets
- Taxpayer funds are kept local and reinvested in our communities
- Our dedicated team that understands our public sector clients' unique needs including the Illinois Public Funds Act, collateral requirements, FDIC coverage and debt structure options
- Active and consistent support of the communities we serve through unmatched community engagement



## MAXSAFE MUNICIPAL DEPOSIT ACCOUNTS

Illinois government entities can receive more than \$7 million in FDIC insurance. Backed by Wintrust's 16 individually chartered community banks, these account offers up to \$7.5 million in total FDIC insurance per ownership category for interest bearing & non-interest bearing funds.



# ACCOUNT STRUCTURE



## General Fund Account

Have It All Govt. Checking

## Payroll Account

Combine with General Fund  
Have It All Govt. Checking

## Current Saving Account

Open a new MaxSafe™ Money Market or  
place funds into an existing MaxSafe™  
Money Market account.

4.439%

Rate as of 4/1/2025

Suggested Fraud Tools

Payee Positive Pay & ACH  
Positive Pay Bundle  
\$55 per month

Suggested Fraud Tool

Post No Checks designation  
\$10 per month

# RELATIONSHIP OVERVIEW



## GOVERNMENT HAVE IT ALL CHECKING :

- No monthly maintenance fee if an average collected balance of \$20,000 is maintained.
- Funds FDIC insured up to \$250,000. Additional funds can be collateralized in accordance with state statute and the Shorewood-Troy Public Library's investment policy.
- Up to 400 free monthly transactions including checks paid, deposits, deposited items, ACH credits and ACH debits received.
- Up to \$15,000 in cash deposited monthly at no charge.
- Free online banking access which includes 16 months of online statements and 90 days of account history included. The cost for tokens is \$1.50 for any user beyond the first two.
- Payee Check Positive Pay and ACH Positive Pay provided at a bundled monthly price of \$55 per account. In addition to this bundled fee a \$1.85 per exception fee will be assessed to the account.
- ACH Origination services are available for \$30 per month (up to 30 transactions).
- Online Wire capabilities are available for \$20 per month and \$15 per wire initiated.
- Post No Checks designation available for \$10.00 per month for accounts not writing checks.

# RELATIONSHIP OVERVIEW



## MAXSAFE PUBLIC FUNDS MONEY MARKET:

- Provides \$4 million in FDIC coverage.
- No monthly maintenance fee if a minimum balance of \$10,000 is maintained.
- A competitive interest rate tied to the Illinois Funds State Treasurer pool.
- Interest rate is adjusted daily to match or exceed the Illinois Funds rate.
  - **Rate as of April 1, 2025 = 4.439%**
- Interest posted to the account monthly.

# MAXSAFE® ACCOUNTS

## GREAT RATES. GREATER FDIC INSURANCE COVERAGE

**SHOREWOOD**  
BANK & TRUST  
*A branch of Old Plank Trail Community Bank, N.A.*  
AWINTRUST COMMUNITY BANK

### MAXIMUM FDIC INSURANCE

Get up to \$7.5 million in FDIC protection on several account options. By spreading funds across Wintrust's 16 separate bank charters, we are able to combine FDIC insurance coverage and offer 16 times the usual amount of protection in one account.



Five of our MaxSafe® Banks



### YOUR BANK

- Control **one** account with one financial institution to insure your deposits.
- Receive **one** regular statement detailing your deposit.
- Receive **one** tax document from MaxSafe at the end of the year. No need for multiple 1099s from multiple banks.



### CHOICE OF MATURITIES AND LIQUIDITY

Choose from a multitude of maturities and liquidity options. The MaxSafe Money Market account offers a liquid FDIC insured deposit while the MaxSafe CDs range from three months to four years.

# MAXSAFE MONEY MARKET FEE SCHEDULE

Service Description	Standard Charge
Fees are per occurrence unless otherwise stated	Changes in fees are in bold
Monthly Maintenance Fee	\$10.00
Minimum Balance to avoid monthly maintenance fee	\$10,000.00
Deposits	0-20 \$0.00
	> 20 = <b>\$3.75</b>
Deposited Items	0-20 \$0.00
	> 20 = \$0.23
Cash Processing	\$0.00-\$1,000 Free
	\$1,001+ = \$0.10 per \$100
Debit Transactions	0-6 \$0.00
	> 6 = \$10.00
Real Time Payment - Received Credit	\$1.00
Statements - Electronic	No Charge
Paper Statement Fee	\$7.35
Stop Payment - Online via I-BUSINESSBANKING™	\$20.00
Stop Payment - Manual via email, phone or in-person	<b>\$40.00</b>
Foreign check	\$5.00
Deposit Return Item	<b>\$7.25</b>
ACH Return	\$7.50
ACH Notification of Change (NOC)	\$4.50
I-BUSINESSBANKING™ - Online Banking	
IBB Monthly Maintenance - Single User Profile	No Charge
<b>WIRE SERVICES</b>	
Domestic Incoming Wire Fee	\$13.00
Domestic Outgoing Wire Fee - Online via I-BUSINESSBANKING™	\$15.00
Domestic Outgoing Wire Fee - Manual via email and fax	\$60.00
Domestic Outgoing Wire Fee - Manual via phone or in-person	\$35.00

# WINTRUST GOVERNMENT FUNDS

**SHOREWOOD**  
BANK & TRUST  
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A WINTRUST COMMUNITY BANK



## MUNICIPAL FINANCE SOLUTIONS

- General obligation limited and unlimited tax bonds
- Debt certificates
- Installment contracts
- Alternate revenue bonds
- Revenue bonds
- Special assessment and special service area bonds
- Tax increment financing
- Tax anticipation warrant and working cash bonds
- 501(c)(3) bonds and industrial development revenue bonds
- Technology, equipment, and operating leases

# GOVERNMENT CREDIT CARD



Visa®  
CommUNITY  
Card

**Streamline money management  
for your organization.**

**Corporate Liability**

**Optional Rewards Program**

**1 Point per \$1 spent on all eligible purchases<sup>8</sup>**

**Consolidated statements**

## GOVERNMENT CREDIT CARDS<sup>1</sup>

Government credit cards can help you protect the Library District's hard-earned cash flow and streamline your accounting and purchasing power. We offer a variety of Visa® Government credit cards to meet your specific needs.

### Benefits can include:

- Corporate liability
- Points or Cash Back
- Zero Fraud Liability protection<sup>2</sup>
- Visa Spend Clarity, an online tool that allows you to access and track card transaction data, helping you manage your cash flow more efficiently and make more informed decisions about your expenses
- Emergency card replacement
- Mobile payment capability
- Free online expense reporting tools
- Account and transaction notifications



1. **Credit Card.** Credit cards are issued by Elan Financial Services

2. Elan Financial Services provides Zero Fraud Liability for unauthorized transactions. Cardmember must notify Elan Financial Services promptly of any unauthorized use. Certain conditions and limitations may apply.



# ELAVON MERCHANT PROCESSING PUBLIC SECTOR OVERVIEW



Powering exceptional experiences through flexible software driven solutions.



## Gateway Solutions

Integrated technology for many industry verticals



## Powerful Developer Tools

Our powerful APIs and SDKs give your customers the ability to securely code to any payment environment



## Real-Time Bill Presentment and Funding Solutions

Increased communications and improved cash flow



## Payment Optimization

Solutions to reduce or offset card acceptance costs



payments insider

## Reporting and Analytics

Solutions to reduce or offset card acceptance costs



## Security and Liability

A suite of security and backend technology you can count on



## Digital Forward

Continuous acceleration and innovation in our products and digital capabilities



## Seamless Implementation

With dedicated support

# COMMUNITY ENGAGEMENT



**SHOREWOOD BANK & TRUST** is pleased to offer various educational and financial empowerment seminars at the library to benefit patrons and community members.

- Shorewood Bank & Trust will facilitate various FDIC® Money Smart programs for children, teens, adults and seniors throughout the course of each year.
- Shorewood Bank & Trust will offer a fraud prevention seminar twice a year.
- Shorewood Bank & Trust will facilitate Community Business financial empowerment seminars to assist Entrepreneurs and Small Business owners twice a year.
- Wintrust Mortgage will facilitate mortgage seminars such as Preparing to Become a Homeowner, First Time Homebuyer and Refinance Do's and Don'ts throughout each year.

**SHOREWOOD BANK & TRUST** remains committed to supporting the annual summer reading program. We will promote the program in our bank lobby & drive-thru and will work together to discuss in-kind and monetary donations to support library programs.

## **WINTRUST IS PROUD TO BE A PART OF THE ILLINOIS LIBRARY ASSOCIATION!**

Wintrust is a new sponsor of the Illinois Library Association. We are thrilled that a large part of this sponsorship will be used for the iRead Summer Reading Grant Program for Small and Rural Libraries.

# RELATIONSHIP TEAM



## **Treasury Management Customer Support**

Phone: 847-939-9050  
Monday - Friday | 7:30 AM TO 6 PM

### **Andrea Ramirez-Justin**

**Director** - Government Banking

Old Plank Trail Community Bank, a Wintrust Community Bank

815-462-5519 / Office    708-224-9292 / Mobile

[ajustin@wintrust.com](mailto:ajustin@wintrust.com)

[ajustin@oldplanktrailbank.com](mailto:ajustin@oldplanktrailbank.com)

### **Mark Neumann**

**Treasury Sales Officer**

Wintrust Treasury Management

Wintrust Financial Corporation

312-447-7354

[mneumann@wintrust.com](mailto:mneumann@wintrust.com)

### **Alexandra Ramirez**

**Assistant Branch Manager**

Shorewood Bank & Trust a branch of

Old Plank Trail Community Bank, a Wintrust Bank

708-474-1309

[aramirez@bankshorewood.com](mailto:aramirez@bankshorewood.com)

### **Jacqueline Niemi Boland**

**Assistant Vice President**

Wintrust Government Funds

847-939-8861 / Office    312-961-65917 / Mobile

[jboland@wintrust.com](mailto:jboland@wintrust.com)

April 10, 2025

TO: Shorewood-Troy Board of Trustees

FROM: Jennie Mills, Director

RE: Policies

There is one new policy to look over: Policy on Board & Staff Attendance at Community Events,  
and three to review:

- The Library Notary Policy
- Reference & Readers Services Policy
- Internet and Usage of Library Computers

I am suggesting that the Library implement a \$1.00 fee per notarial seal required, beginning July 1, as the State of Illinois now requires an exam to be taken by each Notary Public, in addition to the bonding requirements that we must carry for Notary Publics.

### **Policy on Board and Staff Attendance at Paid Community Events**

To promote goodwill and public relations within the Shorewood Community, the Shorewood-Troy Public Library District encourages participation by Library Trustees and selected staff in local community events. In recognition that attendance at these events is valuable to the promotion of the Library, tickets for paid functions will be purchased for trustees and selected staff. The Director of the Library will be responsible for selecting staff to attend events, based on job roles at the Library and individual staff members' participation in specific community outreach events or partnerships.

The annual anticipated expense for event attendance by trustees and staff will be accounted for in the Library's annual budget.

Guests of the Trustees and staff may also attend the events, but are responsible for purchasing their own tickets. Reimbursement to the District for such tickets must be made within 60 days of the event.

If ticket holders are unable to attend an event, it is their responsibility to find substitute attendees or reimburse the District. If substitutes are found, no reimbursement is necessary. In the case of a genuine emergency, the requirement to reimburse the District for non-attendance is waived.

### Shorewood- Troy Library Notary Policy

The purpose of notarization is to prevent fraud and forgery. A Notary Public acts as an official and unbiased witness to the identity of persons who comes before the notary for a specific purpose.

Please note that a Notary Public at the Shorewood-Troy Library is not an attorney licensed to practice law in Illinois and may **not** give legal advice or create any legal documents. Notarizing a document does **not** constitute a legal review of the document's contents.

Other important information:

- The Shorewood-Troy Public Library ~~does not~~ will charge a fee of \$1.00 per notarial seal required for Notary Public services. If a document requires three notarial seals, for example, a fee of \$3.00 will be charged.
- Notaries are usually often available at the Library while the library is open, but notary services will cut off 30 minutes before the closing of the library for the day. We recommend that you call ahead (815-725-1715) to ensure a notary is available. Notary service is not guaranteed, due to individual staffing schedules.
- Each signer must present an unexpired government issued ID card with photograph and signature.
  - Examples: Driver's License, State ID, valid Passport, US Military ID, or Matricula Consular Card
- Please do not sign the document until in front of the notary. All people signing the document must be present. All signers must also record their signatures in the library's Notary Public's transaction log.
- Notary services will only be provided in English. Documents being notarized must be written in English. A translator may not be used.
- Blank forms cannot be notarized. If a space on a form does not require an answer, please write "N/A" or cross out the space.
- Public documents such as birth certificates, death certificates, and marriage certificates cannot be copied and notarized.
- No off-site notary service is available through the Library.
- Some documents require one or more witnesses. Ideally, a witness should personally know the person whose documents are being notarized and must not be party to any of the document's contents. Witnesses cannot be solicited from library patrons. Library staff may act as a witness if need be (but this service is not guaranteed).
- The following types of documents cannot be notarized at the library:  
Government I-9 forms, Apostilles, Deeds, Mortgages, Wills, Codicils, or Depositions.
- Notaries reserve the right to deny service.

### Information to Be Recorded in Notary Log

- The date
- Each signer's name
- Each signer's signature

Approved by Board action 1/13/2022, Draft Revision 04/10/2025

- Each signer's address
- Type of ID provided and the expiration date
- Description of document being notarized
- Whether notarization was a jurat or not
- Notary's initials
- Venue (state and county notarization was performed in)



## **Reference and Reader's Advisory Policy**

The Shorewood-Troy Public Library welcomes and encourages the use of its services and facilities by all patrons. Our staff is committed to the Library's mission statement: "Building Community Through the Joy of Reading, Learning, and Exploring!"

In order to support reading, learning, and exploration, the Library fully staffs the Reference and Readers' Services Desks of both the Adult & Teen Department, plus the Children's Services desk every hour the Library is open. The Library Administration and Board also fully commit to supporting the ongoing professional development for the Library's staff on new technology and skills.

Our Staff:

- Respects the information and entertainment needs of every patron and treats it with care and confidentiality.
- Every patron's reading taste will be taken seriously and without judgment. However, when performing Reader's Advisory Services, it can be subjective and open to personal interpretation. Our staff will make every effort to take the time and patience to work with patrons until they are happy.
- Staff does not discriminate with respect to providing service based on age, gender, race, sexual preference, gender presentation, disability, economic class, or appearance in providing services.
- Staff replies to all requests for information from patrons in person, by phone, mail, various social media, and email. All requests for assistance are provided first-come, first served, with priority given to in-person requests.
- Very detailed requests may take a longer amount of time, with every effort to turn around a response within 48 business hours.
- The Library does take patron requests for book purchases, as budget allows. Books must be currently in print and not a textbook.

**Please understand, that our Staff:**

- Are not legal experts, medical experts, or tax experts. We cannot give patrons any help, guidance or advice in law, medicine or taxes.
- Will be happy to guide you to books in the areas of religion or politics, but will not discuss religion or politics with patrons on work-time.

- May request that you utilize the Book-A-Librarian service for particularly difficult reference questions or technology training, so that they can dedicate the correct amount of time to your question.
- Cannot provide typing, translation, or editing/proofreading of document services.
- Cannot guarantee that they will be the only reference librarian that you will work with. Staff work rotational shifts on service desks.

## Computer and Internet Usage Policy

The Shorewood-Troy Public Library is committed to providing access to informational, educational, and recreational resources for all library users. We provide access to the Internet through library-provided computers and through wi-fi.

Not every site found on the Internet is reliable or trustworthy. Some sites on the Internet are unsafe. We only take responsibility for our own website and social media sites.

In order to access the Internet access computers, patrons must have a library card or a staff-issued guest pass in order to use the computers.

- **Patrons must have their library card to use the computers.**

We can issue guest passes to patrons who have forgotten to bring their library card. Patrons who have lost their library card can replace it at no cost. If the patron has a fee of more than \$50, they will be blocked from using the computer until the amount is paid to below \$50.

- **Guests must have their ID to get a guest pass.**

A valid driver's license, state id, or another photo ID (like a school ID) must be presented in order to obtain a guest pass. No patron under the age of 16 will be issued a guest pass unless their parent is present. If no one is waiting for the computer, extension can be granted at staff discretion.

## II. Responsibilities of Users

Users should be aware that they are working in a public environment shared by people of all ages and sensibilities. Users should refrain from using Internet sounds and visuals that may disrupt the ability of other library patrons to use the library and its resources. Library users are responsible for their own use of the Internet in the Library. In the case of minors, the use of library computers and the library's wireless network is a joint responsibility of the user and their parent or guardian.

Users can share personal information (name, address, password, telephone number, school or work, credit card number, etc.) on the Internet at their own risk. This includes but is not limited to email, instant messaging, online purchasing, social media sites, and commercial sites. The Library cannot be responsible for the security of personal information shared on or with non-library sites.

Users should evaluate Internet sources just as they do print materials, questioning the accuracy and completeness of the information. Users must use the Internet at their own risk, realizing that

~~beyond the Library's web sites, web-based services, and social media pages they may encounter material they find offensive.~~

### **Supervising Use by Children and Teens**

Children eight and under must use the Internet with their accompanying adult.

The Library supports the right for each family to decide what is appropriate Internet usage for their children and teens. The use of the Internet presents an opportunity for each family to discuss sites and content that they feel is either appropriate or inappropriate.

~~Parents, guardians, and caregivers are expected to instruct minors to safely share personal information (name, address, password, telephone number, school, credit card number, etc.) on the Internet. This includes but is not limited to email, instant messaging, online purchasing, social media sites, and commercial sites. Before giving out any personal information via email, minors need to be confident that they are dealing with someone who is known and trusted by them and their parents or guardians.~~

For more information on children, teens, and the Internet see content on [ConnectSafely.org](http://ConnectSafely.org).

### **Illegal and Unacceptable Uses**

Users may only access the Library's computers and networks for lawful purposes. Examples of unacceptable uses include, but are not limited to, the following:

- Harassment of other users or violation of their privacy (see Code of Conduct policy)
- Violation of software licensing agreements;
- Overuse of system resources such as bandwidth;
- Attempting to crash, degrade performance of, or gain unauthorized access to the Library's or other computer systems and networks;
- Damaging equipment, software, or data belonging to the Library or other users;

These and other issues that violate the Library's Code of Conduct may result in a patron being asked to leave the library for a day. Multiple, repeated issues may result in longer suspensions. Illegal behavior will result in being reported to the local law officials.

### **III. Responsibilities of the Library**

The Library strives to maintain Internet access via library computers, networks, and wireless access at all times the library is open. Short downtimes do occasionally occur, and will be announced ahead of time whenever possible. Library staff will assist patrons with technology-related issues.

Computer use information, as well as library cardholder information, is confidential. All files are removed and internet search history is deleted from library computers at the end of each user's session.

The Library's wireless networks are offered as unsecure wireless networks. Users should use wireless access accordingly.

#### **IV. Copyright**

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