



**CITY OF SCOTTSBLUFF
Lied Scottsbluff Public Library
LIBRARY BOARD AGENDA**

**Regular Meeting
November 19, 2025
4:30 PM**

1. **Roll Call**
2. **For public information, a copy of the Nebraska Open Meetings Act is available for review**
3. **Notice of changes in the agenda.** (Additions may not be made to this agenda less than 24 hours before the beginning of the meeting unless added under item 3 of this agenda.)
4. **Citizens with business not scheduled on the agenda** (As required by state law, no matter may be considered under this item unless council determines that the matter requires emergency action.)
5. **Minutes**
 - a) Approval of minutes from the September 2025 meeting.
6. **Petitions, communications, public input, and correspondence**
 - a) Board member reports (Optional and informational only)
7. **Old Business**
 - a) **Update on Community Response Plan Goals**
 - b) **Library Board opening** – introducing Jackie de Payer
8. **New Business**
 - a) Introduce the library staff: Chris Reisig, Library Tech
 - b) Developing a social media policy for the library starting with the ALA guidelines
9. **Regular reports, recommendations from the Library Director and committee reports:**
 - a) Monthly Library Report and Statistics
10. **Adjournment**



Lied Scottsbluff Public Library Board
Regular Meeting – 4:30pm
September 17, 2025
Agenda

- 1) The meeting was called to order at 4:30. Present were Vicky Quezada, Anne Radford, Beth Merrigan, and Jessica Dutton as well as guests Elaine Bleisch, Liz Perez, Micheal Wright, and Dawn Tallmon. Absent was Justin McMillen.
- 2) **For public information, a copy of the Nebraska Open Meetings Act is available for review and is posted on the meeting room wall.**
- 3) **Notice of changes in the agenda. (Additions may not be made to this agenda less than 24 hours before the beginning of the meeting unless added under item 3 of this agenda.)**
- 4) **Citizens with business not scheduled on the agenda. (As required by state law, no matter may be considered under this item unless the board determines that the matter requires emergency action.)**
- 5) **Minutes**
 - a) Beth moved and Vicky seconded that the minutes from May 2025 be approved. All voted yes. and Jessica moved and Vicky seconded that the minutes from August 2025 be approved. All voted yes.
- 6) **Petitions, communications, public input, and correspondence**
 - a) Board member reports (Optional and informational only) - None
- 7) **Old Business - None**
- 8) **New Business**
 - a) **Staff update** – Elaine introduced Michael Wright as the library’s new cataloger, which is above an assistant but not a supervisory position. Michael has worked at the library for nine years but has moved into this newly created position. She also introduced Dawn Tallmon, who has worked as a part-time tech for almost five years but is now a full-time assistant working in Technical Services. Micheal and Dawn explained what they do.
 - b) **Library Board Opening** – Two terms are up in September, Vicky and Jessica. Vicky has said she will stay on the board but Jessica is stepping down. The board was asked for suggestions for potential board members; they requested clarification from the City manager on how the process works with the board recommending new board members.
 - c) **New ILS** – Elaine made a presentation on Apollo, the proposed new Integrated Library System. This will replace the current online catalog as well as the “back end” that staff uses. Elaine showed the board the trial version of Apollo and explained the advantages: patrons will be able to update their contact information online, the catalog will be easier to search, the library will be able to text due date warnings, overdue notices, and hold notices to patrons through the new system. It will make cataloging easier and is easier for new staff to learn. The proposed change will go to City Council on Oct. 6 with a tentative switch over date of Oct. 28. The library will be closed Oct. 29 for Clifton Strengths training, so staff will also have the chance to make sure data migrated correctly. Vicky motioned to recommend leaving the OneLibrary Consortium and switching to Apollo to the city council; Beth seconded. Voting yes: Vicky, Beth, Jessica, Anne. Voting no: none.
 - d) **Update on Community Response Plan Goals** – due to time, this was tabled until the October meeting.

9) Regular reports, recommendations from the Library Director and committee reports:

- a) Monthly Library Report was presented. Elaine, Liz, and Jill will be attending NLA Oct. 21-23.
- b) Library statistics and activities, August 2025 were presented.
- c) Board recertification credits according to NLC (Need 20 total): have 11.5, need 8.5 more for a total of 20 by 5/31/2027

10) The meeting was adjourned at 5:33. The next board meeting is Wednesday, October 15 at 4:30 pm.

Specific Goals:

Throughout this process, there were three overarching areas that stood out: Consistency in applying procedures/policies to provide outstanding customer service, addressing marketing challenges to get the library message out and filling in/bolstering programming for patrons.

Goal 1: Create written procedures for ALL recurring activities in order to provide consistent customer service to patrons.

1. Staff will identify areas in which written procedures/practices need to be provided by June 30, 2025.
2. By August 31, 2025 these areas will be ranked by importance to determine the order in which these procedures are written. Procedures with most immediate need will be written first.
3. There will be a monthly check in thereafter to ensure continued advancement towards accomplishment of this goal.
(Note: With the high staff turnover rate, having written procedures will naturally lead to the creation of a formal on-boarding program for new staff. This program could easily be established within the time constraints of this plan.)

Goal 2: Provide an organized marketing plan to effectively get the library message out to the community to increase average program attendance by 10% over a 5 year period.

1. The library already has a very clear vision, so the first order of business is for staff to identify the audiences, channels and what services to promote by April 2025.
2. A comprehensive strategy for getting the library message out will be implemented by September 2025.
3. Beginning January 2026 staff will conduct quarterly check ins to ensure the strategy is working and the message is getting out. Make adjustments to the plan as needed thereafter.

Goal 3: Currently we do a phenomenal job programming for one patron demographic (preschool through 2nd grade) with gaps in services to other demographic areas. The goal is to implement new programming, both in house and outreach, within one year and evaluate its impact by comparing demographic data.

1. By March 2025 staff will compile a list of possible patron demographics in which to provide programming.
2. Targeted programming will begin by September 2025.

3. Beginning January 2026 staff will evaluate this goal quarterly to adjust needs as indicated by success of program attendance.

Evaluation of Plan

- Built into each goal/objectives, is a monthly or quarterly check in during a staff meeting. This ensures that all staff are working towards a satisfactory completion of the goal.
- The director, technical services librarian and youth services librarian will reflect on progress made monthly. They will report back to staff and celebrate progress made during staff meetings.
- Additionally, the director will include updates to the library board no less than quarterly.

Policy intent

The American Library Association has adopted the [Library Bill of Rights](#) and [interpretations](#) of the *Library Bill of Rights* to provide library governing authorities, librarians, other library staff, and library users with guidelines on how constitutional principles apply to U.S. libraries.

This document provides a policy and implementation framework for public and academic libraries engaging in the use of social media. The following information is provided solely as a guideline for creating a social media policy and is not intended as a comprehensive list of requirements or legal advice. Please consult legal counsel and your governing body for the approval of your policy statements.

Definitions

Social media

“Social media” is defined by [Merriam Webster Dictionary](#) as “forms of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content (such as videos).” Libraries participate in social media for many reasons but primarily to communicate information about library services and resources, and to engage with their communities. Social media sites may have their own terms of service, privacy, acceptable behavior, and stated consequences for violating those terms of service. Users can post their own content or respond to what has already been posted.

Designated public forum

Libraries are under no legal obligation to participate in social media, nor are they required to host public conversations. A library could choose, for instance, to solely participate in one-way communication, that is, to make announcements and not seek or respond to questions or comments. But once a public library or publicly funded academic library does invite conversation, it may be considered to have established a designated public forum. As of 2018, the courts are just beginning to consider and decide cases raising the claim that the hosting of public conversations in social media by government entities creates a designated public forum subject to the strictures of the First Amendment. Lower court cases considering the issue have held that a designated public forum is created when social media is opened for public comment by a governmental entity. Those cases, however, are still winding their way through the court appeals process and currently there is no definitive ruling from the United States Supreme Court. Nonetheless, there is a strong argument that opening social media for public comment creates a designated public

forum as it does in the analogous situation where a governmental entity opens a meeting room or exhibit space for public use.

The Supreme Court of the United States has defined a “designated public forum” as a forum set aside by government for expressive activities. As with a traditional public forum, designated public forums are subject to “strict scrutiny,” meaning that First Amendment principles apply. While libraries may impose time, place, or manner regulations (which do not readily apply to the online environment), the courts closely examine any content-based speech restrictions to determine whether they violate the rights of the speaker. Viewpoint discrimination is prohibited in any forum.

To avoid having a library’s platform hijacked by content unrelated to the library mission (including commercial or simply irrelevant speech), libraries should carefully and narrowly craft their public declarations of purpose and acceptable behavior as tied to the mission of the library. Narrow declarations of purpose can be broadened if necessary, but restricting the scope of broader declarations may create challenges.

Guidelines

Following best practices, a library’s social media policy should consider the following issues. Not all issues below apply to every library, and omissions and additions can be made based on the library’s individual needs.

Purpose and scope

The library should make its social media policy publicly available on its website and link to the policy from social media platforms whenever possible.

There is a range of possible community engagement levels available to libraries; some examples are listed below:

1. The library posts information related to its services and operations for its constituents and does not seek out or respond to comments.
2. The library posts information and will conduct occasional calls for survey responses or comments. The library reserves the right to close comments at a predetermined time and not in response to the commentary received.
3. The library invites people to post or comment occasionally on various issues.
4. The library engages with its community regarding matters related to library resources and services.

5. The library serves as a forum for the discussion of many issues related to its collections, programs, and spaces.

Statements may also address the larger purpose of the library and its governing body, such as “Our library’s mission is to promote the value and importance of library services, programs, spaces, and collections, and of libraries in general.”

Audience

As a best practice, the library should identify its intended audience. An academic library may limit its intended audience to university faculty, students, staff, administrators, and alumni. It can be expanded further to include specialized communities outside of the university, such as scholars within a particular discipline, or even the general public. Public libraries may identify their audience as those people residing within their official service area.

Staff responsibilities

All library staff responsible for contributions to library social media platforms should be thoroughly trained, not only in best practices for individual social media platforms, but in the mission, values, and positions of the library and its governing body or parent institution. A social media account serves as the digital face of the library and should maintain the same level of customer service provided in the physical library. In order to provide a guide for staff and protect the library when interacting with users online, the library should outline appropriate staff behavior and responsibilities in its social media policy. All staff should apply these guidelines in a consistent manner.

Staff contributors should use a tone consistent with their organization’s communication and marketing strategy, whether posting original content or communicating directly with a user. Be friendly, sincere, and energetic. Social media content should be written from the point of view of the “We,” which represents the library as a whole and not as an individual staff member. As the online face of the library, staff members should remain professional at all times and should refrain from expressing their personal views when posting on the library’s behalf.

Library staff should protect patron privacy and confidentiality whenever possible. Social media platforms should not be used to collect information about the library’s users. Information shared by patrons on the library’s social media should not be kept by the library or used for other purposes. Library social media policies should also refer users to

the privacy policies of the host social media platform and clearly inform users when posts will be publicly available. Staff should be trained and aware of basic cybersecurity practices. Librarians and library staff should refer to the Committee on Professional Ethics' ["Ethics and Social Media Q&A"](#) for additional information.

Reconsideration

Social media policies should provide recourse for individuals to express complaints or concerns about content posted on the library's social media. This establishes an objective and uniform framework for all involved while protecting the creative freedom and skills needed to engage library communities. The procedure for handling complaints and for reconsidering social media content should be clearly enunciated in the policy statement and applicable to everyone. The policy should stress that no posts will be removed without following the approved procedure and no content should be removed upon the authority of a single staff member or administrator.

Acceptable behavior

Libraries should clearly state their social media behavior policy on all of their social media platforms and prominently display that policy on their websites. Much like the code of conduct/usage that patrons must abide by when visiting the library, a social media policy clearly defines acceptable and unacceptable behavior, as well as what steps will be taken by library staff should the patron not adhere to policy guidelines.

Unacceptable behavior that may result in the removal of a post or the temporary blocking of a user could include speech that is not protected by the First Amendment, such as copyright violations, obscenity, child pornography, defamatory or libelous comments, or imminent or true threats against the library, library staff or other users. As a best practice, policies should state that unprotected speech of this type is not permissible to insulate the library from any potential liability as a facilitator of the public discussion. However, libraries should be aware that enforcement of such policies to ban unprotected speech could prove difficult as library staff would be put in the position of determining whether particular speech fits within the legal definition of the unprotected speech category, a determination generally relegated to the legal court system.

In crafting their social media policies, libraries should be further aware that removing posts that do not fit within the definition of unprotected speech, for example, on the basis that they are controversial, constitute profanity or may be offensive to other users could expose the library to litigation as the courts have found those categories of speech to be protected by the First Amendment and terms such as "controversial" and "offensive" to be subjective.

A library can urge its users to adhere to the established acceptable use policies of the host platform and to engage in civil discourse, but as a governmental entity subject to the strictures of the First Amendment (unlike the private entity that may be the host platform), the library will have an obligation to regulate its social media pursuant to First Amendment law and cannot restrict speech on the basis that the private entity might do so. Courts likely would find that the library or other governmental entity could not avoid its obligations under the First Amendment by using a private platform.

Consequences

Libraries should clearly state the consequences for posts that do not meet the library's social media policy, which should be drafted in consultation with legal counsel. Best practices include developing a procedure through which libraries notify patrons of why they are being blocked, provide an appellate process within the library for the patron to challenge the removal, and determine an acceptable time period for the patron to proceed through a reinstatement procedure. Permanently blocking a patron from the social media site based on prior comments could be considered a prior restraint in violation of the First Amendment.

The social media content of a public library or publicly funded academic library can be subject to an open records, or Freedom of Information Act, request. All user's posts that are removed for any reason whatsoever should be securely retained in accordance with your organization's retention schedule. The policy for how long a library retains these social media posts should be clearly stated in its social media policy and reviewed by legal counsel.

Library administrators should clearly communicate their social media policies and legal obligations to their vendors.

Disclaimer

Libraries should state that comments expressed on any social media platform do not reflect the views or positions of the library, its officers, or its employees. Social media users should exercise their own judgment about the quality and accuracy of any information presented through social media.

Privacy

Library staff should make a good-faith effort to understand the privacy practices of the social media platforms which they use and the implications for patron privacy. If the library

cannot guarantee privacy, it should explicitly say so in its policy, for example: "The library may occasionally refer to public comments made on social media. However, it will not collect, sell or knowingly transfer to any third party any personally identifiable information related to social media engagement with the library. Please be advised that [platform] has its own privacy policies, which can be found here [link] and should be carefully reviewed." Libraries can take advantage of the tools offered by social media applications to manage outdated content or posts that do not comply with the library's social media policy.

Some states or institutions may have record-retention policies that require the protection and maintenance of some data. These should be reviewed with legal counsel.

Additional information

The staff of the [Office for Intellectual Freedom](#) is available to answer questions or provide information to librarians, trustees, educators, and the public about social media policy and practice. Areas of assistance include policy development, First Amendment issues, professional ethics, and privacy. Inquiries can be directed via email to oif@ala.org or via phone at (312) 280-4226.

Conclusion

The Intellectual Freedom Committee recommends that libraries participate in social media after thoughtfully reviewing the guidelines presented here, and adopt a social media policy in consultation with legal counsel that reflects their institution's intent and capacity. Social media presents an opportunity for libraries to engage with users and to make significant contributions to shared knowledge. This robust civic engagement leads to an informed citizenry and a healthy society, while also demonstrating the great value of our institutions.

Printable PDF: [Social Media Guidelines for Public and Academic Libraries](#)



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Lied Scottsbluff Public Library

Monthly Statistical Summary

October 2025

October 2025	Year To Date 2026	October 20243	Year to Date 2025
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October 2025	Year To Date 2026	October 20243	Year to Date 2025
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Circulation

Adult Fiction	1468	1468	1309	1309
Adult Nonfiction	250	250	335	335
Children's Fiction	1846	1846	1873	1873
Children's Non-Fiction	220	220	283	283
Paperbacks	85	85	77	77
Puzzles/Games	6	6	18	18
Total Circulation	4271	4271	4536	4536

Books & Buddies	17	17	28	28
Playaways	29	29	62	62
Videos	150	150	281	281
CD's	64	64	105	105
Mags, ILL, GovtDocs, etc.	136	136	165	165

Children's Programs (0-5)

In Person Sessions	14	14	12	12
Attendance	689	689	328	328
Offsite Sessions	4	4	3	3
Attendance	40	40	32	32
Virtual Sessions	0	0	0	0
Attendance	0	0	0	0

Microfilm uses	7	7	12	12
Self-check Transactions	541	541	417	417
Non Self-check Transactions	3686	3686	4067	4067

Children's Programs (6-11)

In Person Sessions	5	5	6	6
Attendance	134	134	77	77
Offsite Sessions	0	0	0	0
Attendance	0	0	0	0
Virtual Sessions	0	0	0	0
Attendance	0	0	0	0

Overdrive Circulation	3788	3788	3375	3375
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Chiltons searches	20	20	24	24
Mango uses	17	17	23	23

Young Adult Programs (12-18)

In Person Sessions	3	3	2	2
Attendance	34	34	34	34
Offsite Sessions	0	0	0	0
Attendance	0	0	0	0
Virtual Sessions	0	0	0	0
Attendance	0	0	0	0

Adult Programs (19+)

In Person Sessions	8	8	8	8
Attendance	100	100	111	111
Offsite Sessions	0	0	1	1
Attendance	0	0	7	20
Virtual Sessions	0	0	0	0
Attendance	0	0	0	3

General Interest (family)

In Person Sessions	5	5	8	8
Attendance	41	41	173	173
Offsite Sessions	1	1	12	3
Attendance	132	132	571	463
Virtual Sessions	0	0	0	0
Attendance	0	0	0	0

Recorded Programs

	0	0	0	0
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One-to-one Programs

	1	1	1	1
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Self-Directed Programs

	5	5	5	5
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# of participants	46	46	112	112
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Lied Scottsbluff Public Library

Monthly Statistical Summary

October 2025

October 2025	Year To Date 2026	October 2024	Year to Date 2025
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October 2025	Year To Date 2026	October 2024	Year to Date 2025
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Patron Visits	6575	6575	6533	6533
Reference Questions Answered	1587	1587	1570	1570
Notary count	62	62	39	39
Cash Receipts	\$766.82	\$766.82	\$958.02	\$958.02
Internet: # of hours			634	634
Internet: # of sessions			991	991
Interlibrary Loans (OCLC)				
Borrows	35	35	52	52
Loans	23	23	26	26
Total	58	58	78	78

Room Uses				
Meeting room	1	1	6	6
Meeting room attend	15	15	209	209
Study/Heritage uses	76	76	88	88

# of Items Cataloged	N/A	N/A	N/A	N/A
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Summer Reading #'s(Children)				
Summer Reading #'s (Teen)				
Fall Reading #'s (Adult)	153	153		

New Cards Issued	N/A	N/A	N/A	N/A
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Borrower Cardholders (Current count)				
Scottsbluff Residents	20231		19934	
Non-Residents	12146		11999	
Adult	28608		27158	
Young Adult	4269		4474	
Children	1540		1550	
Total # Registered Borrowers	34417		33182	

MakerHub				
Certification			1	1
Training Hours			2	2
Appointments			43	43
Usage hours			84	84



Lied Scottsbluff Public Library

Monthly Statistical Summary

September 2025

September 2025	Year To Date 2025	September 2024	Year to Date 2024
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September 2025	Year To Date 2025	September 2024	Year to Date 2024
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Circulation									
Adult Fiction	1565	18658	1376	17087	Books & Buddies	15	235	29	256
Adult Nonfiction	363	4082	357	3948	Playaways	41	668	31	737
Children's Fiction	1467	35528	1821	37278	Videos	147	2711	284	4252
Children's Non-Fiction	546	6917	333	6934	CD's	105	883	132	1288
Paperbacks	80	2050	59	2850	Mags, ILL, GovtDocs, etc.	256	1765	143	2025
Puzzles/Games	16	614	14	298					
Total Circulation	4601	74111	4579	76953					

Children's Programs (0-5)									
In Person Sessions	12	99	14	72	Microfilm uses	1	69	1	134
Attendance	362	2562	521	3553	Self-check Transactions	614	10394	533	7683
Offsite Sessions	4	32	1	2	Non Self-check Transactions	3904	64068	4008	68665
Attendance	35	514	7	25					
Virtual Sessions	0	0	0	0					
Attendance	0	0	0	0					

Children's Programs (6-11)									
In Person Sessions	5	47	7	35	Overdrive Circulation	3735	43,471	3228	41081
Attendance	71	619	113	818	Chiltons searches	16	274	18	330
Offsite Sessions	0	30	0	34	Mango uses	24	134	29	181
Attendance	0	2081	0	2878					
Virtual Sessions	0	0	0	0					
Attendance	0	0	0	0					

Young Adult Programs (12-18)				
In Person Sessions	1	17	0	23
Attendance	10	198	0	230
Offsite Sessions	1	1	0	1
Attendance	100	100	0	10
Virtual Sessions	0	0	0	0
Attendance	0	0	0	0

Adult Programs (19+)				
In Person Sessions	8	60	8	42
Attendance	114	670	83	772
Offsite Sessions	0	2	3	5
Attendance	0	14	34	118
Virtual Sessions	0	0	0	1
Attendance	0	0	0	3

General Interest (family)				
In Person Sessions	7	68	6	75
Attendance	70	2718	89	2273
Offsite Sessions	0	20	2	15
Attendance	0	2570	37	2638
Virtual Sessions	0	0	0	0
Attendance	0	0	0	0

Recorded Programs	0	0	0	1
One-to-one Programs	1	12	1	46
Self-Directed Programs	9	63	9	98
# of participants	56	1332	160	4520



Lied Scottsbluff Public Library

Monthly Statistical Summary

September 2025

September 2025	Year To Date 2025	September 2024	Year to Date 2024
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September 2025	Year To Date 2025	September 2024	Year to Date 2024
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Patron Visits	5851	67174	5730	71636
Reference Questions Answered	1241	11286	1764	21243
Notary count	62	465	32	561
Cash Receipts		\$9,137.48	\$1,053.51	\$10,408.09
Internet: # of hours	650	7536	582	6244
Internet: # of sessions	966	9903	901	9991
Interlibrary Loans (OCLC)				
Borrows		526	60	589
Loans		217	2	223
Total	0	743	62	812

Room Uses				
Meeting room	4	49	2	41
Meeting room attend	78	770	45	939
Study/Heritage uses	67	695	73	763

Intentionally blank	N/A	N/A	N/A	N/A
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Summer Reading #'s(Children)				
Summer Reading #'s (Teen)				
Fall Reading #'s (Adult)				

Intentionally blank	N/A	N/A	N/A	N/A
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Borrower Cardholders (Current count)				
Scottsbluff Residents	20212		19914	
Non-Residents	12133		11995	
Adult	28507		27058	
Young Adult	4267		4471	
Children	1547		1562	
Total # Registered Borrowers	34321		33091	

MakerHub				
Certification	2	44	1	52
Training Hours	3	62.5	0	80.75
Appointments	20	369	27	348
Usage hours	58.75	969	46	874.75