

STATEMENT OF BY-LAWS AND POLICIES
OF THE BOARD OF TRUSTEES OF
THE PLEASANT VALLEY FREE LIBRARY
PLEASANT VALLEY, NY (adopted 1/18)

MISSION STATEMENT: The mission of the Pleasant Valley Library is to provide effective, friendly and responsive service capable of evolving and expanding with the needs of our community.

FUNCTIONS: We believe that the functions of the Pleasant Valley Free Library are

To serve the community as a center of reliable information.

To provide opportunity and encouragement for people of all ages to continuously educate themselves, develop effective living skills, and pursue intellectually challenging activities.

To assemble, preserve, organize and administer collections of books and other materials possessing cultural, educational, and informational value.

To promote the public use of Library materials by active stimulation and guidance.

To serve as a center in the community for cultural, civic and educational intercourse.

PRINCIPLES: Maximum realization of our mission and objectives can best be obtained through adherence to the following:

Service to the public first, last and foremost, demonstrated through innovation, effort and attitude. Observance of professional standards and ethics in relations between the Board of Trustees, the staff, and the public.

Fiscal responsibility, including effective budget creation and oversight; planning and execution of traditional fund raising; the development of new funding sources; and the establishment and management of appropriate long range capital funds and endowments for staffing, collection development, and housing.

Continuing reappraisal of the effectiveness of services, collections, technology, physical facilities; and the exploration of new methods and improvements.

These principles can best be achieved through on-going pursuit of the following specifics:

Development and maintenance of a strong financial footing anchored in predictable funding sources for daily operation and the accumulation of long range capital funds.

Development and maintenance of local collections of books and other materials both to ensure responsiveness to the demands of our patrons as well as to foster new cultural and educational experiences.

Membership in a Library System that facilitates economies of operation and expands access to books, materials, and services not sustainable at the local level.

Development and maintenance of safe, sufficient, and welcoming housing for the collections and services.

Strong community outreach, including programming for both children and adults, a strong online presence, special exhibits, press releases, print and electronic newsletters, event sponsorship, shut-in service, and cooperation with other groups and agencies in stimulating educational and cultural activities.

BY-LAWS OF THE PLEASANT VALLEY FREE LIBRARY

ARTICLE 1. NAME.

This Library shall be known as the Pleasant Valley Free Library. Any person residing within the Mid-Hudson Library System boundaries (Dutchess, Putnam, Ulster, Columbia and Greene Counties) is eligible for a Library card. However, only persons living in the towns of Pleasant Valley or Salt Point shall have the Pleasant Valley Free Library as their home Library. Minors require the signature of a parent/guardian, who will be financially responsible for any materials that are defaced or removed from the Library, in order to obtain a card. If a person within the household already has a card with fines in excess of \$10, no new cards may be issued to anyone in that household. The Pleasant Valley Library strongly encourages the presence of the public library in literacy development within the community. To that end, a card that has delinquent status will be allowed to check out one print item labelled Juvenile or Young Adult at a time assuming no new bills accrue. Likewise if the household already has a delinquent account which would ordinarily block the issuing of a new card to a minor, a new card will be issued for the borrowing of one Juvenile or Young Adult print book at a time. (2/18)

ARTICLE 2. BOARD OF TRUSTEES.

Section A. Governing Board. The Governing Board of the Pleasant Valley Free Library shall consist of trustees numbering 13, each serving a three year term. No trustee shall serve more than five consecutive three-year terms. The board shall elect each January, to serve in office for one calendar year, a President, a Vice-President, a Corresponding Secretary, a Recording Secretary, and a Treasurer from among these trustees. The board may also appoint a Deputy Treasurer to act in the absence of the Treasurer.

Any trustee who misses four regular board meetings or three consecutive meetings in a 12 month period shall be subject to replacement. A majority of board members must be residents of the town of Pleasant Valley.

CODE OF ETHICS

It is the responsibility of the Board of Trustees of the Pleasant Valley Free Library and the individual trustees to ensure that the Pleasant Valley Library provides quality Library services to the residents of the community we serve. All trustees are required to sign and submit a Public Library Trustee Ethics Statement (see Appendix A). Ethical Guidelines for Trustees to remember include but are not limited to:

The management of the Library is the responsibility of the Library Director. It is the Board's job to set the policies for the Library operations while keeping in mind its fiscal responsibilities to the taxpayers of the Library district.

Trustees must distinguish clearly between their personal attitudes and philosophies and those of the institution. After a policy or rule is adopted by a majority of the board, individual trustees should not criticize or disagree with those decisions publicly.

A trustee must respect the confidential nature of Library business while being aware of and in compliance with applicable laws governing freedom of information. Trustees must not divulge information learned during executive sessions of the board, or any information regarding future board plans or actions until such action has been officially taken.

Trustees must avoid situations in which personal interests might be served or financial benefits gained

at the expense of Library users or colleagues.

It is incumbent upon any trustee to disqualify him/herself immediately whenever the appearance of a conflict of interest exists. This includes leaving the meeting room throughout the discussion and any subsequent vote.

All rules and policies directed to the Library Director must be approved by a quorum of the board at a regular meeting.

The board of trustees must follow NYS Guidelines for holding monthly meetings. The director is expected to attend these meetings.

Trustees must be prepared to support to the fullest extent the efforts of librarians in resisting censorship of Library materials.

Trustees who accept board membership are expected to perform all the functions of Library trustees. If a trustee is unable to attend meetings regularly and complete the work delegated to him or her, the trustee should resign so that an active member can be appointed.

Section B. Youth Member. A Youth Member of the Pleasant Valley Library Board may be installed in addition to the Governing Board. He or she shall be a high school student, preferably in his or her junior or senior year, who shall serve as a liaison between the youth community and the Library. She or he shall attend at least six (6) regular Board meetings a year and shall have all the rights and privileges of a Board member with the exception of voting.

Section C. Duties and Responsibilities.

Employ a competent and qualified Library Director.

Determine and adopt written policies to govern the operation and program of the Library.

Determine the purposes of the Library and secure adequate funds to carry on the Library's program.

Prepare and adopt the annual budget. Authorize all expenditures and transfers, except as delegated.

Establish Library policies dealing with book and material selection.

Know the program and needs of the Library in relation to the community; keep abreast of standards, services and Library trends.

Know local and state laws; actively support Library legislation in the state and nation.

Establish, support and participate in a planned public outreach program.

Report regularly to the governing officials and the general public.

Attend regional, state and national trustee meetings and workshops, and affiliate with the appropriate professional organizations. All new trustees shall attend the Trustee Essentials Training offered by the Mid-Hudson Library System within the first year of joining the board.

Meet as a body and as committees to conduct the business of the Library. See that accurate records of such meetings are kept on file at the Library. Act as presiding officers over designated committees.

ARTICLE 3. DUTIES OF THE OFFICERS.

Section A. The President shall preside at all meetings, appoint all committees, authorize calls for special meetings, and generally perform all the duties of a presiding officer.

Section B. The Vice-President shall assume all the duties of the President in the absence of the president.

Section C. The Treasurer shall coordinate the development and approval of the Annual Budget and shall have charge of all Library funds and be authorized to pay all bills for line-budgeted and uniquely Board approved expenses upon receipt of Director approved bills. A summary report of all income

and expenditures shall be delivered to the Board each month, with details provided upon request of any member of the Board. Duties involving deposits and disbursement may be delegated to a Library bookkeeper in the absence of the Treasurer.

Section D. The Recording Secretary shall keep true and accurate account of all proceeding of the board meetings, and shall have custody of the minutes, a copy of which shall be maintained on file at the Library. Copies of each month's minutes are to be distributed to all Board members and the Library Director before the meeting of the following month. In the absence of the Recording Secretary at a meeting, the President or Vice-President will appoint someone to take minutes.

Section E. The Corresponding Secretary shall be responsible for the handling of all correspondence for the Library board.

ARTICLE 4. LIBRARY DIRECTOR.

Section A. The Library Director shall be a full-time professional position serving at the discretion of the Board of Trustees and in compliance with State of New York regulations. Due to the size of the town, per New York State law a Masters Degree in Library Science is required as well as New York State Public Librarian Certification.

Section B. The Library Director shall be a non-voting participant at the meetings of the Board of Trustees and shall have sole charge of the administration of the Library under the direction and review of the Board. The Library Director shall attend all Board meetings, except those portions at which his or her appointment, retention, or salary is to be discussed. The Library Director shall keep an accurate account of all fine and book sale monies. The Library Director shall be the person served with any legal paperwork requesting access to information that is protected by law. Working in tandem with legal counsel, the Director shall decide whether the request was properly filed and that compliance does not violate the patron right to privacy.

Section C. The Library Director shall manage the Library within policy guidelines set forth by the Board of Trustees of the Library and the State of New York, operating within Budget.

Personnel Responsibilities

Hire staff in accordance with Board approved job descriptions.

Assign specific responsibilities to paid staff within job descriptions.

Assign staff such additional tasks as needed in running the daily enterprise, ranging from picking up mail to straightening books on shelves, etc. Perform a share of these tasks, since they are a part of everyone's duties.

Enable proper technical and professional training for staff necessary to the fulfillment of their duties.

Ensure staff and volunteers are informed of and properly trained to enforce practices mandated by the Board and State.

Direct and appraise staff performance; counsel to improve performance; recommend promotions, salary increases within guidelines, and separations. Recommendations for salary increases will typically be prepared as part of the proposed annual budget or in consultation with the chairman of the Personnel Committee.

Set schedules for staff to assure adequate coverage and service at all times.

Recruit and coordinate the volunteers. Assign volunteers such tasks as needed in running the daily enterprise, ranging from handling circulation to picking up mail and straightening books on shelves, etc.

Represent the Board of Trustees to the staff and volunteers. Keep staff and volunteers informed of non-confidential Board activities.

Counsel to the Board of Trustees and Friends

Recommend amounts needed for annual budget: line items, programs, salaries.

Forecast expenditures within budget execution.

Propose extensions and reductions of Library services as needed.

Prepare regular reports for Board meetings and attend such meetings; include in these reports records and statistics pertinent to the Library, such as circulation figures.

Prepare and file such administrative reports as required by law.

Library Administration

Aid patrons and volunteers, including acting as main reference librarian.

Select and purchase materials for the collections; ensure weeding of the collections; arrange and manage interLibrary exchange programs.

Ensure that the Library is neat, clean and safe for patrons and secure upon closing.

Working with the Board Treasurer, supervise collection of fines and administer petty cash records.

Fines shall be collected every morning, with senior staff reconciling the register, and signing the envelope with their name across the seal. The envelope should then be placed in the lock box, the amount recorded in the daily log and bank deposits made at least weekly. \$50 in petty cash shall be available before replenishment and all deductions from it must correspond to line items in the budget with attached receipts. Only the Director may remove money from petty cash.

Administer supplies and equipment. Maintain an equipment inventory list and assert annually to the board that said list has been inventoried. Items costing less than \$150 do not need to be inventoried due to cost-benefit considerations. List shall reside as Appendix D.

Enforce Library policies.

Prepare regular reports to the public to be published in local newspapers or in the Library or both.

Work with the Board's Public Affairs committee to promote the Library and its activities. Represent the Library to the community with appropriate professionalism and decorum.

Serve as liaison to the Mid-Hudson Library System and other professional Library groups.

Perform such other duties as the Board may assign.

ARTICLE 5. VOTING.

A quorum of the board is defined as one more than half the current board members, as per NYS Law.

Also in accordance with NYS law, votes must be cast in person or via skype or speaker phone if the location of caller is made available as public knowledge in advance of meeting. In order for a motion to pass, it must be approved by 1 more than half the current board members.

ARTICLE 6. MEETINGS.

Section A: Regular meetings of the Board shall occur on the 3rd Thursday of each month unless rescheduled for unusual circumstances by a polling of the Board. A meeting is defined as a quorum of

board members. The January meeting shall be the annual meeting. Other meetings may be called at the discretion of the president.

Section B: All portions of meetings at which financial or policy decisions are made shall be open to the public. Working sessions may be closed to the public. Working sessions involving personnel, litigation, and personal rights of privacy shall be closed to the public. The schedule for all meetings open to the public shall be posted on the Library website at least 7 days in advance of the meeting. An agenda shall be made available prior to the start of each said meeting with minutes to be made public by the second week after the meeting.

Section C: Robert's Rules of Order shall serve as parliamentary authority for all meetings.

Section D: Each trustee shall be required to have attended a trustee education workshop within one year of their election to the board. Any trustee who fails to meet this requirement without an excuse accepted as satisfactory shall be declared to have resigned.

Section E: Procedure for Speaking at Pleasant Valley Library Board Meetings

The Board of Trustees of the Pleasant Valley Library welcomes you to its meetings. We conduct our meetings in accordance with the Open Meetings Law of the State of New York. While this law requires that meetings be open to the public, it does not require a public forum. However, since we value the opinions of the Library's patrons, it is the policy of this Board to allot a time for public comments during scheduled Board meetings. Please be mindful of the time constraints of the Board members and other participants.

If you wish to speak to the Board during a meeting, complete the "Request to Speak" (Appendix E) form and turn it in to the Library Director or any Board Member at least one (1) hour before the scheduled meeting. This gives the Board time to schedule public comments at the end of the meeting. A reasonable period of time, not to exceed 30 minutes (which may be waived by a majority vote of the Board), shall be set-aside for community members to express themselves directly to the Board. Only those who have turned in the form will be called upon to speak at the appropriate time. When the Board reaches the general comment portion of the agenda, those without a form may speak.

The presiding officer shall be guided by the following rules:

- a. Public participation shall be permitted only as indicated on the agenda and/or at the discretion of the presiding officer.
- b. Participants must be recognized by the presiding officer and must preface their comments by stating his or her name and town of residence.
- c. Each statement made by a participant shall be limited to three (3) minutes unless extended by the Board President.
- d. No participant may speak more than once on the same topic unless all others who wish to speak have been heard.
- e. The presiding officer may take whatever actions are necessary to ensure an orderly meeting.

The Board will take comments into consideration but will not engage in a debate with patrons. The Board appreciates concerns, input and suggestions. If necessary, the Board will reply to comments or concerns in writing as soon as possible, but within thirty (30) days of the meeting.

Speakers may offer objective concerns and criticisms of Library operations and programs, but the Board will not hear complaints about Library personnel or any person connected with the Library while in public session.

ARTICLE 7. ANNUAL BUDGET.

The Annual Budget shall be adopted before the end of the fiscal year. The Board, in conjunction with the Library Director, shall prepare the budget for each year no later than October 1 of the previous year and voted on by the next meeting. The Board shall authorize all expenditures and transfers, except as delegated by By-Law and Policy. A copy of the current Annual Budget shall be maintained at the Library facility. If it is the intention of the board to pass a budget which requires a tax increase above 2% (or current rate of inflation), the budget adoption must pass with at least 60% of the Library board approving.

The library currently has an endowment fund from which interest only can be used and was intended for operating purposes. This was granted with the provision that in times of budget emergency a 2/3 vote of the board could override for expenditure. The library also has a capital reserve fund for building emergencies, which needs a simple majority vote to expend. Due to the nature of 414 library funding instability, the library maintains an operating reserve fund balance that can fluctuate at any time from 5 to 20% of the library operating budget. At this time the library also has a capital fund in order to expand and renovate the current building.

ARTICLE 8. STANDING COMMITTEES.

The President of the Board is ex-officio member of all committees and shall be invited unless waived by him or her to any scheduled committee meetings. The chairperson of each committee must be a member of the Board of Trustees but committee membership may include other volunteers from the community. Trustees may serve on more than one committee.

Building. The Building Committee deals with the physical structure of the Library building itself, and the maintenance and repair of said building. This committee may be combined with the Grounds committee occasionally.

Grounds. The Grounds committee is responsible for the maintenance of the grounds. Both of these committees are hands-on and require much involvement of members. This committee may be combined with the Building committee occasionally.

Finance and Insurance. The Finance and Insurance Committee shall be responsible for audit compliance of Library finances and handle all matters having to do with insurance, including filing and follow-up of claims, an annual report to the Board on review of all coverage, and recommendations to the Board for carrier selection and terms of contract. The committee shall recommend to the Board the Annual Budget and investment alternatives. Due to the budget and type of library, audits are not required, thus the Finance committee shall recommend to the board for budgeting purposes when they feel audits/reviews are necessary. The chair of the Finance and Insurance Committee will be the Treasurer, *ex officio*.

Fund Raising. The Fund Raising Committee shall recommend to the Board and coordinate execution of campaign letters, grant opportunities, and other fund-raisers not handled by the Library Friends, in order to maintain sufficient income for operations. Publicity and scheduling for committee efforts shall

be coordinated with and may be delegated to the Public Affairs Committee.

Library Services. The Library Services Committee is comprised of the Treasurer and members of the Board of Trustees who have practical experience and knowledge of Library functions. With the director, they address concerns that apply to Library usage policy.

Nominating. The Nominating Committee shall recommend to the Board replacements for retiring members and vacancies on the Board, including the Youth Member. The committee shall annually recommend a slate of officers as described in Article II selected from the Governing Board and notify the Board of the slate in December as preparation for elections in January.

Personnel. The Personnel Committee, working with the director, shall recommend to the Board: staff job descriptions and associated pay scales, a paid holiday schedule for each year, and any Policy additions or amendments regulating staff. The committee is responsible for Library Director evaluation once a year with a subsequent report to the Board; except that the Director shall be evaluated at the third, sixth and twelfth months in the first year of employment. The committee may audit evaluations of staff by the Library Director. The committee shall act as a review or appeals body for staff complaints. The Treasurer is an *ex-officio* member of this committee. Only the Director and the Head of the Personnel committee shall have access to staff member personnel files.

Public Affairs. The committee shall initiate and coordinate the creation and distribution of newsletters, press releases and other publicity, and a calendar of Library events and activities. The Library Director is an *ex-officio* member of this committee. Only the chair of this committee, the Board President and the Library Director are authorized to speak to members of the Press regarding Library matters.

Technology. The Technology Committee shall assist the Library Director in maintaining the Library's on-line presence. The committee shall recommend to the Board related policies, strategies, plans, and purchases. It shall develop a technology plan every 3 years.

ARTICLE 9. SELECTION OF LIBRARY MATERIALS.

Library materials (print and non-print) shall be chosen for value of interest, information, entertainment, and enlightenment of all the people of the community. The latter shall be interpreted in the sense of serving the diversity of our community rather than exclusion simply to serve the majority. Materials shall not be excluded because of the origins, background or views of those contributing to their creation; none shall be removed from the Library shelves because of partisan or doctrinal disapproval. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment. It is in the public interest for librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular or considered dangerous by the majority.

The goal shall include the fullest practical selection of materials representing all points of view concerning the problems and issues of our times—international, national and local. The Library strives to maintain materials representing all sides of an issue in a neutral, unbiased manner. Selection of materials by the Library does not signify endorsement of the contents or views expressed in those

materials. The Library does not discriminate in its material selection regarding race, creed, sex, occupation or financial position. Library research and reference materials shall be of sound factual authority. The decision to select any item for the collection is based on demand, budgetary constraints, anticipated need, award-winning status and the effort to maintain a wide and balanced collection.

These selections shall be made by the Library Director via published reviews, professional judgment and recommendations from the public. The Library patron is an important part of the selection process. If more than four patrons place a hold on the same item and it is not in the collection, the Director should purchase a copy, if financially feasible.

The Pleasant Valley Free Library endorses the Library Bill of Rights, the Freedom to Read Statement, and the Freedom to View statements of the American Library Association.

Due to the presence of the Historical Society a few doors down, the Library does not maintain an in depth local history collection. Access to that building is by appointment only.

The ultimate responsibility for materials selection and development of the Library collection rests with the Library Director, who may delegate to qualified staff.

The Library is happy to accept gifts and donations. The Library reserves the right to evaluate all items in accordance with the criteria applied to purchased materials. Those which do not meet the Library's policies may be refused or sold. Bookplates will be provided for memorial collections when desired and a letter for tax purposes is available for every donor. No conditions may be imposed relating to any gift, donation or memorial either before or after its acceptance by the Library.

The withdrawal of materials, also called weeding, is an ongoing process directly related to collection development. Materials that are worn, damaged, outdated, duplicated, no longer accurate and no longer used may be removed from the collection. The Library Director and any staff designated by her/him, will be solely responsible for the weeding of the collection. Equipment and furnishings deemed no longer useful are to be declared surplus property and discarded. It is the discretion of the director whether an item will be auctioned, sold or simply discarded.

The Board of Trustees recognizes that full, confidential, unrestricted access to information is essential for patrons to exercise their rights as citizens. The Board believes that reading and viewing are individual, private matters. While anyone is free to select or reject materials for themselves and their children, the freedom of others to read or inquire cannot be restricted. The Library does not stand in loco parentis. Parents and guardians, not the Library, have the responsibility to guide and direct the reading, listening and viewing choices of their minor children. Selection of adult materials should not be inhibited by the possibility that the items may be utilized by minors. The Library collection will be organized and maintained to facilitate access. No materials will be labeled, restricted, sequestered or altered because of controversy concerning the author, subject matter, or intended or potential audience.

The Library Board considers all materials selected under this policy to be constitutionally protected under the First Amendment of the United States Constitution. If a patron claims that a particular item is not constitutionally protected, the burden of proof rests with the patron. The Library believes and promotes the American Library Association's Freedom to Read and Freedom to View statements.

The Board of Trustees recognizes the right of individuals within the town of Pleasant Valley to question materials within the Library collection. All complaints to staff members will be referred to the Library Director, who will provide the patron with a "Request for Reconsideration" form (see Appendix B) if the Director's oral explanation of the material's legitimacy within the collection does not satisfy. A decision will be made regarding whether or not to add or withdraw the material within a reasonable amount of time, with written reasons for the decision conveyed to the patron. If the patron is still dissatisfied with the Director's decision, he or she may appeal the decision to the Board at a regularly scheduled Board meeting. The Board, after receiving testimony from the patron, other interested parties, and the Director will decide whether or not Library policies have been followed and whether to add or withdraw the material in question.

Materials subject to complaint shall not be removed from use and circulation pending final action. Materials will be judged on the basis of the work as a whole, not on a portion taken out of context.

ARTICLE 10. AMENDMENTS.

The by-laws incorporated herein may be amended at any regular meeting of the Board of Trustees provided the amendment has been proposed at the previous meeting. Revisions to the Policies which follow may be introduced and accepted by a majority of the Governing Board within the scope of one regular meeting.

ARTICLE 11. SEVERANCE.

If any by-law or policy herein is determined to be in conflict with the laws of the State of New York, only those portions of the by-law or policy specifically affected shall be superseded by said laws.

ARTICLE 12. Confidentiality of Library/Retention Schedule

The Pleasant Valley Library recognizes and strives to adhere to the ALA Code of Ethics, Article III "We protect each Library user's right to privacy and confidentiality with respect to information and materials sought or received and resources consulted, borrowed, acquired, copied or transmitted" to the fullest extent of the law. The Library will also support the rights and privacy of our patrons with the Civil Practice Laws and Rules Section 4509 regarding Library Records. The New York State Confidentiality Law also protects the privacy rights of Library users. This law prohibits the release of any information relating to the name of a person and his/her Library use without a properly executed subpoena from a court of law. All staff must defer law enforcement requests to the Director so that s/he may consult with the attorney as to proper execution.

Records related to the circulation of Library materials or Internet usage which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and Library systems of this state shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such Library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

All staff who deal with Library account information are required to have a unique username and password to access the circulation system and Library patron information.

The schedule for records retention and disposal for the Library follows New York State Guidelines and the advice of the Mid-Hudson Library System published in the Records Retention and Disposition Schedule. The Library Director shall serve as the Records Access Officer for the Library in order to insure compliance with the Freedom of Information Law. The Library's charter must be kept permanently. Patron complaints about materials are kept for 6 years after resolution of the complaint. The Library is unable to track web pages visited or printouts.

For financial records, the Library follows the Sarbanes-Oxley Act. In general, other than deeds, mortgages, audits, and year-end financial statements, the Library is not required to keep any documentation beyond seven years. Further details may be found on the Sarbanes-Oxley website as it applies to not-for-profits.

New York State's Freedom of Information Law allows members of the public to access records of governmental agencies. FOIL provides a process for the review and copying of an agency's records. The Pleasant Valley Library, as a Free Association Library, is not subject to FOIL and does not, in general, comply with FOIL requests.

The Library accepts no liability for patron password protection, nor should patrons visit unsecure websites during their visits. The Library obtains the services of an outside company for overseeing computer and network operations, as it has no IT department. All IT hardware and software recommendations are made by the outside organization to the Director for approval.

ARTICLE 13. Services to the Disabled

The Pleasant Valley Library supports equal access for persons with disabilities and the ADA. Due to the physical constraints of an older building, most areas of the collection are not accessible to the physically handicapped. Library staff will make every effort to obtain inaccessible materials and the Library Board of Trustees is aware of the problem and is making every effort to obtain funds and expand the Library to comply. The Library also provides services to the homebound. In keeping with compliance of ADA, the Library will provide a sign language interpreter for the hearing impaired upon request, providing the request is made by filling out the "Accommodation Request Form" (Appendix F) at least one week prior to the event in order for the Library to acquire an interpreter. Advance notice also applies to the disabled requiring access to programs (including board meetings) so the Library can move the program to the first floor or find an alternate location if the gathering is too large for the Library space.

Those who request an interpreter and who fail to cancel their request within 72 hours of the program start time will pay the cancellation fee of the Interpreter.

ARTICLE 14. Internal Controls Purchasing Policy and Investments

The Pleasant Valley Library prepares a budget for the coming year that is presented at one meeting and voted on at a following meeting. If an item falls within a category that has been budgeted for (office supplies, books, DVDs, utilities, etc.) the Director purchases the items necessary.

Procurement: For one time expenditures above \$2000, prior board approval is necessary. For one time expenditures above \$3000, written quotes must be submitted by at least two competitors

for board approval. For capital expenditures (items associated with construction, expansion or renovation) of any amount that are not of an emergency nature, prior board approval is necessary and should be based on a minimum of two bids.

Only department heads are authorized to make purchases, and only within preapproved budget lines for items totaling less than \$1000. When the goods are delivered, the contents are verified by the department head to match the order placed and the director is informed of the impending bill for goods or services rendered.

Disbursement: Only the Director is authorized to approve payments to be submitted. S/he checks with each department head to make sure the items ordered by the department have arrived. The director then assigns the category the invoice should be deducted from, initials and dates approval. The invoice and all accompanying information are then entered into a spreadsheet and left in the bookkeeper's box along with the bank statements when they arrive. The bookkeeper enters the invoices and deposits into the Library's accounting software weekly and prepares checks for signing. The Treasurer and Director review the bills, and the Treasurer signs and mails them. The check register along with the entire financial report is emailed to the entire board after the bank statements have arrived and been reconciled. The board reviews the document together as well during the Treasurer's Report portion of the board meeting. The Library operates on a net30- payment schedule and a modified cash accounting basis.

All cash is collected at the circulation desk and logged into the cash register. Each person who uses the register has a unique code and all purchases are coded to a department. The two staff people who close are responsible for running the end of day register report (cashing out), counting out the income in front of each other (including all checks), putting it in an envelope, signing the envelope, sealing it and then placing it in the lock box. A receipt log shall be filled out listing the amount placed in the envelope and initialed by the staff who verify. Then the money left in the register is counted to make sure the same amount the day began with is the amount the day ended with and this number is also written in the receipt log. No money can be taken out of the register for any reason other than to give change. Any checks collected must be for the amount due (minimum of \$10) and any overage on the checks shall be assigned to the department code of donation. Patrons must always be asked if they would like a receipt, per state law.

The bookkeeper collects the bills to be paid and the money to be deposited from the lock box on a weekly basis. S/he then reports to the Director the amount of each day's deposit, and the director verifies this amount with the receipt log book. The bookkeeper holds on to all banking records until such time as the accountant needs them to file the Library's taxes, after which the Library holds the records.

The duly elected Treasurer of the Library is the Fiscal Officer and management of the Library's investment program is delegated to this Officer. S/he shall act only in accordance with the wishes of the Board. Conversely, the Board may wish to obtain an Investment Advisor to manage the investment portfolio. In that case, the Investment Advisor shall act only in accordance with the wishes of the Board.

Investments shall be made with care and judgment, under prevailing circumstances, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for

speculation, but for investment, considering the probable safety of their capital as well as the possible income to be derived.

The program shall preserve capital and protect investment principle. It is the Library's intention to invest its funds in a manner that will provide a reasonable investment return with maximum security, while meeting daily cash flow needs. The security of monies, whether on hand or invested, shall be of primary concern to the Fiscal Officer. All attempts shall be made to minimize risks in investment through diversification so as to eliminate the risk of loss resulting from an over concentration in a specific maturity, issuer, industry, geographical area, or class of securities.

The investment portfolio should remain sufficiently liquid to meet all operating requirements that might be reasonably anticipated. The Fiscal Officer shall seek to attain a market average or better rate of return.

The Library credit card should only be used with the approval of the Library Director, and only for purposes approved of in the annual budget. The Director shall attach all receipts to the bill. The credit card shall have a \$5000 limit and no single expense can be greater than \$1000 without prior approval by the Treasurer.

Checks are ordered at the request of the bookkeeper. The Director verifies monthly that the checks were written in order and that any gaps in numbering are accounted for (voided or otherwise explained). The only time a check shall be written to cash is to reimburse the petty cash drawer. The only people with signatory ability on Library accounts shall be the President of the Board, the Treasurer, Deputy Treasurer and the President of the Friends (who shall only be authorized to sign Friends checks). These officers are also the only ones authorized to open and close accounts. This is on file with the Hudson Valley Federal Credit Union and Citizens Bank, with whom the Library does its banking. The Library does not use electronic signatures, nor are blank checks signed. Upon their removal from the board the bank is to be immediately notified that their authority to represent the Library fiscally has been removed. Checks for payment of expenses shall not be signed by the same person who is responsible for reconciling the checkbook register. Yearly the director obtains the opening and closing balances of all Library accounts. The bank reconciliation is done by the bookkeeper and then approved by the Director and Treasurer before submission to the full board.

At least monthly the Director shall coordinate with the bookkeeper to obtain records of Paypal and Credit Card transactions which name the Library as a Payee. The Director shall transfer Paypal donations to the building checking account and credit card transactions to the operating checking account under the category of fines. As needed the Director may transfer wirelessly between operating accounts including savings, money market and checking. Separately, transfers may be made between building checking and savings. This is the only form of online banking the library does at this time. After transfer a printout of the transaction is placed in the bookkeeper's box so that Library accounting software may be updated. Patrons who chose to use a credit card to pay their fines must pay the balance in full.

Petty Cash: The Library maintains \$50 in petty cash in a locked bag separate from the register. Only the Director is authorized to withdraw from petty cash, and only for reasons already approved of in the annual budget, with original receipts and preapproved by the Director. When the balance is below \$10,

the Director may request a replenishment by stapling all receipts used for petty cash withdrawal to a withdrawal log and submit them to the bookkeeper along with that week's bills for board approval.

The Library shall capitalize all assets whose value is \$10,000 or more.

Article 15. Whistleblower Policy

The Pleasant Valley Library is committed to operating in furtherance of its tax-exempt purposes and in compliance with all applicable laws, rules and regulations, including those concerning accounting and auditing, and prohibits fraudulent practices by any of its board members, officers, employees, or volunteers. This policy outlines a procedure for employees to report actions that an employee reasonably believes violates a law, or regulation or that constitutes fraudulent accounting or other practices. This policy applies to any matter which is related to Library business and does not relate to private acts of an individual not connected to the Library or acting on the Library's behalf.

If an employee has a reasonable belief that an employee, board member, or the Library has engaged in any action that violates any applicable law, or regulation, including those concerning accounting and auditing, or constitutes a fraudulent practice, the employee is expected to immediately report such information to the Library Director. If the employee does not feel comfortable reporting the information to the Director as the accusation involves him/her, he or she is expected to report the information to the Board President.

All reports will be followed up promptly, and an investigation conducted. In conducting its investigations the Library will strive to keep the identity of the complaining individual as confidential as possible, while conducting an adequate review and investigation.

The Library will not retaliate against an employee in the terms and conditions of employment because that employee: (a) reports to a supervisor, to the director, the Board of Directors or to a federal, state or local agency what the employee believes in good faith to be a violation of the law; or (b) participates in good faith in any resulting investigation or proceeding, or (c) exercises his or her rights under any state or federal law(s) or regulation(s) to pursue a claim or take legal action to protect the employee's rights.

Employees may accept non-cash gifts (flowers, gift basket gift card etc) of less than \$76 for non-recurring occasions. Cash should not be accepted while the employee is being paid to perform their duties by the library.

The Library may take disciplinary action (up to and including termination) against an employee who in management's assessment has engaged in retaliatory conduct in violation of this policy.

Article 16. Emergency/Disaster Preparedness

The Library shall maintain the appropriate insurance to protect both the building and the contents in the event of an emergency. The Director or appropriate committee shall meet with an adjuster periodically to ensure the Library has adequate coverage. The Library will conduct an annual safety visit with the fire inspector and comply with all recommended changes. The Director shall keep an off premises list of employee contact information, board contact information, as well as utility company information. After a disaster, the Director will contact employees regarding the extent of the damage

and what action employees should take in the short term. The insurance carrier should be notified and the Director will keep an accounting of all damage-related costs. All circulation information is kept on a backup tape protected by the Mid-Hudson Library System off premises and all relevant information pertaining to the building (lease, deed etc) is kept in a metal cabinet. A backup of financial information is made monthly and kept off premises with the bookkeeper.

The goal of the Library is to protect the employees and patrons in the event of an action or occurrence that poses a threat to life or property. Below are the steps to take depending upon the emergency. In response to a bomb threat actions taken should be prompt and assure the safety of patrons and personnel. While a bomb threat may be a hoax, all such threats should be treated seriously. If a staff member receives a bomb threat they should ask the caller to repeat the message and attempt to write down as much of the threat word-for-word as possible. If the caller does not indicate the location and time of detonation, ask the caller to provide this information (listen closely to determine gender, accent etc). Attempt to remember caller ID information or *69. Notify the Director or senior staff member who will then call the police and the Board President and coordinate evacuation. Under no circumstances should anyone but trained emergency personnel attempt to search for anything suspicious or remove anything that looks out of place.

In the event of an earthquake, advise patrons and fellow staff to get under a sturdy desk or brace in a doorway or corner. Stay away from windows or anything that might shatter. Once the earthquake is over, move carefully and with caution. Check for injured or trapped persons, but do not attempt to move anyone. Instructions are the same for a tornado, except that patrons and staff should go to the basement instead of a doorway.

Any staff member suspecting a fire is to notify the Director or senior staff member immediately. The Director will investigate and make the decision to evacuate the Library. Patrons should be directed to the nearest exit. The Director will evacuate last ensuring that all personnel and patrons are evacuated. Staff will meet across the street at the Pleasant Valley Department Store.

In the event of a medical emergency the staff member present should ask if the person would like the paramedics to be called. If the patron/employee says no, an ice pack (kept in the refrigerator) and cup of water may be offered. If the person is unable to respond, immediately call 911. Remain on the scene until paramedics arrive both to comfort the patron and explain the situation to medical personnel. Once the situation is resolved, fill out an Incident Report (located in the Ongoing Building Issues folder behind the Director's Desk) and notify the Director that a signature is required.

An incident report should also be filled out any time a staff member must speak to a patron about a policy violation, in order to document a chain of abuse.

Article 17. Library Key Policy:

The following people shall have the key and alarm code for the Library:

- Professional staff that are scheduled to open the Library.
- Professional staff that are scheduled to close the Library.
- Board Members on the Emergency Contact List.
- The person in charge of the weekly cleaning crew.
- The Mid-Hudson Delivery Driver

The lock should be changed and new keys distributed for the following reasons:

The lock no longer works correctly (due to age/warping, etc)

An employee/Board member who no longer works for the Library had a key and the Library was not

able to get the key back and/or suspects that a copy might have been made.

Each key holder has a unique alarm code.

Article 18. Conflict of Interest

As a nonprofit, tax-exempt independent corporation, the Pleasant Valley Library depends upon philanthropic gifts of time and money from the public as well as support from government agencies. Maintenance of our organization's tax-exempt status and public position depend upon the highest standards of ethical and professional practice, including compliance with all relevant laws and regulations. The community – including private donors, volunteers and federal, state and local corporate and tax officials – views the operations of the Pleasant Valley Library as a public trust. The Pleasant Valley Library is subject to scrutiny by and accountability to such governmental authorities as well as to members of the public. Consequently, there exists between the Pleasant Valley Library and its board, employees and volunteers a broad and unbending duty of loyalty and fidelity.

The scope of this policy includes Board members, committee and task force members, other volunteers, and employees. Upon appointment, and annually thereafter, affected individuals are required to disclose specific circumstances that may represent an actual, perceived, or potential conflict of interest or commitment. The person should not only consider the actual fact of conflict, but the appearance to an unknowing third party who might have occasion to judge or interpret the situation. In addition to the annual reporting, actual, potential and/or perceived conflicts of interest shall be reported in writing as soon as they arise. Any such report shall be forwarded c/o the Director of the Pleasant Valley Library for official presentation to the Board of Trustees.

The Board President shall attempt to resolve any action or potential conflict, and shall respond in writing to the individual. In the absence of resolution, the conflict shall be referred to the Board of Directors for action.

The individual in conflict shall absent him/herself from the room during any discussion or deliberations related to the issue, and shall refrain from participating in decision-making in connection with the matter. The individual's presence at the meeting shall not be counted in determining whether there exists a quorum.

A conflict of interest or commitment generally arises when an individual has the opportunity to influence decisions in ways that could lead to personal benefit or improper advantage resulting in the compromise or appearance of compromise of the individual's judgment and ability to carry out his/her professional duties objectively. This refers to any social, professional, personal or organizational affiliation, commitment, activity or undertaking that is so substantial as to interfere or appear to interfere with the individual's responsibility to the Pleasant Valley Library, including but not limited to:

Advancing a personal agenda or agenda from another organization

Using the association with the Pleasant Valley Library in connection with the promotion of partisan politics, religious matters, any other cause, or positions on any issues not in conformity with the position of the Pleasant Valley Library.

Holding any ownership interest in a business or profession that provides goods or services to the Pleasant Valley Library

Having a financial or other interest in a transaction with the Pleasant Valley Library

Receiving compensation for services to the Pleasant Valley Library
Accepting favors, gifts, or gratuities, for any activities, decisions or transactions that relate to, affect or influence decisions made for, regard, or on behalf of the Pleasant Valley Library
Using donor or client information or relationships inappropriately or in ways that might damage donor confidentiality and/or relationships with the Pleasant Valley Library
Participating in any arrangements or transactions that might give the appearance of a conflict of interest
Using the Pleasant Valley Library name, logo, endorsement, services and property for anything other than authorized Pleasant Valley Library activities

Individuals affected by this policy shall maintain the highest standards of ethical behavior, integrity and public responsibility. No Board or committee member, volunteer or employee shall use his/her position, or the knowledge gained therefrom, in such a manner that a conflict between the interest of the Pleasant Valley Library and the individual's personal interests arises.

Each individual affected by this policy has a duty to place the interest of the Pleasant Valley Library foremost in any dealings with the Library and has a continuing responsibility to comply with the requirements of this policy.

Board members and their immediate family members (as defined below) shall be excluded from consideration for employment by the Pleasant Valley Library.

Employees shall not hold a position with the Pleasant Valley Library while they or members of their immediate family (as defined below) serve on the Board or on any committee of the Board.

Employees may not hold a job over which a member of their immediate family exercises supervisory authority.

Relatives of persons currently employed by the Library, or on the Library Board may not be hired.

There is the potential for creating an adverse effect on supervision, safety, security, morale and involves potential conflicts of interest. If the relative relationship is established after employment, the individuals concerned shall decide within 30 days which person shall resign.

Immediate family includes the following: spouses, life partners, parents, children, siblings, in-laws, nieces, nephews, grandparents, grandchildren, and step-relationships. This policy also applies to individuals who are not legally related but who reside with another employee in a familial rather than a roommate relationship.

Board members shall not apply for or be considered for employment within the Pleasant Valley Library without resigning from the Board prior to embarking upon any step in the application process. If the Board member is not hired, she or he cannot be reconsidered for a position on the Board until the next calendar year. Former employees of the organization cannot be considered for Board positions until the next calendar year.

Article 19. Staff Use of Library Computers and Internet

The Pleasant Valley Library provides computers, networks and Internet access to support the educational mission of the Library and to allow staff to perform their duties and educate themselves. Employees are to utilize the Library's computers, networks and Internet services for Library-related purposes and performance of job duties. Incidental personal use of Library computers is permitted as long as such use does not interfere with the employee's job duties and performance, with system operations or other system users. "Incidental personal use" is defined as use by an individual employee

for occasional personal communications. Employees are reminded that such personal use must comply with this policy and all other applicable policies, procedures and rules.

Any employee who violates this policy and/or rules governing use of the Library's computers will be subject to disciplinary action, up to and including discharge. Illegal uses of the Library's computers will also result in referral to law enforcement authorities.

All Library computers remain under the control, custody and supervision of the Library. The Library reserves the right to monitor all computer and Internet activity by employees. Employees have no expectation of privacy in their use of Library computers or Internet connection, including email messages and social media postings.

The employee is responsible for their actions and activities involving Library computers, networks and Internet services and for their computer files, passwords and accounts. Employees who are uncertain as to whether particular activities are acceptable should seek further guidance from the Director; General examples of unacceptable uses which are expressly prohibited include but are not limited to, the following:

1. Any use that is illegal or in violation of other Board policies, including harassing, discriminatory or threatening communications and behavior, violations of copyright laws, etc.;
2. Any use involving materials that are obscene, pornographic, sexually explicit or sexually suggestive;
3. Any use for private financial gain, or commercial, advertising or solicitation purposes;
4. Any use as a forum for communicating by e-mail or any other medium with other Library users or outside parties to solicit, proselytize, advocate or communicate the views of an individual or non-Library sponsored organization; to solicit membership in or support of any non-Library sponsored organization; or to raise funds for any non-Library-sponsored purpose, whether for-profit or not-for-profit;
5. Any communication that represents personal views as those of the Library or that could be misinterpreted as such;
6. Sending mass emails to Library users for non-Library purposes;
7. Any malicious use or disruption of the Library's computers, networks and Internet services or breach of security features;
8. Any misuse or damage to the Library's computer equipment;
9. Any communications that are in violation of generally accepted rules of network etiquette and/or professional conduct.

Article 20. Social Media

Social media refers to the use of third party hosted online technologies that facilitate social interaction and dialogue. Examples of social media may include Twitter, Facebook, and Instagram. In order to fulfill the **Pleasant Valley Library's** mission, we seek to connect, share, and listen to our users on social media. Our users are increasingly active online, and the Library intends to be present in these virtual spaces to support the teaching, learning, research, and information needs of the Pleasant Valley community.

The principal usages of the Pleasant Valley Library's social media presence are as follows:

- Announcing programs
- Posting news such as special events, holiday hours, exhibits, and new item arrivals
- Updating resources
- Reminding community members of existing Library resources
- Announcing new services

- Serving as a public relations/marketing tool
- Promoting literacy and a love of reading
- Promoting the general use and public support of libraries

Staff use of social media, behavior and content not only reflects the staff member, but also the Library. This policy complements, rather than overrides, any existing requirements that staff act professionally, respectfully, and honestly.

The Library Director reserves the right to remove, edit or otherwise modify any posting to the Library's social media, regardless of origin.

Participation in the Library's social media presence implies agreement with all Library policies, as well as the Terms of Service of each individual third-party social network service.

Permission to use the Library's social media accounts will be granted to Library employees at the sole discretion of the Library Director. This permission may be revoked at any time for any reason.

Employees are required to abide by the ALA Code of Ethics when using social media. Interactions on social media must adhere to all relevant Library policies, protect confidential information in accordance with privacy laws, and respect copyright and other legal rights.

Employees are prohibited from creating new social media accounts for the Library without prior approval. Decisions regarding new social media outlets and accounts are made by the Library Director. The role and use of social networking services in relation to the goals and purposes of the Library will be evaluated periodically by the Library Director. Library social media accounts may be terminated at any time without notice to subscribers.

The Library does not act in place of, or in the absence of, a parent/guardian and is not responsible for enforcing any restrictions which a parent/guardian may place on a minor's use of social media sites.

The Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking services. By providing links to outside content, the Library does not endorse content of those links.

Social media users agree to indemnify the Pleasant Valley Library and its officers and employees from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content that the users post on or in response to the Library's social media.

The Library reserves the right to use any posts on Library social media sites in public relations and marketing materials.

Article 21. Programming

Programming, a key resource offered by the Pleasant Valley Library, is integral to achieving the Library's mission to champion reading, ignite imagination, and ensure access to information and ideas. The Library delegates the development of programs to the Library Director. The Programming Policy guides the staff responsible for program development and documents programming guidelines for Library residents. When in doubt, the Library Director should bring program suggestions to the Library Services Committee.

Basic to the Policy is the American Library Association's statement: "Library-Initiated Programs as a Resource," an interpretation of the Library Bill of Rights. The Library upholds principles of intellectual freedom and supports the rights of individuals to read, speak, view and exchange points of view. In order to provide access to diverse perspectives, the Library presents a variety of programs. Topics and speakers are not excluded from Library programs because of possible controversy. Sponsorship by the Library does not constitute endorsement of program content.

Programs offer opportunities to highlight collections, promote other services, and share information and expertise. They are effective vehicles for outreach, allowing the Library to forge partnerships with external groups and enhancing the Library's stature in the community. Programs support the Library's role as a civic gathering place, help make the Library a destination, and attract regular and new users of all ages and backgrounds. Programs are intended to further the mission of the Library and are consistent with the Library's core values and the Strategic Plan. Programs should enhance, support and fulfill the Library's strategic goals and objectives.

The Library presents programs for various age groups, cultures, backgrounds and interests. Programs may target a general audience or be tailored to a specific audience.

Types of Library programs include, but are not limited to:

- Book discussions
- Story times/storytelling
- Family literacy programs
- Author visits/readings
- Artistic and musical performances
- Film showings
- Demonstrations and workshops
- Instructional classes/training sessions
- Lectures and presentations
- Exhibits and associated programs
- Community forums
- Library tours and orientations

Program presenters include Library staff with relevant skills or expertise, volunteers or staff from co-sponsoring organizations, local or visiting authors and performing artists, local or visiting speakers with credentials or relevant experience, and qualified instructors and trainers.

The Library regards programming as an essential aspect of service to youth. Programs convey excitement about books, reading and research. They aid in social development and help build critical thinking and problem solving skills. Programs for children and teens foster life-long learning through the use of the Library.

Program selection and development are subject to the following guidelines:

- Program priority is based on its potential to reach the goals and objectives set forth by the Library's Strategic Plan.
- Program content is appropriate for group presentation.
- Space and physical arrangement are safe and conducive to effective program delivery.
- General programs are open to all, including non-residents and non-cardholders. Some programs may be limited to age-specific audiences. Depending on the program pre-registration may be required.
- Admission to Library programs is free; a small fee for materials may be charged.
- If a patron is registered for a juvenile program that has a wait list and does not give notice of non-attendance, a \$1 cancellation fee will be added to the patron record.
- Programs are non-commercial. Presenters may have a business affiliation, but no solicitation or promotion for business purposes is permitted.
- Sale of books/CDs/art work by authors/performers/artists is permitted as part of a Library program when arranged in advance.
- The Library may co-sponsor programs with entities whose mission and goals are compatible

with the Library. Co-sponsorship decisions are made on the basis of shared interest, responsibility, and benefits.

- Program suggestions from the public and/or unsolicited offers from individuals or organizations to present programs will be evaluated by the same standards used to select Library-initiated programs.

ARTICLE 22. PERSONNEL

These Personnel policies apply to all employees of the Pleasant Valley Free Library. They are not to be construed as a contract. They are subject to change at any time at the discretion of the Board of Trustees. Only the Director is authorized to hire, discipline and terminate an employee of the Pleasant Valley Free Library. The Director may delegate this authority to the Head of Circulation for clerical positions. All new employees must attend the Mid-Hudson Library orientation and circulation essentials training when offered. The Board of Trustees must approve annually all wages by position and all changes in employment status, salary and wage rates should be recommended by the Director and approved by the Board. Library staff are not allowed to accept tips for Library services they provide. Should a patron insist and the tip is in the form of cash, it should be placed in the cash register under the category of "Donation" and the patron advised as such.

All new employees are subject to a 30-day probationary period before becoming permanent employees and, for full time employees, health insurance may be offered. Often two days of paid training are made available to the employee before the official start date.

All employees are expected to report to work on the dates and times scheduled to work. Tardiness and unexcused absences are not allowed and will reflect poorly on evaluations. If unchecked, this behavior leads to termination.

While it is traditional that evaluations be given once a year, the director may not wait if behavior is being exhibited that will lead to a negative evaluation. Rather warning and retraining will be offered in advance in an effort to stave off a negative evaluation. If an evaluation is positive, an increase may be offered if board approved. If an evaluation is negative, the staff member will have one month to correct any behavior listed as such.

Clerical staff are under the immediate supervision of the Head of Circulation with all professional staff under the immediate supervision of the Library Director (who is also the ultimate supervisor of clerical staff as well).

The library complies with Section 201g of NYS Labor Law (sexual harassment guidelines of NYS) and distributes said policy and training to every employee and board member on an annual basis. All complaints of this nature must be brought immediately to the attention of the Director using Attachment I. (10/18)

The Director shall evaluate all staff and make recommendations to the board for pay increases, to be given annually on the anniversary date. There are no automatic raises based on time, only merit based on positive evaluations by the director. The director may choose to consult with the head of circulation when evaluating clerical positions. If an evaluation is negative, the staff member should have been

given a prior verbal indication and retraining (see disciplinary procedure below).

Definitions of employment for the purposes of determining the applicability of these Personnel policies (hours per week per classification are exclusive of time off for meals):

Employee (Staff Member): a person hired to fulfill a position approved by the Board of Trustees and who will be paid and managed directly by the Library. The Pleasant Valley Free Library is an at-will employer. Employees may voluntarily resign from employment at any time and for any reason. Reciprocally, the Library reserves the right to discharge any Employee at any time and for any reason not prohibited by law.

Full-time Employee: an Employee hired for a position defined as typically requiring thirty-five (35) hours per week or more, the position expected to be required for at least nine (9) months contiguous employment. Unless otherwise noted in these Policies, the Library Director shall be a Full Time Employee. Full-Time employees receive health insurance benefits. Health insurance is available to full time employees after 90 days of employment.

Part-time Employee: an Employee hired for a position defined as typically requiring less than thirty-five (35) and more than twelve (12) hours per week, the position expected to be required for at least nine (9) months contiguous employment.

Regular Employee: a Full-Time Employee or Part-Time Employee hired to work at least four (4) days per week and twelve (12) hours per week.

Temporary Employee: an Employee hired to fill short term requirements irrespective of the typical hours worked per week; that is, hired for requirements expected to last fewer than nine (9) months contiguous employment; or an Employee hired for a position defined as typically requiring fewer than twelve (12) hours per week.

Exempt Employee: a Regular Employee who works in a position classified by the Fair Labor Standards Act (FLSA) as executive, administrative or professional and who is therefore not subject to overtime pay. They must be supervising at least 2 FTEs in order to qualify.

Non-Exempt Employee: an Employee who works in a position not classified as Exempt and who is entitled to overtime pay.

Independent Contractor: a person contracted by the Library Director on a fee-for-service basis. An Independent Contractor is not an Employee of the Library and is outside the scope of these Personnel Policies.

Terms of Compensation

Position Work Week. A Work Week shall be defined as the typical scheduled hours per week either (i) defined for the position in its Job Description; (ii) as described to the Employee at the time of his or her employment; or (iii) as has been revised for the position with prior notice to the Employee. Prior notice is defined as two weeks unless waived by the Employee.

Salaried Week. Exempt Employees shall be paid on the basis of a Salaried Week. An employee's salaried week shall be computed as the pay for the employee's position work week.

Employees shall be compensated for quarters of hours worked and have benefit hours apply to them.

Temporary employees shall only be paid for hours scheduled to work.

Benefit Hours

Benefit hours as described in this section apply to Regular Employees only. They are hours not worked but for which a Regular Employee will receive compensation. For the purposes of computing benefits, the personnel year is the Library's fiscal year, January 1 through December 31. Benefit Hours apply as follows:

Jury Duty. The Library shall pay Compensation Hours for regularly scheduled hours missed due to Jury duty provided the employee does not seek reimbursement from the state.

Sick Time. Sick Time shall be earned at the equivalent of one hour per 30 hours worked, not to exceed 40 hours in a year. These Benefit Hours do not participate in severance calculations. Employees who call out sick 3 days in a row may be asked to provide a doctor's note.

Bereavement Leave. Up to five (5) days off with pay will be made available to Regular Employees at the discretion of the Library Director.

Maternity Leave. Maternity benefits are provided in compliance with New York State Law and the Family Medical Leave Act. Staff may ask to add vacation and sick time to the weeks allotted by New York State. If staffing is available to allow for such a request, it will be granted.

Personal Time. Personal Time applies to Full Time Staff Members only. It shall be available at the number of hours equivalent to two (2) Work Days per year, non-cumulative. It shall not be used to extend holidays or vacations and shall be taken in whole day increments only. It does not participate in severance calculations.

Weather Emergencies. Closings and delayed openings will be at the discretion of the Director. The Director may close the Library for the day, close early, or delay opening, in the event of a weather emergency. When a closing or delayed opening occurs, the Director shall be responsible for notifying those employees whose schedule will be disrupted, as well as the local radio stations for notice to the public. The Board shall be notified by email and website update if power is available.

In the event of a power outage during daylight hours, the Library will close after one-half hour if power is not restored or no reasonable restoration time can be obtained. During evening hours, the Library will close within fifteen minutes if power is not restored. In the event of an air conditioner malfunction lasting more than one week, should the building temperature rise above 84 degrees, staff shall have the option of going home or being paid time-and-a-half pay. When a closing or delay is officially declared by the Director, compensation for Employees shall be for the hours normally

worked during the period of closing or delay, provided the employee does not call out first.

Closed Holidays. The Board, in conjunction with the Director, shall designate the days to be paid closed holidays at the time the September meeting. Compensation shall be for the hours normally worked on the day of the week on which the given holiday falls. The Pleasant Valley Free Library shall be closed no more than twelve (12) days per calendar year, with Saturdays counting as one-half day. Closed holidays which fall within a Termination of Employment Notice Period do not participate in severance calculations.

Vacation. In each year an Employee's vacation time shall accrue on a monthly basis at a rate equivalent to two (2) Work Days per month worked. No carry-overs from one year into another will be allowed unless by specific exception authorized by the Board for unusual circumstance.

Except for the Library Director, Regular Employees shall accrue up to an equivalent of ten (10) work days per year. After the third full year, vacation time will increase by the equivalent of one (1) additional work day per year to a maximum total of fifteen (15) per year. The Library Director shall accrue vacation time up to an equivalent of twenty (20) work days per year.

Vacation days cannot be taken in the first three months of employment. In the first year of employment vacation days shall not exceed those actually accrued since the date of employment. After the first year of employment an employee, with the approval of the director, may take vacation in advance of accrual, limited to vacation within the year of accrual.

Except as may be relevant for severance calculations, there shall be no payments in lieu of vacation. Only vacation time actually accrued shall participate in severance calculations. Exceptions may be granted by the personnel committee for the Director and the Director for regular employees.

Vacation time is scheduled with the pre-approval of the Library Director based on the ability to ensure adequate staffing. Conflicts that cannot be resolved voluntarily shall be resolved based on seniority, except where prior approval has already been given. Requests should be submitted in writing to ensure adequate staff coverage. Clerks shall ask the Head of Circulation and Professional Staff submit to the Director. The vacation schedule of the Library Director shall be approved by the Board.

Off-premises Training

An Employee who attends a Board approved workshop, conference or course will receive regular pay if the workshop, conference or course was mandated by the Director. Employees whose compensation is based on actual hours worked and who attend an approved workshop, conference or course in excess of their regularly scheduled hours for the week will be paid for the excess on a basis of their regular hourly rates, or if approved by the Library Director, may take time off from their regular schedule equivalent to the excess.

Employees initiating a request to attend a workshop, conference or course should submit their request in advance. Staff education is one of the major components of the Long Range plan and as such the board encourages all staff attendance at any education workshops.

Staff Scheduling

The Library Director shall make every effort to maintain an adequate service level during an authorized absence and is authorized to provide coverage as required by hiring a qualified substitute for the missed hours. Each employee has a time sheet that must be filled out daily and signed weekly. This timesheet also serves as notice for vacation and sick time accrued. A separate spreadsheet also tracks this data. The Director calculates that hours worked matches the hours authorized to work on the master schedule and then signs authorization for payroll check release. Payroll shall be submitted biweekly by the director to the payroll company and a separate bank account shall be maintained strictly for payroll to ensure timely distribution of paychecks. Timesheets are kept for each employee along with benefit hour calculations in each employee file. Online access to all employee information is protected behind three passwords that only the Director shall have access to. Payroll is distributed electronically via direct deposit. Staff records are confidential and accessible only by the director and staff member involved. Records are kept, as per NYS law, for 6 years plus the current year of employment.

Staff schedules are flexible and subject to change at the discretion of the Director in the best interests of the Library. The Pleasant Valley Library will initiate any claims, if necessary, for Workers Compensation and/or disability.

Retirement for Full Time Employees. Following one year of employment the Library will match the Employee's contribution to a private IRA up to a maximum of \$1,000 annually.

Termination of Employment

Notice Period. Resignations should be submitted in writing to the Library Director, or, in the case of the Library Director, to the Board. Employees are expected to give two (2) weeks-notice. The Library Director is expected to give one (1) month- notice.

- 1.) No Benefit Hours other than vacation time accrued prior to the Notice Period will apply to the Employee during the Notice Period.
- 2.) Retroactive Notice Period. Failure to give proper notice of separation shall result in a retroactive Notice Period being applied in separation calculations. This shall include forfeiture of any Benefit Hours accrued during the retroactive period and may result in a demand for restitution of Benefit Hours taken during that period.
- 3.) The Board may waive actual attendance by the Employee during the Notice Period.

At the discretion of the Board, Regular Employees leaving employment due to Library initiated termination for reorganization or retrenchment may be given one extra Salaried Week for each completed year of service up to four (4) extra Salaried Weeks.

If the Library is initiating the separation the following disciplinary procedure must be followed:

Either the Director observes a problem or a problem is reported by a staff member.

First the Director speaks to the staff member casually to see if they are aware of the incident/problem and if not, let them know the correct Library policy on the issue.

If the action continues, the Director will speak to the staff member in private, delivering a verbal warning, and begin the conversation as to what steps can be taken to help them address the issue and correct it. At this point, if the staff member is clerical, the Director will also address the matter with the Head of Circulation to see if she is aware of it as well, or heard similar complaints.

If the action still continues, the Director drafts a written warning and calls a meeting with the Head of Circulation (if clerical). Together the written warning is issued. It lists the infractions as well as the steps that can be taken to correct it. If the staff member is confused, retraining is offered and the employee handbook gone over. It is made clear that the next step is termination. The employee is asked to sign the warning and one copy goes in the personnel file, the other the employee can keep to refer to the solutions laid out. At this point the board is made aware by a mention in the Director's Report under the heading "Personnel" although for privacy reasons specific names are not listed.

If another infraction occurs, the employee is reminded orally of the written warning already given and asked to explain why the issue is continuing. The Director adds an addendum to the written warning on file that another incident occurred which required addressing.

The final step is termination. It is explained to the staff member what the issues are and they are reminded that the problems were already addressed verbally, in writing, verbally again, training was offered, no improvement was seen and regretfully their employment at the Library must end. This is then communicated to the board in the Director's Report under "Personnel" this time with the employee's name listed.

None of these steps apply to an issue with violence or threats of violence, which may instead result in an immediate termination for the safety of fellow employees and members of the public.

An employee who wishes to grieve a termination must do so by contacting, in writing, the Board President within one week following the termination.

Job Expense.

Employees will be fully reimbursed for authorized expenses incurred in the course of conducting Library business upon presentation of receipts or other supporting documentation.

Mileage reported as accrued during the conduct of authorized business other than during transit to and from work will be reimbursed at the current rate allowed by the IRS.

Any exceptions to the above Personnel policies must be approved by the Board in advance.

Minor children of employees are not permitted on Library property while a parent/guardian is working, unless another parent/caregiver is also in attendance to provide primary care.

Volunteers. The Volunteers Committee of the Library Board shall be responsible for support of the Volunteer program which also includes the Friends. This shall include timely recognition of volunteer contributions and ensuring a supportive environment conducive for volunteer fulfillment, such as adequate articulation of responsibilities, support structure and training. The Library Director is an *ex officio* member of this committee. Although individual, informal recognition of volunteers should be

ongoing, it is important that volunteers be recognized formally as a group on an annual basis. The Volunteer Committee shall follow the guidelines listed in the volunteer policy.

Volunteers are a valuable resource for the Library. Their energy and talents help the Library meet its commitment to provide quality services to the public. Volunteers enhance, but do not replace, adequate staffing. Their services aid the Library in making the best use of its fiscal resources and they help connect the Library to other community groups and organizations. The Library and its volunteers must work together for mutual satisfaction.

This policy provides the framework for an ongoing volunteer recruitment, utilization and appreciation plan. As with all Library policies, the responsibility for implementation lies with the Library Director. All volunteer tasks must aid the Library in achieving its goals and objectives and be consistent with the purpose and intent of the volunteer program. Volunteer coordinators in the different Library departments will schedule volunteer activities after assessing the Library's needs and considering each volunteer's capabilities and wishes.

The Library does not compensate volunteers for time spent or expense incurred except by special arrangement with the Library Director.

Volunteers are bound by the rules contained in the Circulation Policy, especially as it relates to privacy and confidentiality.

Individuals donating time to the Library under the auspices of any other unit (e.g. scouts, churches, etc) may identify themselves with the unit, but may not promote it while working in the Library.

Any accident that befalls a volunteer while working in the Library is covered under the Library's general insurance policy, not workman's compensation.

Volunteers under the age of 16 are generally used only during the summer months to help with children's areas of activity. Special consideration may be given to those who have to do a limited number of hours for credit.

People doing community service as a result of a crime will not be accepted if a) more than 50 hours are necessary b) the crime was one of violence or c) the crime was one of theft.

Friends of Pleasant Valley Free Library. The Friends are not a committee of the Library, but are an independent group with their own By-Laws. However, they will regularly meet with the Library Director for planning. The Library may, at its discretion, handle certain tasks on behalf of the Friends, such as maintaining bank accounts or aiding in fund-raising activity. The Library Friends do not maintain a separate 501c3 status and operate under the Library's 501c3 status. Therefore, all funds raised are the property of the Pleasant Valley Library.

POLICIES OF THE PLEASANT VALLEY FREE LIBRARY

GENERAL POLICIES

All services of the Library are free unless specifically authorized to make charges by the Board of Trustees.

Any resident of the town of Pleasant Valley may obtain a Library card in person. Library cards are issued free; however, \$1.00 will be charged to replace a lost card. Patrons are expected to carry and present their card when using Library services. If the patron does not have the card, but can present matching ID, they can check out materials or be issued a one-time courtesy guest pass for computer use. If a patron shares their card with someone else, it is the responsibility of the person named on the card to make any payments that may become due. It is incumbent upon the patron to notify the Library immediately if a card is lost/stolen, or the patron will be liable for any materials checked out on it. If patrons are linked (requiring both parties permission) then checkout can happen on any record in good standing by providing the card or ID of one member of the linked parties.

Patrons who wish to borrow materials from the Pleasant Valley Library but do not reside within the Mid Hudson Library System shall pay an annual charge equal to the average amount a resident of the town would pay in taxes.

Minors who wish to have their own card require the signature of a parent/guardian who will be financially responsible for materials removed from the Library in order to obtain a card. If a person within the household who is a parent or minor child already has a card with fines in excess of \$10, no new cards may be issued to anyone in the household. The Pleasant Valley Library strongly encourages the presence of the public library in literacy development within the community. To that end, a card that has delinquent status will be allowed to check out one print item labelled Juvenile or Young Adult at a time assuming no new bills accrue. Likewise if the household already has a delinquent account which would ordinarily block the issuing of a new card to a minor, a new card will be issued for the borrowing of one Juvenile or Young Adult print book at a time. (2/18)

Organizational borrowers are those individuals living in a group home environment. The Library traditionally treats these individuals like everyone else, asking that proof of address be presented in order to obtain a card. On the rare occasion that the organization would like a card, a representative from the organization requesting the card may contact the Director and provide, on organizational letterhead, the name and address of the responsible party.

Cards expire every 3 years. The Library provides a notification service for held items and overdue materials on each card. Notices are available via telephone or email as determined by the patron. It is the responsibility of the patron to notify the Library of any changes to contact information and to allow email notification from the sender noreplyplv@MidHudson.org. Library notices are sent as a courtesy and failure to receive the notice does not absolve the borrower from any attached fees or fines on their record.

The Library is open the following hours:

Monday, Tuesday, Wednesday, Thursday	10AM to 8:00PM
Friday	12PM to 6PM
Saturday	10AM to 2 PM

Patrons may borrow for three (3) weeks any of the following:
books books on CD TV Series on DVD music CDs

Magazines, DVDs, museum passes and hot spots may be borrowed for one (1) week each. All non-print items must be checked out by 10 minutes before closing.

No more than 100 items may be checked out on a card, and no more than 10 DVDs may be checked out per household. No more than 50 items may be requested at any time.

Patrons may renew an item up to two times if no one is waiting for it. Items may be renewed on-line, by phone, at the Library desk or automatically if no one is waiting.

If an item is not on the shelf, the patron may place the item on hold either in the Library or by using our website. The Library will notify the patron when the item becomes available. There will be no guarantee for reserved items beyond seven (7) days of patron notification that the item is available and a charge of \$.25 per item not picked up will be assessed.

A fine of \$.10 is charged for each day a book or book on CD is late, \$1 for music CDs, DVDs and Wii games. This does not include Sundays, closed holidays or any other day that we may close unexpectedly. The maximum late fee for each item is \$5. If an item is damaged or lost the patron shall either purchase a replacement copy or pay to the Library the cost of replacement, as determined by the Library Director. A patron with a billed item cannot check out further items without permission of the director. No permission can be granted if more than one item is billed, or if there are also late fees on the account. No hold shelf items from other libraries may be checked out on a delinquent card.

The outside access drop box is open 24/7. All items may be returned via the drop box, although damage incurred to those items as a result of its use are the patron's responsibility. Accumulated fines in excess of \$10 must be paid before more material may be borrowed by the patron from the Library. Temporary exceptions may be granted on an individual by individual basis by the Library Director but need to be noted in the patron record. The Pleasant Valley Library adheres to the billing schedule of the Mid-Hudson Library System. Patrons may choose to be notified of their two-week overdue status via phone call or email. If there is no response, after one month patrons are mailed a bill amount for full replacement. Should the patron return the item the amount due is reduced to the aforementioned fine. Those accounts owing more than \$50 for more than 6 months may be referred to the Library's attorney at the Director's discretion. All bill notification other than the attorney is done through the Mid-Hudson Library System.

The Library does not have a security system, therefore some items may be kept behind the counter and given upon request (e.g. DVDs and newspapers). In addition, our local history collection is limited and the Library makes every effort to work with the Pleasant Valley Historical Society in order to assist patrons with their local history research.

The Pleasant Valley Library is linked to other libraries in the Mid-Hudson Library System. With the reciprocal borrowing card issued by the Pleasant Valley Library, a patron may take out items from the other libraries in the system. By placing a hold, material may be obtained from within the Mid-Hudson Library System. Items unavailable through MHLS may be requested through inter-Library loan. Loan items will be circulated from the Pleasant Valley Library and must be returned to the Pleasant Valley Library. There may be a charge associated with inter-Library loans.

Items taken out from another Library in the system may be returned to the Pleasant Valley Library and they will be returned to their home Library.

Children 10 and under must be supervised by an adult throughout the Library. Children over the age of 10 may not go upstairs in groups unless supervised by an adult. Unsupervised children who are disruptive in the Library will not be permitted to return without a parent or guardian. Parents are responsible for their children, their actions and any damages they may cause, at all times. If children are left unattended at the Library, a staff person will attempt to contact the parent or responsible party. If they are unable to reach anyone, the sheriff will be called after 15 minutes, and the child will be turned over to him or her.

PATRON/STAFF CODE OF CONDUCT

Patrons, guardians or caregivers who violate the Code of Conduct are subject to restriction or termination of Library privileges and possible exclusion from the Library. The following activities are not allowed on Library premises:

Soliciting not directly related to Library business.

Eating or drinking without permission.

Sleeping or using the Library as a temporary residence.

The use of tobacco, nicotine and illegal drugs.

Creating excessive noise or engaging in other disruptive behavior.

All audio on pc or wireless must be listened to with headphones.

Misuse of the restrooms.

Harassing or harming Library patrons or personnel, whether physical or verbal.

Tampering with, defacing, or damaging Library materials, equipment, furniture, or the building.

Entering non-public areas unless escorted by a staff member.

Carrying weapons, except by law enforcement personnel.

Animals other than a service nature or those who can be carried the entire time.

Removing Library materials without having checked them out.

Unauthorized use of equipment

Engaging in any other conduct inconsistent with normal and reasonable behavior of a Library patron.

Cell phone usage in the seating areas and front meeting room of the Library.

Children must be supervised by an adult at all times. Parents are responsible for their children, their actions and any damages they may cause.

Attire must include shoes and shirts. Designs, graphics and lettering on clothing should be appropriate to being viewed by younger patrons and personnel.

Photography and filming must comply with the library's use as a limited public forum: The library respects a patron's first amendment right to film. However, the [Supreme Court](#) has ruled a library is a *limited public forum*, which allows the library to limit filming and photography in a way consistent with appropriate usage. The Pleasant Valley Library follows the ALA Bill of Rights and NYS Right to Patron Privacy with respect to the utilization of the library and its materials and services. **Photography and filming using handheld devices should not disturb or interfere with patrons.** While patrons may technically film unobtrusively, all filming or photography that violates a patron's reasonable expectation of privacy while in the library is prohibited. Access cannot be granted to bathrooms, staff only access areas, and any meeting room use that is not open to the general public or where a paid presenter of a program objects to being filmed. Library staff may terminate any session that appears to compromise public safety or patron privacy, impedes library operations, or is inconsistent to our library mission.

The Pleasant Valley Library is committed to providing a workplace that is free from acts or threats of

violence. In keeping with this commitment, the Library has provided a workplace that has zero tolerance for actual or threatened violence against staff, volunteers, or members of the public. Any threat or act of violence will be taken seriously. All persons engaging in this behavior will be removed from the premises immediately. Staff will be subject to Board review for possible censure and termination. Patrons are expected to observe the rights of other patrons and staff members. The Pleasant Valley Free Library policy is intended to protect the rights and safety of library patrons, to protect the rights and safety of staff members, and to preserve and protect the library's materials, facilities, and property.

Repeated warnings by the director may lead to a patron being banned from the library by the director. The patron may appeal to the board with a "permission to speak" form *and* their attendance at a regularly scheduled board meeting.

In the event of a disturbed patron, action should be taken to prevent physical injuries to staff and patrons. Such a situation may include an individual raising their tone of voice and making threats to a level that makes an employee uncomfortable. If an employee believes that an individual may resort to violence, the employee should remove themselves and utilize the panic button. If the employee believes that no threat of immediate violence is present and the patron is acting in a disturbed manner in order to vent frustration, that patron should be guided to the Director. The Director will remove the patron from the immediate area and attempt to calm them down.

It is the policy of the Library to provide a safe and healthy work environment for its employees. With this in mind all employees are expected to comply with all safety rules and regulations in order to maintain a safe work area. Any unsafe conditions should be reported immediately. It is up to each employee to assist the Library in maintaining a clean and safe workplace and to keep his/her work area neat and clean as well as free of any safety hazards.

Any accident/incident should be reported to the Director immediately. For patrons, there is an Incident Report available which should be filled out and signed by the staff member who witnessed/dealt with the incident (Appendix H). The Library does not assume responsibility for any theft which occurs on its property, therefore every effort should be made to safeguard personal property. The Library does not provide reimbursement for theft or damage of items or money. In the event that a theft is reported, the senior staff on duty should call the police.

Patrons may be asked to leave and Library privileges may be otherwise limited or suspended for violating the rules of conduct as set forth above. Law enforcement officials are available to assist in this regard.

Patron Complaints - While the Library tries to provide the highest levels of satisfaction and service to its patrons, we recognize that, occasionally a patron may wish to make a complaint.

A Library patron may choose to begin by making a complaint on an informal, verbal basis to a member of the Library staff. If the staff member is unable to address the concern to the patron's satisfaction, the patron will be referred to the Director. If the patron chooses not to speak with the Director, or if the complaint does not lend itself to informal resolution, the patron should be offered a Patron Complaint Form (Appendix E). The Library Director will promptly review the completed form and, where appropriate, attempt to resolve the complaint directly. If the patron is not satisfied with the response provided and/or the Director decides that the situation warrants the input of the Board of Trustees, either or both parties may bring the written complaint to the attention of the Board. The Board will

promptly review any complaint presented to it, provide a verbal and/or written response to the complainant, and take any further remedial action warranted. The decision of the Board of Trustees will be final.

Vulnerable Adults Policy - **A vulnerable adult is an adult who should not be left alone in the Library or is unable to reasonably care for himself/herself in an emergency situation or is mentally or physically challenged and who needs help beyond assistance with normal Library services.*

The Library strives to provide a warm, welcoming and safe environment for all community members.

The Library is concerned for the safety of vulnerable adults in and around the Library. A parent, guardian or caregiver 18 years of age or older must be responsible for monitoring the activities and managing the behavior of vulnerable adults during their Library visits.

The Library will adhere to the following guidelines concerning the care and behavior of vulnerable adults.

Vulnerable adults who are unable or unwilling to care for themselves must be attended and have adequate supervision at all times.

Vulnerable adults who can understand and follow the Code of Conduct and who can care for themselves are welcomed to be in the Library unattended. They should have contact information for someone who can assist them in an emergency.

Library staff will attempt to contact a parent, legal guardian or caregiver when an individual's: health or safety is in doubt;

behavior disturbs other Library users and has caused staff to ask the individual to leave the Library;

parent, guardian or caregiver is not present at closing time. If a parent, guardian or caregiver cannot be reached, Library staff will contact police to assume responsibility.

Parents, guardians or caregivers who violate this policy are subject to restriction or termination of Library privileges and possible exclusion from the Library.

The process for a vulnerable adult to obtain a Library card is the same as any individual. Identification with proof of address must be provided. If an organization from a group home wishes to obtain a card for general membership, the Director of the organization will fill out the application and sign financial responsibility.

Library staff may notify the appropriate authorities if they have reason to suspect abuse or neglect.

USE OF THE LIBRARY MEETING ROOM

Pleasant Valley Free Library is aware of the need for meeting space for local groups. Making such accommodations available to the public is a service which the Library renders under conditions set by the Library Board. *Permission to use the meeting room does not constitute an endorsement of a group's policies or beliefs nor will the library promote any events in the room unless they are a cosponsor.*

Space, staff limitations, and library schedules necessarily require regulatory measures, which affect the use of the meeting room. These rules may be modified for official library functions when deemed appropriate.

Groups are allowed to sign up in increments of up to two hours. The room can also be used on a drop-in basis. Groups that intend to book the room on a monthly basis in perpetuity should have a conversation with the room coordinator regarding availability. Room bookings can be made by contacting pvlibraryroom@gmail.com.

The use of the meeting room will be assigned by the Library Director in priority order to render use of the facility for the benefit of the greatest number of patrons. Priority for the use of the meeting room will be given in the following order:

1. Library sponsored meetings or programs. (Meetings of the Library staff or programs in which Library staff or third parties hired by the Library make the presentations.)
2. Friends of the Library sponsored meetings or programs.
3. Non-profit organization sponsored meetings or programs.
4. Organizations engaged in educational, cultural, intellectual, civic, or charitable activities.
5. Other meetings or programs.

Use will be limited to a maximum of 40 people in Room A or 15 in Room J.

A designated member of the group shall supervise the meeting and be responsible for turning off the lights and assuring that the room is left clean and orderly.

Meeting room must be vacated by 10 minutes to closing.

The organization shall be responsible for any damage to personal and/or Library property.

No monetary profit shall be realized by any person or organization other than the Library as a result of the use of the room. No fee is charged for the use of the room, but donations are gratefully accepted.

Simultaneous use of Library meeting room by more than one group is not permitted.

The room must be kept free 30 minutes before and after a meeting.

Approval by a majority of the trustees is required for any use which does not meet the above criteria.

A person or group denied permission to use the meeting room may appeal such denial at the next regularly scheduled meeting of the Board of Library Trustees. The appeal must be submitted in writing in advance of the board meeting.

The Library reserves the right to revoke permission to use library meeting rooms.

Neither the name nor the address of the Pleasant Valley Library may be used as the official address or headquarters of an individual or organization.

USE OF LIBRARY COMPUTERS

All use of the Library's computers shall be in accordance with the objectives of the Pleasant Valley Free Library to serve as a center for reliable information and to provide opportunity and encouragement for people to continuously educate themselves.

Computers will be available to the public during open Library hours. Patrons may log in repeatedly in 1 hour increments until someone is waiting. Use may be modified at any time by the Library Director. Computers will shut down automatically 10 minutes prior to closing. This is done remotely and cannot be extended.

No material may be saved to the hard drive of a Library computer. There is a charge of \$.20 for each sheet of paper printed after the first two, regardless of how the information is used. The Library cannot offer refunds for free pages or pages printed in error. The Library offers a coin operated self-service copy machine. Patrons are expected to act responsibly and with consideration for others in matters concerning the copy machines. Persons copying many pages are expected to yield to requests from those wishing to make just a few copies. This machine does not do enlarging, minimizing, collating or double-sided images. As the Library makes no profit off the machine, there are no reimbursements for user error. No obscene, harassing, threatening or copyright infringing material may be copied on Library property, as defined by the Library Director.

Use of internet and computer services in violation of any local, state or federal regulations is prohibited. Any use for commercial or for-profit purposes is prohibited. Patrons may not send, display or receive obscene, harassing, or libelous messages, files or images. Use of the internet to access material that is legally defined as obscene, pornographic or objectionable to minors is prohibited and any complaints made regarding a user who is deemed accessing such materials will be taken seriously. If the user does not desist, they will be asked to leave the Library. A second violation will result in a ban from the Library computers.

These computers are unfiltered and therefore there is material on the Internet which parents might consider inappropriate for their children. The Library cannot assume parents' responsibility to monitor the child's Internet use in conformance with the individual parents' standards.

Information obtained through the Internet is at the user's risk. The Library takes no responsibility for the accuracy or quality of information accessed through the Internet. If a source is in doubt, ask the librarian for a professional opinion.

Users are expected to have basic computer skills, including proper use of the mouse. Internet training may be made available at the Library, but the patron will be fully responsible for any failures resulting from inadequate preparedness. Requests for assistance will take second priority to the normal conduct of Library operations. Staff will aid in accessing word processing programs but cannot assist in creating the documents.

The Library also offers wireless access for free, no Library card required and no time limits beyond the open hours of the Library to patrons with their own devices. Patron access to this service is completely at the discretion of the Pleasant Valley Library and if at any time the patron device violates the above policy, or uses up too much bandwidth such that the rest of the Library computers significantly slow down, said device will be blocked from access to the network. Staff cannot assist in the linking to the network nor can the Library be responsible for the speed at which a portable device accesses the Internet. Personal devices cannot be plugged into the Library printer.

All audio and video accessed within the Library must be listened to via headphones at a decibel level that is not disturbing to other users.

In using the Library's facilities, patrons agree that the Library, its staff and volunteers shall be held harmless for any loss of work effort or inconvenience that may occur during use of or as a result of using its equipment, infrastructure, software or technical assistance.

Computer use may be revoked at any time if the patron fails to comply with these policies.

POSTING OF NOTICES AND DEPOSIT OF MATERIALS FOR DISTRIBUTION

The Pleasant Valley Free Library allows only information of a cultural, educational, and public service nature to be distributed either in the Library, on Library property or on its online presence.

There is to be no monetary profit realized by an individual or commercial enterprise as a result of any posted notices or materials left for distribution. No harassing, obscene or illegal images may be posted. All postings must be authorized by the Library Director, regardless of their nature, and the director may revoke permission at any time and for any reason.

The Library currently has no wall space to display art of any kind. The library will also take down flyers once their date has passed or if there are too many events going on. Flyers should be displayed in the order of the events taking place. The website of the Pleasant Valley Free Library is for the dissemination of information sponsored by the Library only.

TUTORING POLICY

The Library does not endorse a specific tutor or group. Tutors and their students may use the Library as patrons, and are therefore subject to the same rules and regulation as regular Library patrons.

The Library phones may not be used to communicate appointments missed or canceled, or for changes in schedule. The Library will not house either permanently or temporarily any equipment or supplies of the tutor or student on our property, nor is the Library responsible for the safety of said items.

There is no dedicated tutor space in our Library. Tutors and students are free to find an empty space within the Library that suits them. If the meeting room is available, tutors and students are welcome to meet there, but the space cannot be booked in advance and the room needs to be kept free for both a half an hour before and after a scheduled Library program.

Library staff cannot assist the tutor or student with an assignment in any way different from a regular patron. Staff cannot provide overview of tutor/student appropriateness of interaction.

If at any time the number of students and tutors in the building needing space to meet becomes too much for the Library building to handle, tutors who show up first will receive preference. The Library does not keep track of which tutors are using the building or for how long.

Appendix A: **LIBRARY TRUSTEE ETHICS STATEMENT**

Public library Trustees are accountable for the quality of the resources the library offers to the community, as well as the quality of the services the library provides to this community.

Daily Management of Library

- Trustees shall not use their position to gain unwarranted privileges or advantages for themselves or others from the library or from those who do business with the library.
- Trustees shall not interfere with the management responsibilities of the director or the supervision of library staff.
- Trustees shall support the efforts of librarians in resisting censorship of library materials by groups or individuals.
- Trustees must respect the confidential nature of library business and not disclose such information to anyone. Trustees must also be aware of and in compliance with Freedom of Information laws.
- Trustees shall not engage in discrimination of any kind and shall uphold library patrons' rights to privacy in the use of library resources.

Conflict of Interest, Representation & Confidentiality

- Trustees make a personal commitment to contribute the time and energy to faithfully carry out their duties and responsibilities effectively and with absolute truth, honor, and integrity.
- Trustees have a Duty of Care to the organization which they are serving. Therefore, a Trustee must act in good faith and exercise the degree of diligence, care, and skill that an ordinary prudent individual would use under similar circumstances.
- Trustees have a Duty of Loyalty to the Organization and must act in good faith with the best interest of the library in mind. The conduct of a Trustee must reflect the institution's goals, and must not, by speech, writing, or action, imperil the library's mission.
- Trustees represent the best interests of the Library at all times and must declare any and all duality of interests or conflicts of interests, material or otherwise, that may impede or be perceived as impeding the capacity to deliberate or act in the good faith, on behalf of the best interests of the Library. They shall immediately disqualify/abstain themselves whenever the appearance of or a conflict of interest exists. This includes those interests or conflicts that may pertain to another entity related to the Library.

Trustees

- Shall publicly support and represent the duly made decisions of the board.
- Shall speak positively of the Library and all current and potential stakeholders and constituencies.
- Shall not take any public position representing the Library on any issue that is not in conformity with the official position of the Library.
- Shall not use or otherwise relate one's affiliation with the board to independently promote or endorse political candidates or parties for the purpose of election.
- Shall, as representatives of the library, comport themselves politely and respectfully in the community, at all times.
- Shall maintain full confidentiality and proper use of information obtained as a result of board service in accordance with board policy or direction.
- Shall clearly distinguish, in their actions and statements, between their personal philosophies and attitudes and those of the library, acknowledging and supporting the formal position of the Board even if they disagree.
- Shall avoid situations in which personal interests might be served or financial benefits gained as a result of their position or access to privileged library information, for either themselves or others.
- Shall not, in fulfilling their responsibilities, be swayed by partisan interests, public pressure or fear of criticism.

Interpersonal

It is expected that a Library Trustee shall:

- Speak clearly, listen carefully to, and respect the opinions of fellow board members and key staff.
- Promote collaboration and partnership among all members of the board.
- Maintain open communication and an effective partnership with the Board's officer and committee leadership.
- Be "solution focused", offering criticism only in a constructive manner.

- Not filibuster or engage in activities during meetings that are intended to impede or delay the progress and work of the board because of differences in opinion or other personal reasons.
- Always work to develop and improve their knowledge and skills in order to enhance their effectiveness as board members.
- Trustees shall comply with all the laws, rules and regulations that apply to them and to their library.

Signature _____ Date _____

Note: First offense will be a verbal warning from the President or Vice President of Trustees. Any Trustee may be removed from office for a reasonable cause by a vote of 2/3 of the Trustees in office at a meeting called for that purpose. This meeting should occur in executive session. Each Trustee shall be informed by written notice prior to the meeting that the purpose of the meeting is to consider the removal of the Trustee in question, provide for a fair hearing, and a reasonable opportunity for the Trustee in question to present a defense.

APPENDIX B
PLEASANT VALLEY FREE LIBRARY
RECONSIDERATION REQUEST

This form is to be filled out by the patron in triplicate:

One copy will be kept by the patron; one copy will be kept by the Library Director; one copy will be given to the President of the Board of Trustees.

DATE:

AUTHOR:

TITLE:

PUBLISHER & DATE:

NAME OF PATRON:

ADDRESS:

TELEPHONE:

REQUESTOR REPRESENTS HIMSELF/HERSELF?

REQUESTOR REPRESENTS A GROUP? Please Name Group:

ADDRESS OF GROUP:

Has Requestor read/watched the entire book/video?

What is the objection to this book/video/magazine (please be specific)?

What do you feel might be the result of reading/viewing this material?

What evidence do you have that such a result might occur?

For what age group would you recommend this material?

Is there anything good about this material?

If you have not read/viewed this material in its entirety, what parts did you read/view?

What do you believe to be the theme of this work?

Are you aware of the judgment of this work by professional critics?

What reviews of this material have you seen?

What would you like the Library to do about this book/video/magazine?

ADDITIONAL COMMENTS:

Appendix C

Acceptance and disclosure

I have read the statement of policy regarding conflicts of interest. To the best of my knowledge and belief, except as disclosed herewith, neither I nor any person with whom I have or have had a personal, business or organizational relationship is engaged in any transaction or activity or has any relationship that may represent a potential competing or conflicting interest or commitment, as defined herein.

Further, to the best of my knowledge and belief, except as disclosed herewith, neither I nor any person with whom I have or have had a personal, business, organizational, or compensated relationship intends to engage in any transaction, to acquire any interest in any organization or entity, or to become the recipient of any gifts or favors that might be covered by the statement of policy regarding conflicts of interest.

In the event that such a situation might arise, I will provide information as described in this policy.

Name _____

Position Held _____

Conflict _____

Resolution Determined by Board:

Date of Resolution _____

Signature

Signature of Board President

Appendix D
Inventory List of Items Costing More than \$150

- PCs for Public Use of Internet (8)
- Staff PCs (6)
- PCS for Browsing of the OPAC (2)
- Children's Room AWE Software Touchscreen (1)
- Laptop (5)
- TV (1)
- Router (1)
- Ipad Mini (1)
- Kindle Kids Fire (1)
- Ship Painting (1)
- Building
- Parking Lot

Appendix E



www.pleasantvalleylibrary.org *845-635-8460* Fax 845-635-9556* PO Box 633, Pleasant Valley, NY 12569 * pvlibrary@gmail.com

Patron Complain Form/Request to Speak:

Name _____ Phone# _____

Address: _____

Email: _____

Are you a Pleasant Valley resident: YES NO

If not, in which town are you a cardholder: _____

Briefly describe in your complaint in the space below or on an attached sheet. Please include where and when the incident occurred (date and time), the names of any staff or other patrons involved, how they were involved and any previous efforts made by you and or staff to resolve the complaint. If no specific incident please briefly describe the nature of the comments you wish to share.

Appendix F

Request for Accommodation

The Pleasant Valley Library is happy to provide accommodations to those who wish to attend our Library's programs and yet are unable to do so either because of a disability or the lack of an elevator to our programming room. However, due to the nature of our building and staffing, the Library's Policy is that requests for an accommodation be made at least 1 week in advance of the program. The Library will grant the request whenever possible, HOWEVER, if the patron who requested the accommodation fails to show up for the program and does not let us know at least 72 HOURS in advance of the program date that they will no longer be attending, the cancellation cost (often close to \$200) will be billed to the patron.

I _____ wish to attend the Library program being offered on _____ and hereby request the following accommodation:

(circle one) Sign Language Interpreter Ground Floor Programming

I understand that if I fail to attend, or do not provide notice of cancellation more than 3 days prior to the program date, that I will be responsible for any fees the Library might incur as a result.

Signature of Patron Requesting Accommodation

Phone Number

Appendix G Accident/Incident Form
Accident/Incident Report Form

Date of incident: _____ Time: _____ AM/PM Location within Library _____

Name of injured person:

Address:

Phone Number(s):

Date of birth: _____ Male _____ Female _____

Type of injury:

Staff Actions to Address Incident: _____

Details of incident:

Did patron bring incident to staff attention or did staff initiate: _____

Were the EMTs called? Yes _____ No _____

Injury requires physician/hospital visit? Yes _____ No _____

Signature of patron (parent if minor) _____

Date

*If no medical attention was desired and/or required sign below instead.

Signature of patron (parent if minor)

Date

Model Complaint Form for Reporting Sexual Harassment



Combating Sexual Harassment

Pleasant Valley Library Attachment I

New York State Labor Law requires all employers to adopt a sexual harassment prevention policy that includes a complaint form to report alleged incidents of sexual harassment.

If you believe that you have been subjected to sexual harassment, you are encouraged to complete this form and submit it to the Library Director. You will not be retaliated against for filing a complaint.

If you are more comfortable reporting verbally or in another manner, your employer should complete this form, provide you with a copy and follow its sexual harassment prevention policy by investigating the claims as outlined at the end of this form.

For additional resources, visit: ny.gov/programs/combating-sexual-harassment-workplace

COMPLAINANT INFORMATION

Name:

Work Address:

Work Phone:

Job Title:

Email:

Select Preferred Communication Method: Email Phone In person

SUPERVISORY INFORMATION

Immediate Supervisor's Name:

Title:

Work Phone:

Work Address:

COMPLAINT INFORMATION

1. Your complaint of Sexual Harassment is made about:

Name:

Title:

Work Address:

Work Phone:

Relationship to you: Supervisor Subordinate Co-Worker Other

2. Please describe what happened and how it is affecting you and your work. Please use additional sheets of paper if necessary and attach any relevant documents or evidence.

3. Date(s) sexual harassment occurred:

Is the sexual harassment continuing? Yes No

4. Please list the name and contact information of any witnesses or individuals who may have information related to your complaint:

The last question is optional, but may help the investigation.

5. Have you previously complained or provided information (verbal or written) about related incidents? If yes, when and to whom did you complain or provide information?

If you have retained legal counsel and would like us to work with them, please provide their contact information.

Signature: _____

Date: _____