

# POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

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# POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

## GENERAL CIRCULATION 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. Proof of address is required. A temporary library card can be applied for online, but proof of address must be provided within 30 days in order for the card to remain valid. Library cards are issued free and are good for 3 years. Patrons are expected to present their card when using Library services. If the patron does not have the card, but can present matching ID, they can check out. 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. The linked function voids individual patron privacy.

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

Minors who wish to have their own card must be able to write their own name and require the permission of a parent/guardian who will be financially responsible for materials removed from the Library. 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.

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.

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](mailto: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   |

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Patrons may borrow for three (3) weeks any of the following:  
books      books on CD      DVDs over 1 year old

Magazines, museum passes, new dvds and hot spots may be borrowed for one (1) week each. Hot spots and museum passes may not be renewed and may only be checked out once per month. Some museum passes may only be checked out once per year.

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, by phone or online. 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 may be assessed.

A fine of \$.10 is charged for each day a book or book on CD is late, and \$1 for DVDs. This does not include Sundays, closed holidays or any other day that the Library may close unexpectedly. There are no fines on children's books. 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 when the library is closed. 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 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 one-week overdue status via phone call or email. If there is no response, after three weeks 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.

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 borrow 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 if over 6 months old and valued at more than \$25. Such loan items will be circulated from the Pleasant Valley Library and must be returned to the Pleasant Valley Library.

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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.

Parents are responsible for their children, their actions and any damages they may cause, at all times. Children 10 and under must be supervised in the same room by an adult throughout the Library. Unsupervised children who are disruptive in the Library will not be permitted to return without a parent or guardian. 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. Children not yet able to walk must be in a harness, stroller, carrier or caregiver's arms when outside of the children's room. Adults who are unaccompanied by a child must have business specific to the children's room that cannot be accommodated elsewhere in order to be in the children's room.

### **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, alcohol and illegal drugs.

Creating excessive noise or engaging in other disruptive behavior.

Listening to audio without 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 must be leashed and remain under the control of their owners at all time. Patrons are responsible for all damage caused by the animal, including the cleaning professionally of all accidents.

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.

Excessive cell phone usage such that others are disturbed (including staff).

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

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 with zero tolerance for actual or threatened violence against staff, volunteers, or members of the public. Any threat or act of such 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,

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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, an Incident Report is available, which should be filled out and signed by the staff member who witnessed/dealt with the incident (Appendix G). The Library assumes no 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.

### **PHOTOGRAPHY AND FILMING**

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 with our library mission.

### **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.

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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.

### **PROCEDURE FOR SPEAKING AT A LIBRARY BOARD MEETING**

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 submitted the form will be called upon to speak during the public comment section.

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 their name and town of residence. If there are a number of non-residents who wish to speak the board may limit comments to residents only.
- c. Each statement made by a participant shall be limited to three (3) minutes unless extended by the Board President. This time may be limited further depending on the number of participants.
- 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.

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## **SOCIAL MEDIA AND THE PUBLIC**

Social media is defined as any web-based tool such as a blog, online forum, content-sharing website, or other digital channel established for online interaction and connection.

The Library maintains a presence on several social media services. The Library reserves the right to moderate the public's use and access to the Library's pages on these platforms.

Although comments and posts are welcome on many of the Library's social media sites, the Library does not intend to create an open forum through its social media presence and postings containing any of the following will be removed:

- • Obscene comments or hate speech
- • Personal attacks, harassment, or threatening language
- • Potentially libelous statements
- • Plagiarized or copyrighted material
- • Commercial messages or spam
- • Comments pertaining to organized political/partisan activities
- • Material that is deemed off-topic, inappropriate, or offensive
- • Information that, in the Library's discretion, is private or personal, even if posted by the person to which it pertains
- • Postings made through a falsification of identity
- • Material the Library deems not directly related to the discussion
- • Any illegal activity
- • Solicitation for donations, memberships, or services
- • Photos or other multimedia files that may fall into any of the above categories

Library staff will monitor the Library's social media pages and remove postings which violate this policy. Violators of this policy may also have their user profiles blocked and may lose Library privileges on a temporary or permanent basis. We ask users not to post comments unrelated to the thread. Suggestions and comments are welcome using Messenger or emailing the library at [director@pvlibrary.org](mailto:director@pvlibrary.org)

## **CONFIDENTIALITY OF LIBRARY DOCUMENTS/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 refer 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.

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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 use of confidential library information by staff or volunteers for non-library related business is prohibited by law and may result in termination.

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.

For financial records, the Library follows the LGS-1 (Retention and Disposition Schedule for NYS Local Governments and Not-for-Profits). 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 NYS LGS 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.

### **SERVICES TO THE DISABLED**

The Pleasant Valley Library supports access for persons with disabilities and the ADA. The Library also provides services to the homebound within its service area. In keeping with ADA compliance, the Library will provide a sign language interpreter for the hearing impaired upon request, provided the request is made by filling out the "Accommodation Request Form" (Appendix F) at least two weeks prior to the event in order for the Library to engage an interpreter. 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.

### **VULNERABLE ADULTS**

*\*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. Individuals coming to the library as part of a group home or activity program group are the primary responsibility of the group home caregiver, regardless of whether the vulnerable adult is in a library program or utilizing a library service. The caregiver should always be in the same room as the vulnerable adult, assisting the individual.



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Vulnerable adults not visiting as part of a group activity program 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, causing staff to ask the individual to leave the Library or if their 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 but cannot accept responsibility, 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.

### **TUTORING**

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.

Tutors and students are free to find an unoccupied space within the Library. Tutors may book the study room a maximum of two hours per week. 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, priority will be given to tutors who live in Pleasant Valley or who are tutoring students who live in Pleasant Valley.

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## USE OF THE LIBRARY MEETING ROOMS

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 a meeting room does not constitute an endorsement of a group's policies or beliefs nor will the library promote any events in the room. Any publicity a room user creates may NOT misrepresent the Library as a partner for room use.

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

Programs that are planned by the Library take precedence over meetings of outside groups. The Library reserves the right to pre-empt the use of the Program Room for Library purposes upon two (2) weeks notice to the organization which had requested that space.

Groups are allowed to sign up in increments of up to two hours. Rooms 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 using the Reserve a Room feature online, calling, or checking in at the main desk. Preference will be given to groups with a majority of Pleasant Valley residents. Groups that reserve the room in advance and do not show twice may only be allowed last minute, rather than advance, bookings.

The use of a 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 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. Residents of Pleasant Valley.
6. Other meetings or programs.

Use will be limited to a maximum of 40 people in the Community Room, under 15 in the Conference Room, 4 or less in the Study Room. Groups whose main membership is children may use the Project Room with special permission by the Children's Librarian. Those utilizing the Project Room need to fill out a permission form (Appendix I) as there are more regulations in the Children's Project Room. If a group reserves a meeting room which does not match the expected occupancy more than once, the group will only be allowed to reserve the space that matches their most recent occupancy rate. On Saturdays the two larger rooms cannot be reserved prior to the last two weeks of the previous month.

The study room may be reserved on a weekly basis if short term. The following is a list of regulations for room use:

- 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. Groups are responsible for returning the tables and chairs back to their original location.

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- Meeting rooms must be vacated by 10 minutes to closing. Groups who have been meeting in the library for a period of 6 months may ask to stay after closing, provided a Liability Form is on file.
- 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. The Rooms may not be used for religious programs, sales promotions, or for the benefit of private individuals or commercial concerns engaged in marketing goods or services.
- No cooking may be done or food served without approval of the Library Director. No alcohol may be served at any time. No smoking is permitted. Burning of any materials, including incense and candles, is prohibited.
- Rooms must be left in acceptable, un-littered condition. Tables and chairs should be returned to the positions in which they were found.
- Meetings must be conducted in such a way as to not disturb Library operations.
- Use of audio-visual equipment must be arranged at time of reservation and someone from the group must be trained. No tech help is available at the time of the program.
- Library personnel will not move or rearrange heavy equipment.
- The Library will not provide storage space and assumes no responsibility for equipment or personal articles belonging to applicants or their guests.
- The applicant accepts liability for either damage to Library facilities or loss of Library property.
- The Library reserves the right to close due to adverse weather conditions and will attempt to notify the applicant.
- The applicant assumes responsibility for participant accommodations (e.g. assistive listening devices, etc.) and specific articles of compliance as required by the Americans with Disabilities Act.
- Library personnel must have free access to the Program Room at all times. The Library retains the right to monitor all meetings conducted on the premises to ensure compliance with these regulations. Infringement of any of the regulations here stated shall be grounds for denial of future use of meeting space. Meetings in progress that are observed to be in violation of this policy will be terminated immediately.
- Simultaneous use of Library meeting room by more than one group is not permitted.

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- The room should be kept free 15 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.
- The Patron Code of Conduct applies to all individuals using any of the meeting rooms.
- The Library is not responsible for any equipment or supplies owned by a group nor can storage be provided.
- 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.

### ART DISPLAY

The size and number of art pieces may be limited at the discretion of the library representative. The library reserves the right to deny any pieces for any reason. Artists are invited to display their work for 1 month and may change their pieces anytime during the display period. Set up is recommended for the last week of the month so display may be featured in the monthly newsletter.

Art displays will be promoted on our social media. Artists that wish to have a reception are responsible for any damages that may occur to the library. If alcohol will be served proof of insurance of such must be provided.

A schedule will be maintained by the library with contact information for current and interested artists.

Artist will be required to sign the library Waiver Form.

Interested buyers will be referred to the artist for the purchase of their artwork. Sales must happen off premises. The library receives no profit from the sale, but donations are gratefully accepted.

Artists acknowledge that property, including, without limitation, any art or other items on display (collectively to be known as the "Property") may be damaged, lost or stolen during the exhibition of or during the unpacking, packing or transportation of and acknowledge and understand the risk involved by allowing such property to be displayed by the Pleasant Valley Library.

Artists understand that the Library does not insure the Property.

Artists understand that they are responsible for the hanging or display of any Property and must get prior approval of any signage from the Library.

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The term of the Exhibition begins when the Artwork(s) are delivered to the Library, and shall run through the agreed upon Exhibit end date.

The Library has the absolute right, in its sole discretion, to remove or to relocate any Property. The Library acknowledges, however, that it must inform the Property Owner(s) of any such change within 48 hours.

The artist agrees to indemnify and hold the Library, its Board of Trustees, employees or designated representatives, harmless from any type of intellectual property infringement, including but not limited to patent, copyright or trademark infringement. The artist also agrees to waive any personal injury or property damage claim, now or in the future, that may happen as a result of the "exhibition", and agrees to indemnify and hold the Library, Board of Trustees, employees and designated representatives, harmless from any personal injury or property damage claim, now or in the future.

### **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 be shut down 10 minutes prior to closing. The Library is unable to track web pages visited or printouts.

No material may be saved to the hard drive of a Library computer. There is a charge of \$.20 for each page 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. 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.

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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. For patrons requiring more in depth assistance, one on one appointments may be made for Pleasant Valley residents.

The Library also offers wireless access for free, no Library card required and no time limits 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.

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.

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.

### **TECHNOLOGY**

The Pleasant Valley Library Board of Trustees and staff recognize the impact of technology, specifically electronic communication and information, upon the lives of the residents of the Town of Pleasant Valley. In order to continue to provide a high standard of public service, the Library offers a variety of electronic services. This document presents the current and planned technology necessary to deliver these services.

The vision for technology, mirroring the library's mission of transforming lives by bringing together people, information, and ideas, is to provide effective and equitable access to technology within the library and to the broader world of online resources beyond the library walls.

The Library strives to be an integral and vibrant center for our community by providing access to computers, high-speed internet, up-to-date online databases, emerging technologies, and software to help users meet their educational, occupational, informational, and entertainment needs. In addition to supporting the library's mission, the following principles are inherent in each of the library's technology goals:

## POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

- We ensure that the needs of the community are the driving force in our decision- making processes.
- We use proven, cost-effective methods to maintain, upgrade, and enhance technologies and to introduce new ones.
- We standardize equipment and configurations whenever possible to simplify maintenance and upgrades.
- We comply with state and national standards and encourage vendor compliance with standards.
- We make public access computers available to all sectors of the population.
- We regularly evaluate and adapt the goals, strategies, and tasks to ensure success of the plan.
- We continually monitor and review installed technologies for relevance and effectiveness.
- We monitor technology trends and implement them if feasible and appropriate.
- We regularly evaluate statistics and services to best answer the needs of our users.
- We provide hands-on, one-on-one, and group learning opportunities to help our patrons learn the skills they need to become digitally literate.
- Library staff is provided with the necessary training in order to remain current with the new technologies so they may train our customers to use them and make use of them while at work.

The Library Board of Trustees approves annual appropriations, as recommended by the Library Director, which include funding for both telecommunications and technology. The library's replacement cycle for computer related equipment is to do yearly upgrades and replace as need. In addition to yearly expenditures, the Library Board has the option of appropriating additional money for large-scale technology projects.

The library also pays yearly consortium fees to the Mid-Hudson Library System for automation services.

Ongoing and routine maintenance of technology will be documented and managed based on the Technology Management Plan which will be administered by the Library Director in consultation with the IT company the library contracts with. The Technology Management Plan will be updated as necessary and reviewed on an annual basis. Surplus/outdated/discarded goods will be wiped of all data and then offered to those who would like them.

Staff receive training on an ongoing basis by attending workshops from a variety of providers. All staff members will receive ongoing training on enhancements to the Sierra automation system as MHLS provides upgrades. Ongoing training is also provided on topics including productivity software, information security, and emerging technologies.

Public Classes include the following topics: basic computer skills, internet browsing and searching, Microsoft Office applications, digital creation, cloud computing, library databases, and using ebooks, e-readers, and other downloaded or streaming media. Software classes are developed and conducted by Library staff and may be taught either by staff or classes may also be offered by library partner organizations. One on one classes are limited to Pleasant Valley residents.

The Library obtains its High Speed Internet Service from Spectrum Business (600 Mbps down, 30 up). It also pays extra for Static IP so that Library Holdings are accessed first when data searching.

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Mobile Hotspots are provided through T-Mobile. Telephone Service is provided through Superior Telephone Services. The Mid Hudson Library System maintains all patron and collection data, along with backup. Ebooks and Streaming Services are provided through Libby, Hoopla and Kanopy.

### **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.

When reviewing items submitted for posting, the director shall use their professional judgment to critically evaluate the authority, appropriateness, scope, audience, currency and accuracy of items submitted for approval while being mindful of the library's mission, vision and scope. The library reserved the right to not post any flyer that does not meet these standards.

The library will take down flyers once the date has passed or if there are too many events occurring simultaneously. 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.

### **CUSTOMER SERVICE POLICY**

Customer service is a top priority of the Library. All Library patrons will be treated promptly and respectfully without regard to age, gender, sexual orientation, religion, race, ethnicity, disability, language proficiency, social or economic status.

Staff members are responsible for providing the best customer service possible while enforcing library policy and are empowered to make decisions that will ensure the best experience for each patron while balancing the needs of the individual with the overall needs of Library patrons throughout the Library.

All staff will wear name tags so that patrons can recognize them as Library employees. Staff should refrain from discussing negative issues with library service in public service areas.

Staff will assist patrons on a first come, first served basis to the extent possible without infringing on the service needs of other patrons.

Staff members will enable successful Library use by assisting patrons with the Library's resources and equipment. In cases where the Library's resources are not sufficient to meet customer demand, staff will offer inter-library loan service or refer patrons to other libraries with more appropriate collections.

Staff members should handle complaints with dignity, poise, and an open mind. A patron with complaints about the service received or about Library policy shall be referred to the senior staff on duty at the time or to the Library director. If necessary a patron complaint form can be filled out by the patron.



# POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

## SELECTION OF LIBRARY MATERIALS

Library materials and displays (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, religion, 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 card holding public that live in Pleasant Valley. The Library patron is an important part of the selection process. If more than four Pleasant Valley patrons place a hold on the same item and it is not in the collection, the Director should purchase a copy, if financially feasible, as per Resource Sharing Guidelines of the Mid-Hudson Library System.

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 and space constraints. 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

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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 Re-Evaluation" form (see Appendix B) and the Collection Development Supplement Document if the Director's verbal explanation of the material's legitimacy within the collection does not satisfy. This form will be evaluated by the Director with the Executive Committee of the Board. 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 Committee'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. Once an item has been reviewed at the board level, no complaint about that item may be revisited for a period of 6 years. Simultaneous challenges to the same work shall be treated as one challenge. This policy and standards also applies to displays.

If a resident does not wish to challenge the first amendment, but would like their objection noted, they can write a Statement of Concern which the board will read aloud and keep on file.

# POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

## 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 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.

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 Executive 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.

Program presenters may 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.

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. The library reserves the right to prioritize residents if a program is over booked. Some programs may be limited to age-specific (biologically determined) audiences. Depending on the program pre-registration may be required.
- Admission to Library programs is free; a fee for materials may be charged.
- Programs are non-commercial. Presenters may have a business affiliation, but no solicitation or promotion for business purposes is permitted. The list of attendees may not be used

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for future purchases or attendance requests. Presenters may offer a sign-up sheet as long as it indicates that it is not affiliated with the library and will be used to contact the patron regarding solicitation.

- Sale of books/CDs/art work by authors/performers/artists is permitted as part of a Library program when arranged in advance. The author/artist/performer is responsible for collecting the proceeds of the sale (and 10% of the proceeds go to the Library).

- 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. The library does not co-sponsor programs with religious or political organizations.

Presenters must sign a program agreement form along with an accurate program description. 30 days notice will be required in order to best advertise and promote library programs. The library reserves the right to edit any flyer it is distributing.

- 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.

- The Library is not obligated to represent multiple and/or opposing points of view.

The presentation of a program does not constitute the Library's endorsement of the content or views expressed by participants.

# POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

## PERSONNEL POLICIES

These Personnel policies apply to all employees of the Pleasant Valley Free Library. The Library is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status. The Library is also committed to compliance with all fair employment practices regarding citizenship and immigration status. These policies 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. 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.

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/orientation are made available to the employee before the official start date.

Library employees may be allowed outside employment provided such employment: 1) in no way interferes with the performance of the employee's duties or responsibilities; and 2) is performed outside the employee's approved work schedule and off premises.

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.

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, unless it is a claim against the Director, which should be given to the Board President.

The Director shall evaluate all staff and make recommendations to the board for pay increases, to be given annually at the commencement of the year. 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. 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

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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, see Termination of Employment policy 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. 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) hours per week, the position expected to be required for at least nine (9) months contiguous employment.

**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.

**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. The Director is an Exempt Employee.

**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.

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Employees shall be compensated for time 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 for FT Employees and 1.5 equivalent weeks for PT Employees. 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. Up to 5 days of sick leave may be carried over to the next year.

**Vacation.** Except for the Library Director, Regular Employees shall have 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 have vacation time up to an equivalent of twenty (20) work days per year.

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.

**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. Employees may ask to add vacation and sick time to the weeks allotted by New York State and carry over to the next year. 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.

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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 posting notification on WPDH.com, cancellations.com and updating the Library's website and answering machine. 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 remain open as long as the temperature stays between 65-76 degrees, but not longer than 3 hours without water. 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 of the September meeting. Compensation shall be for the hours normally worked on the day of the week on which the given holiday falls. The Library shall be closed no more than thirteen (13) holidays 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.

### **Off-premises Training/Travel**

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. The Library will reimburse for gas expense and meals, should the training be offered during meal times.

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. The Library uses a timeclock linked to the payroll software and staff are assigned a unique employee number login. Staff are prohibited from asking any other staff member to clock them in or out.

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. Online access to all employee information is



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protected behind three passwords that only the Director shall have access to. Payroll is distributed electronically via direct deposit every other Wednesday. 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 Library will initiate any claims, if necessary, for Workers Compensation and/or disability.

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.

### **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.

### **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.

No Benefit Hours other than vacation time accrued prior to the Notice Period will apply to the Employee during the Notice Period.

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.

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.

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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 s/he 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 retains 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. Based on the response, the Director may add an addendum to the written warning on file that another incident occurred which required addressing or decide to initiate termination of employment.

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, threats of violence, or theft, 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. The President and Library Director will meet with the Executive Committee to discuss the issue, which may be presented to the entire board in Executive Session.

### **STAFF USE OF LIBRARY COMPUTERS AND THE 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. Staff should change their passwords a minimum of once every six months in order to maintain a secure network.

## **POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

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.

### **STAFF USE OF 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.

## **POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

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

Staff may not use their own personal social media or name when posting on behalf of the library. 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.

### **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

## **POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

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 investigation, 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.

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.

### **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 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 in real time and kept in the cloud.

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

## **POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

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 (Appendix G) and notify the Director that a signature is required.

If staff suspect a patron has overdosed they should call 911 and fill out an Incident Report. 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.

### **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 (maximum of two).

The custodian/handyman.

The Mid-Hudson Delivery Driver

(The President of the Friends and Chair of Booksale Committee)

Each key holder has a unique alarm code.

If an employee/Board member who no longer works for the Library had a key the alarm company should be notified to delete their access code.

### **INTERNAL CONTROLS PURCHASING POLICY AND INVESTMENTS**

The Pleasant Valley Library prepares a budget for the coming year that is presented in October and voted on in November. 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.

Only department heads are authorized to make purchases, and only within preapproved budget lines. 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

## POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

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 entire financial report is emailed to the board after the bank statements have arrived and been reconciled. The board reviews the document together 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 is 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 assistant 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 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. As a free association Library with less than \$750,000 operating income no audit is required. However it is the intention of the board to have an audit done every five years.

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

## POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

credit card shall have a \$5000 limit.

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 can be the President of the Board, the Treasurer, and Deputy Treasurer. For Friends accounts it can be the President and Treasurer of the Friends (who shall only be authorized to sign Friends checks) with the Library Treasurer as a backup. These officers are also the only ones authorized to open and close accounts with a vote of the board. This is on file with the Hudson Valley Credit Union and Rhinebeck with whom the Library does its banking. The Library does not use electronic signatures, nor are blank checks signed. Upon a signer's 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 for submission to the state for the annual report. 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 operating checking account donations or fundraising category 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.

The Library currently has an endowment fund from which interest only can be used at the discretion of the director 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. Due to the nature of 414 Library funding instability, the Library maintains an operating reserve fund balance of approximately 25%. The Library also has a capital reserve fund for building emergencies or future improvements, which needs a simple majority vote to expend.



## **POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

### **VOLUNTEERS**

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 interests. Submission of a volunteer application does not guarantee a position within the Library.

The Library does not compensate volunteers for time spent or expense incurred except by special arrangement with the Library Director. Although individual, informal recognition of volunteers should be ongoing, it is important that volunteers be recognized formally as a group on an annual basis.

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 14 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 THE PLEASANT VALLEY LIBRARY**

The Friends are not a committee of the Library, but are an independent group with their own By-Laws and Board. 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.

# POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

## TRUSTEE EDUCATION

Each year Trustees are required to complete two hours of continuing education during their term on the System Board.

According to Section 260-D, each Trustee shall demonstrate compliance with the requirements by filing with the President of the Board of Trustees evidence of completion of Trustee Education from an approved provider. Such evidence shall include one of the following:

1. certificates of completion issued by one or more approved providers; or
2. a signed self-assurance of completion (included at the end of this policy).

Such assurance shall identify the approved trustee education providers, a description of the format and content of the completed instruction activities, the date and time such member began and completed each instruction activity and an explanation of why a certificate of completion was not available from such approved providers.

Evidence of completion shall be submitted to the Board President by December 31 of each year.

Should a Trustee fail to submit evidence of completion by the above date, the Trustee will be suspended from duty until evidence of completion is filed. Should a Trustee in suspension fail to provide evidence of completion within 90 days, they will be assumed to have resigned from the board.

Compliance will be tracked through the Library's Annual Report to the State.

At the state level, trustee education providers and activities (topics and formats) are approved by the New York State Library acting on behalf of the Commissioner of Education.

In addition to pre-approving public library systems as trustee education providers, the State Library has delegated authority to public library systems to approve additional trustee education providers and activities (topics and formats) for their member libraries.

### Pre-approved providers:

- New York State Library/Division of Library Development
- Public Library Systems
- WebJunction
- New York Library Association (including the Library Trustees Section and other Sections/Roundtables)
- Reference and Research Library Resources Councils
- Empire State Library Network (formerly New York 3Rs Association)
- PULISDO (Public Library System Directors Organization)
- ALA (American Library Association) including United for Libraries and other Divisions

Trustee education may be delivered online or in person. The format of this education may include any of the following:

- Lectures
- Workshops

## **POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

- Webinars
- Online courses
- State or national library association conferences

Modest and reasonable costs incurred by a Trustee in complying with the trustee education requirements may be reimbursed by the Library in accordance with the Training/Travel Policy. All continuing education reimbursement must be pre-approved by the Library Board.

### **CODE OF ETHICS STATEMENT:**

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.

**Appendix A: Code of Ethics**

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. As such, the Trustees of the Pleasant Valley Library follow this Code of Ethics in their service to the Library and the 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

- Every Trustee makes 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.
- Represent the best interests of the Library at all times and to 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

## POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

- 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 trustees 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.

## POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

- Trustees shall comply with all the laws, rules and regulations that apply to them and to their library.

### Conflict of Interest Policy

- The Library maintains a Conflict of Interest policy in accordance with the NY Not For Profit Corporation Law and the Internal Revenue Code. That policy is attached hereto as Exhibit A.
- Annually, each Trustee must acknowledge that they have read the policy, understand it, and agree to comply with it.
- Each Trustee shall also complete an Annual Disclosure Statement with respect to any potential conflicts of interest with their service to the Library.

### Enforcement

- The Board is responsible for enforcing compliance with this Code of Ethics. Violation of the Code by a Trustee will be addressed as follows:
  - First offence will be a written warning from the President or Vice President of Trustees.
  - Second offence, potential removal in accordance with the NY Education Law §226 (4).

### Acknowledgement

The undersigned, a Trustee of the Pleasant Valley Library, affirms that:

- a. I have received a copy of the Organization's Code of Ethics (the "Code") and its Conflict of Interest Policy (the "Policy");
- b. I have read and understand the Code and the Policy;
- c. I agree to comply with the Code and the Policy;
- d. In accordance with the Policy, I have completed the Disclosure Statement with respect to any potential Conflicts of Interest to the best of my knowledge; and
- e. I understand the Organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

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Signature

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Print Name

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Date

**POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

**APPENDIX B**

**Form to Request Re-Evaluation of Library Resource by a Pleasant Valley resident**

This Request for Re-Evaluation is governed by the Library's Collection Management Policy and the Library's current procedures for Selection and Cataloging.

To initiate a Re-Evaluation of a Library Resource, please fill out the form and follow the instructions below:

|  |  |
|--|--|
| NAME   |  |
| Address  |  |
| Town of Residence:   |  |
| Telephone Number   |  |
| Library Card #   |  |
| Catalog # of Material of Concern                           |  |
| Title of Work  |  |
| Author of Work   |  |
| Date of Publication  |  |
| Basis of Concern (select all that apply):                  | <ul style="list-style-type: none"><li><input type="radio"/> Does not meet current Selection Criteria</li><li><input type="radio"/> Improperly Cataloged (please note specific issue)</li><li><input type="radio"/> Does not fall within needs of community</li></ul> |
| Have you read/watched the entire book/movie?               |  |
| For what age group do you recommend this material?         |  |
| What would you like the library to do about this material? |  |
| The Following Questions May Be Submitted on a              |  |

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|  |  |
|--|--|
| Separate Piece of Paper:<br><br>What is the objection to this book/video/magazine (please be specific)?<br><br>What do you feel might be the result of reading/viewing this material?<br><br>What evidence do you have that such a result might occur?<br><br>What do you believe to be the theme of this work?<br><br>Are you aware of the judgment of this work by professional critics?<br><br>What reviews of this material have you seen? |  |
| Date submitting form:  |  |
| Signature:   |  |

**Instructions and process:**

Please only list **one work** per form.

Please submit this form by mailing it to 1584 Main St. Pleasant Valley, NY 12569 or handing it to the Director directly.

Your submission will be reviewed by the Library Director within 14 calendar days of receipt.

You will receive a response in writing that indicates either:

a) your request for Re-Evaluation has been evaluated and no change is required;

OR

b) your request has been evaluated by the Library and the Selection or Cataloging of the item will be changed, which shall be briefly described in the reply.

If the Library determines that no action is needed, and you disagree, you may appeal this



## POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY

determination within fourteen (14) calendar days by submitting a copy of your original Request, and the Director's reply, together with statement saying "I request an appeal" to the Executive Committee of the Board of Trustees by submitting via certified mail to 1584 Main St, Pleasant Valley, NY 12569.

The Board of Trustees is an all-volunteer organization that meets no less than 11 times per year. Therefore, any appeal regarding a Request for Re-Evaluation will be finalized within sixty (60) days. Any material under review will remain in circulation until such time as the Library determines it must be removed.

All Requests for Re-Evaluation will be evaluated per the Library's Plan of Service, policies, and the following excerpts from: the American Library Association's Code of Ethics.

I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.

II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

**The Board of Trustees' determination is final.<sup>1</sup>**

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<sup>1</sup> It is important to note this, since it must be understood by a municipality's leadership, or a local DA, that the Board is the final authority.

**POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

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

**POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

Appendix D (last Update June 2023)

Inventory List of Items Costing More than \$500

PCs for Public Use of Internet (12)

Staff PCs (6)

PCS for Browsing of the OPAC (3)

Children's Room AWE Software Touchscreen (2)

Laptop (5)

TV (3)

Router (1)

Ipad (1)

Kindle Kids Fire (1)

Ship Painting (1)

Building

**POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

Appendix E



**Pleasant Valley  
Library**

1584 Main Street | PO Box 633  
Pleasant Valley NY 12569  
845-635-8460  
www.pleasantvalleylibrary.org

Patron Complaint 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.

**POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

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 without accommodation. Requests for accommodation must be made at least two weeks 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 a sign language interpreter.

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

**POLICY MANUAL OF THE PLEASANT VALLEY LIBRARY**

Appendix G Accident/Incident Form

Use this form to record information during an incident.

Your Name:

Date:                      Time:               AM  PM

Incident location:

Did this incident happen to:  Patron(s)  Staff

Did this incident involve any of the following: Check all that apply

- Alarm
- Building Emergency (fire etc)
- Accident
- Injury
- Illness
- Meeting Rooms
- Damage to Building
- Parking Lot
- Patron Behavior
- Other (specify)



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Was 911 called?  Yes  No

Police Report Number:

Patrons directly involved: Include contact information

Patron Witnesses: Include name and phone number Staff Witnesses: Include name and phone number

Describe the incident: Remember to be objective and factual. Please use the back if needed

Your actions or response:

Follow up or additional actions needed:

Additional comments from the LIC:

Librarian in Charge Signature:



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## Appendix H

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](http://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:





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Pleasant Valley NY 12569  
845-635-8460

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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: \_\_\_\_\_



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## Appendix I

### **USE OF CHILDREN'S PROJECT ROOM AGREEMENT**

By utilizing the Children's Project Room at the Pleasant Valley Library, you are agreeing to abide by the Meeting Room Policy as well as the following:

1. A designated adult 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, returning any chairs/tables/equipment to their previous condition and placement.
2. The organization shall be responsible for any damage to personal and/or Library property.
3. Simultaneous use of the Children's Project Room by more than one group is not permitted.
4. Children attending the meeting must be supervised at all times by a responsible adult also attending the meeting. Children may not be left unattended or unsupervised anywhere within the Library.
5. All attendees must remain in the Children's Project Room for the duration of the event.
6. The items and supplies stored within the room are not for free use of the group. Approval to use these items must be provided by the Children's Librarian prior to the meeting. Any supplies used without permission may be charged to the group/organization.
7. Permission to utilize any of the meeting rooms means floor space only. Groups are not permitted to affix items to the walls, bulletin boards, etc. Anything currently on display within the room may not be moved or altered.
8. The group/meeting shall not disturb or disrupt the operating of the Library or other patrons utilizing the Library.
9. Use of any Library meeting room does not imply endorsement, support, or co-sponsorship by the Pleasant Valley Library of any activities or beliefs of the group.
10. All other rules and policies of the Library apply to the group and its members in attendance.

*A copy of this form along with any other Library policy can be provided to the group at any time.*



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## USE OF CHILDREN'S PROJECT ROOM AGREEMENT

On behalf of my organization or group, I have read and agreed to the Pleasant Valley Library Meeting Room Use Policy and all items listed above prior to use of the Library meeting room(s).

NAME: \_\_\_\_\_

ORGANIZATION: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_

EMAIL: \_\_\_\_\_

DATE: \_\_\_\_\_

LIBRARY STAFF: \_\_\_\_\_

DATE: \_\_\_\_\_



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Appendix J

**MEETING ROOM CONTACT FORM**

Please provide the information of the person(s) who should be reached in the event that the Library must contact the group utilizing the meeting room.

**Organization:**

---

**Contact** \_\_\_\_\_ **Person:** \_\_\_\_\_

**Contact** \_\_\_\_\_ **Phone** \_\_\_\_\_ **Number:** \_\_\_\_\_

**Contact** \_\_\_\_\_ **Email:** \_\_\_\_\_

**Day(s)**            **&**            **Time(s)**            **Room**            **is**            **Reserved:**

---

**Average**                            **Attendance**                            **at**                            **Meetings:**

---

-----

For after hours groups:  
Our group is requesting to use the Library meeting room after normal hours. We understand that our group (if insured) will be financially and legally responsible for any damage that may occur to the Library after closing as a result of any of our member's actions. If uninsured, I personally will be responsible.

\_\_\_\_\_  
*Name/Title*

\_\_\_\_\_  
*Date*



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## Appendix K

### Technology Policy Inventory:

37 Security Cameras

9 Full Service Computers for Adults

2 Full Service Computers for Teens

2 Early Literacy Computers for Children

1 Full Service Computer for Children

6 Full Service Computers for Staff

5 Full Service Laptops for the Public

3 Full Service Laptops for Staff

3 Online Public Catalogs for Information Holdings Search

3 Smart TVs (for Children, Teens and Adults)

Online Room Reservation Software

Projector

Hearing Loop Technology in both the Conference and Community Rooms

2 Hot Spots for the Public

2 Black and White Printers

1 Black and White Copy Machine

1 Scanner

1 Color Fax Machine

5 VoIP Staff Telephones

10 Headphones

In Ceiling People Counters

Wireless Signal Throughout the Building, Parking Lot and Front Porch



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Appendix L: Trustee Education Certification

**SELF-ASSURANCE of Trustee Education Activity Completion**

Beginning January 1, 2023, each library trustee, elected or appointed, of a board of trustees is required to provide proof that they have completed a minimum of two hours of trustee education annually. (Education Law 260-d as added by *Chapter 468 of the Laws of 2021*)

Please use this self-assurance form if a certificate of completion is not available from the approved education activity provider. Please submit this form to the library board president for review and signature. Trustees should retain a copy of the signed form.

I give the following assurance:

I attended the following trustee education activity:

Trustee Name: \_\_\_\_\_

Approved Provider: \_\_\_\_\_

Title of Activity: \_\_\_\_\_

Topic/Content: \_\_\_\_\_

Format (e.g. workshop, webinar, online course): \_\_\_\_\_

Date of Activity: \_\_\_\_\_

Contact Hours: \_\_\_\_\_

---

**Trustee Signature/Date**



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Appendix M: Art Display Waiver

## Art Exhibit Waiver of Liability Form

Thank you for your interest in exhibiting at the Pleasant Valley Library. Please complete the following application and return it to the Head of Borrower Services.

Artist \_\_\_\_\_

Address \_\_\_\_\_

HomePhone \_\_\_\_\_ Work Phone \_\_\_\_\_

E-mail address: \_\_\_\_\_

I understand that my artwork is scheduled to be on display from \_\_\_\_\_ to \_\_\_\_\_ and I agree to pick up my artwork on the last day. I have submitted \_\_\_\_\_ pieces to be displayed. By signing this form I acknowledge that the Pleasant Valley Library is not responsible for the security of any work displayed on the premises and that I agree to abide by the library's Art Policy. Any items deemed lost, stolen, damaged or missing are the sole responsibility of the submitting artist.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date