

West Hurley Public Library Policies

Table of Contents

ADMINISTRATIVE.....	4
EMERGENCIES.....	4
Bomb Threats.....	4
Disaster Response.....	4
Fire.....	4
Health.....	4
Incident Response.....	4
Snow Storms.....	4
FREEDOM OF INFORMATION LAW (FOIL).....	5
FRIENDS.....	5
PUBLIC RELATIONS.....	5
RECORDS RETENTION.....	6
VOLUNTEERS.....	6
BOARD.....	7
CODE OF ETHICS.....	7
CONFLICT OF INTEREST.....	8
CONTINUING EDUCATION.....	8
CIRCULATION.....	9
CONFIDENTIALITY OF LIBRARY RECORDS.....	9
LAW ENFORCEMENT.....	9
LENDING RULES/PROCEDURES.....	11
LIBRARY CARDS.....	12
MUSEUM PASS.....	13
COLLECTION.....	14
Collection Development.....	14
Challenge of Library Materials.....	14
Local History.....	14
Weeding.....	14
FINANCE.....	15
CREDIT CARDS.....	15
DISPOSITION OF SURPLUS PROPERTY.....	15
FINANCIAL CONTROLS.....	16
Cash Handling.....	16
Claims Audit Process.....	16
Funds Management.....	16
Financial Review.....	16
GIFTS.....	16

INVENTORY AND FIXED ASSETS.....	17
INVESTMENTS.....	18
ONLINE BANKING.....	19
PETTY CASH.....	19
POLITICAL CONTRIBUTIONS POLICY.....	19
PURCHASING.....	20
TRAVEL AND CONFERENCE.....	21
PUBLIC SPACE.....	22
MEETING ROOM AND GENERAL LIBRARY SPACE.....	22
PATRON CODE OF CONDUCT.....	23
PATRON COMPLAINT.....	23
POSTING MATERIALS.....	24
PROGRAMMING.....	24
SERVICE TO PATRONS WITH DISABILITIES.....	24
TUTORING.....	25
UNATTENDED CHILD.....	26
VULNERABLE ADULT.....	26
TECHNOLOGY.....	27
COMPUTER USE POLICY.....	27
COPIER/COPYRIGHT.....	27
INTERNET USE – CIPA Compliant.....	28
WIRELESS INTERNET USE.....	28
PERSONNEL.....	29
Benefits.....	29
Confidentiality.....	29
Customer Service.....	29
Drug and Alcohol Use.....	29
Emergency Closings.....	29
Employee Computer Use.....	30
Employee Safety Policy.....	30
Employee Status.....	31
Equal Opportunity Employment.....	31
General Housekeeping.....	32
Leaves.....	32
Nepotism.....	32
Outside Employment.....	32
Payday.....	32
Performance Evaluation.....	32
Personnel Files.....	33
Recruitment/Hiring.....	33
Sexual Harassment.....	33
Staff Cell Phone.....	33
Staff Code of Ethics.....	34

Staff Development.....	34
Standards of Conduct.....	35
Termination of Employment	35
Time Off.....	36
Whistleblowers	37
Worker's Compensation and Unemployment Insurance.....	37

ADMINISTRATIVE

EMERGENCIES

Bomb Threats

Staff should clear the building and trigger the fire alarm on the way out of the building. Once outside, staff should use available cell phone to call 911 to report bomb threat. Staff should move people to Cedar Street but not directly in front of the building. The police will handle actual bomb search and no patron or staff will reenter the building until police have declared the library safe.

Disaster Response

The Technology Committee's Procedures document outlines the steps that the library takes to:

- Backup library data
- Maintain data, software & network security

Fire

At the first indication of smoke or flame, staff should investigate the situation to determine location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, staff should proceed to do so. However, if there is any doubt whether the fire can be controlled, staff should immediately call 911, trigger fire alarms if necessary, and clear the building. Staff should move people to Cedar Street but not directly in front of the building. Staff should familiarize themselves with the type, location, and application of the fire extinguisher in the building. No patron or staff will reenter building until the fire department declares the library safe.

Health

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member and the library. Without specialized training, it is not advisable for staff to undertake more than keeping the sick or injured patron comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable. The Rescue Squad/Police (911 if available) should be called immediately in the event of any serious problem. No medication, including aspirin, should ever be dispensed to the public.

Incident Response

For crimes in progress or an immediate emergency, staff should contact the State Police Department by calling 911. For any incidents in the library that involve a crime, a problem patron, an illness, a fire, a health emergency, or anything that may result in an insurance claim, staff should fill out the "Incident Report Form" (addendum to this document).

Snow Storms

The Library will be closed upon the agreement of the staff member on duty and one board member.

Revised by the Board of Trustees: August 23, 2017

FREEDOM OF INFORMATION LAW (FOIL)

The West Hurley Library as a New York State governmental entity complies, as required by law, with the New York Freedom of Information Law (Public Officer Law, Article 6, Section 8470, Freedom of Information Law).

A person may request information and records available to the public in the following manner:

1. Use request letterform
2. Direct a request to the Library Director
3. Specify the records requested to be disclosed for inspection or to be copied
4. Reimburse us our actual costs for reproducing and certifying (if requested) the records, you will be charged the following fees: \$.25 per page for employee copied records.
5. The Library Director will respond to a written request within five (5) working days or sooner if possible. An extension of an additional fifteen (15) working days may be necessary to properly respond and if so the reason for doing this will be explained.
6. Inspect or copy records in person. An employee must be present throughout the inspection.
7. Make an appeal about the decision of the Director to the Board of Trustees
8. The place and times where the records will be available are regular library hours.

Reviewed by the Board of Trustees: September 20, 2017

FRIENDS

The Friends Group of the West Hurley Public Library is organized to support quality library service through advocacy, fundraising and volunteering in ways that promote the policies and long-range plan of the library.

To insure clear communication between Friends and Trustees:

- Friends should be made aware of the Library's policies and long range strategic plans.
- Board Members should attend Friends events to show support of their efforts.
- Board Members can join the Friends Group; however a Library Trustee should not serve on the Friends board.

The Library Director, unless otherwise decided by the Board, shall be the liaison between the Friends and the Library.

All monies raised, apart from the administrative needs of the Friends (e.g. postage, printing, fund-raising, etc.), will be spent exclusively for Library programs, services, and other Library defined needs unless otherwise agreed to by both the Friends and the Library. The Library Director and the Board of Trustees have the final say in accepting or declining gifts made to the Library from the Friends Group.

If the Friends cease to conduct a membership meeting for more than a six-month period or upon request of the Friends, the Library may take steps to form a new Friends organization which will receive all assets and materials of the inactive Friends.

Revised by the Board of Trustees: September 20, 2017

PUBLIC RELATIONS

Information is not to be given to the media by an employee other than the Library Director. In the event the media makes contact, the employee should request the name, phone number, and organization represented and inform the Library Director who will take the appropriate action.

Reviewed by the Board of Trustees: September 20, 2017

RECORDS RETENTION

The records of the West Hurley Public Library will be retained and disposed of in accordance with the schedules published in Records Retention and Disposition Schedule MU-1 by the University of the State of New York and the State Education Department and the Records Retention Schedule of the National Council of Nonprofit Associations. These current schedules are attached.

The Library Director shall serve as the Records Management Office for the Library in order to insure compliance with the Records Retention and Disposition Schedule MU-1 and the National Council of Nonprofit Associations Record Retention Schedule.

Revised by the Board of Trustees: May 17, 2017

VOLUNTEERS

The Library Board encourages individuals and groups to volunteer their time and efforts in the service of the West Hurley Public Library. In appreciation of volunteer services, the Library acknowledges the need to organize volunteer activities and provide for appropriate recognition befitting the benefit to the library and the community it serves.

Library volunteers are coordinated by the Director, or designee, and must be at least 15 years of age unless supervised by an adult volunteer. Each volunteer is encouraged to complete the "Library Volunteer Interest Form". Forms are available on the website.

Library volunteers are bound by the rules contained in all Library policies and guidelines, especially those that relate to patron privacy and confidentiality. Library volunteers are recognized by the public as representatives of the Library and will be guided by the same work and behavior policies as employees.

Volunteers work with the status of "at will" employees and the Library has the right to terminate the volunteer's working association with the Library at any time, for any reason. Volunteers working in the Library are covered by Library's Property and Liability Insurance policy.

Revised by the Board of Trustees: May 17, 2017

BOARD

CODE OF ETHICS

STATEMENT OF COMMITMENT

It is the responsibility of the Board of Trustees of the West Hurley Public Library and the individual trustees to ensure that the West Hurley Public Library provides quality library service to the residents of the communities we serve. The Code of Ethics, which follows, represents our commitment to the ethical standards for our library. Failure to adhere to this Code of Ethics by any individual trustee may result in removal from the board.

ETHICAL GUIDELINES

- The management of the library is the responsibility of the library director. It is the director's mission to select books and other library materials, employ the staff and supervise day-to-day operations. It is the responsibility of the Board of Trustees to set policies for library operations while maintaining its fiscal responsibilities to the taxpayers of the library district
- Trustees in the capacity of trust upon them, shall observe ethical standards with absolute truth, integrity, and honor.
- Trustees must distinguish clearly between their personal attitudes and philosophies and those of the institution, acknowledging the formal position of the board even if they personally disagree. After a policy or rule is adopted by a majority of the library board, individual trustees should publically support those decisions.
- Trustees 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 is officially taken. Negotiations of contracts are in the purview of the assigned board committee/representative.
- Trustees must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the situation.
- It is incumbent upon any trustee to recuse himself or herself immediately whenever the appearance of a conflict of interests exists.
- Trustees must make decisions in the best interest of residents in all parts of the West Hurley Library Special District's chartered service area. No preference will be given to any town or group of people.
- Trustees must be prepared to support the fullest efforts of librarians in resisting the censorship of library materials by groups or individuals.
- Trustees who accept library board membership are expected to perform all the functions of library trustees. If a trustee is unable to attend meetings regularly and complete work delegated to him or her, the trustee should resign so that an active member can be appointed.

Revised by the Board of Trustees: March 21, 2018

CONFLICT OF INTEREST

The purpose of this Conflict of Interest Policy is to protect the interest of the Library when it is contemplating entering into a transaction or arrangement that might benefit the private interest of one of its officers, directors or staff. This policy is intended to supplement but not replace any applicable federal, state or local laws governing conflicts of interest applicable to nonprofit and charitable corporations.

Actual, potential and/or perceived conflicts of interest shall be reported in writing as soon as they arise. Any such report shall be forwarded to the Library Director for official presentation to the Board of Trustees who shall attempt to resolve any action or potential conflict, and shall respond in writing to the individual.

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

Board members and their immediate family members (as defined below) shall be excluded from consideration for employment by the Library. Relatives of persons currently employed by the Library may be hired only if they will not be working directly for or supervising a relative.

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

Revised by the Board of Trustees: May 17, 2017

CONTINUING EDUCATION

The Library encourages each library trustee to take advantage of training opportunities for trustees offered by the public library system or statewide agencies and organizations. Likewise, the Library encourages trustees to be active in the state library organization and its efforts to inform the governor and legislature of the benefits and needs of public libraries.

A specified amount will be allocated in the Library's budget each year for trustee education and travel expenses.

Reviewed by the Board of Trustees: May 17, 2017

CIRCULATION

CONFIDENTIALITY OF LIBRARY RECORDS

The West Hurley Public Library supports and complies with New York State Law (New York State Civil Practice Law & Rules 4508, Chapter 112, Laws of 1988) with respect to the confidentiality of library records.

New York State Civil Practice Law & Rules 4508, Chapter 112, Laws of 1988

Library records, 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, including but not limited to records relating to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of the library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

Patrons may sign a confidentiality waiver giving another individual permission to do one or both of the following: request information about materials on loan and take out materials.

Reviewed by the Board of Trustees: February 17, 2016

LAW ENFORCEMENT

The West Hurley Public Library recognizes and strives to follow the practices of the American Library Association Code of Ethics, Article III, "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted," to the fullest extent of our abilities. The Library also supports the rights and privacy of our patrons with "Civil Practice Laws and Rules Section 4509 Library Records."

Civil Practice Laws and Rules Section 4509 Library Records, states "Library records, which contain names of other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, **including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records**, 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 of pursuant to subpoena, court order or where otherwise required by statute."

The Library Director has been designated as the person responsible for handling law enforcement requests. **All Library staff should understand that it is lawful to refer the agent or officer to an administrator in charge of the Library, and that they do not need to respond immediately to any request.** Staff should call the Director or the Board President if appropriate.

During a visit:

1. If anyone approaches a staff member alleging to be a law enforcement official requesting information, DO NOT DISCLOSE ANY INFORMATION.
2. Ask for identification and then immediately refer the agent or officer to the library Director. If she/he is not available the Board President or the Board Vice President should be contacted. Photocopy identification or take business card.
3. Director or other officer will meet with the agent and ask to see the court order(s) (for example, search warrant, subpoena, National Security Letter) authorizing law enforcement.
4. If the agent or officer does not have a court order compelling the production of records, the director or officer should explain the Library's confidentiality policy and/or the state's confidentiality law (NYS 4509) and inform the agent or officer that users' records are not available except when a proper court order in good form has been presented to the Library.
5. If there is no court order presented the FBI and /or local law enforcement has no authority to compel cooperation with an investigation or require answers to questions (other than the name and address of the person speaking to him/her). If the agent or officer makes an appeal to patriotism, the Director will explain that, as good citizens, the Library staff will not respond to informal requests for confidential information, in conformity with professional ethics, First Amendment freedoms and state law.

6. If the agent or officer does present a court order the Director should immediately refer the court order to the Library's legal counsel for review.

West Hurley Public Library Legal Counsel:

Mainetti, Mainetti & O'Connor, PC
303 Clinton Avenue, Kingston, NY 12401
Tel: 845-331-9434

If the court order is in the form of a subpoena:

- Counsel will examine the subpoena for any legal defect including the manner in which it was served on the library, the breadth of its request, its form, or an insufficient showing of good cause made to a court. If a defect exists, counsel will advise on the best method to resist the subpoena.
- Through legal counsel the Director will insist that any defect be cured before records are released and that the subpoena is strictly limited to require release of specifically identified records or documents.
- The Attorney or Director will require that the agent, officer, or party requesting the information submit a new subpoena in good form and without defects.
- The Attorney and Director will review the information that may be produced in response to the subpoena before releasing the information. They will follow the subpoena strictly and will not provide any information that is not specifically requested in it.
- If disclosure is required, the Library's Attorney will draft a request to the court to enter a protective order keeping the information confidential and limiting its use to the particular case. The document will ask that access be restricted to those persons working directly on the case.

If the court order is in the form of a search warrant:

- Search warrants are executable immediately. However, ask to have Library counsel present before the search begins to allow counsel to examine the warrant and assure that the search conforms to the terms of the warrant. This request may not be granted.
- Gather records identified in the warrant and present them rather than allowing non-library personnel to go through the Library's databases or records.

If the court order is a search warrant issued under the Foreign Intelligence Surveillance Act (FISA) (USA PATRIOT ACT amendment):

- The recommendations for a regular search warrant still apply. However, a search warrant issued by a FISA court also contains a "gag order." That means that no person or institution served with the warrant can disclose that the warrant has been served or that records have been produced pursuant to the warrant
- The Library and its staff must comply with this order. No information can be disclosed to any other party, including the Director if not present at the time warrant is served and the patron whose records are the subject of the search warrant.
- The gag order does not change a library's right to legal representation during the search. The Library can still seek legal advice concerning the warrant and request that the Library's legal counsel be present during the actual search and execution of the warrant.

If the court order is a National Security Letter:

The procedure is the same as for a search warrant. However, a gag order applies. The Director will contact Library counsel. If the Director is not available, contact the Board President or Board Vice President. She/he may request that the Library's legal counsel be present during the search and that the search be delayed until counsel examines the court document. If law enforcement chooses to proceed, the Library must comply.

The Board recognizes that it is only through continued public confidence in the fact that these guidelines are being upheld that the public can maintain its confidence in the West Hurley Public Library.

Reviewed by the Board of Trustees: May 18, 2016

LENDING RULES/PROCEDURES

1. All materials may circulate to borrowers in good standing for 21 days with the following exceptions:
 - a. Encyclopedias, Indexes and other Reference works marked "REF" do not circulate
 - b. Materials marked "Not to Circulate"
 - c. Items in the Local History Collection do not circulate
 - d. Newspapers do not circulate
 - e. New DVDs circulate for 14 days
 - f. Gaming materials circulate for 14 days
 - g. Equipment circulates for 14 days
2. Renewals: Items that are not reserved by another party may be renewed twice with the exception of new DVDs and gaming materials which can only be renewed once. Items that are reserved by another party may not be renewed.
3. Returns: West Hurley Public Library materials may be returned at any library in the Mid-Hudson Library System. Equipment and museum passes must be returned to the West Hurley Public Library circulation desk.
4. Reserves: Patrons may sign up to place items on reserve to ensure that they receive them when the items are returned to the library. These items will only be held on reserve for one week.
5. Delinquency: After a patron owes more than ten dollars' worth of fines or overdue/lost materials, his/her library privileges are revoked in the West Hurley Public Library and in the Mid-Hudson Library System. The system, neighboring libraries, and staff shall be notified.
6. Loss and Damage:
 - a. It is the borrower's responsibility to check the condition/contents of all materials upon checkout. Borrowers are responsible for returning all materials in their entirety in the same condition as when they checked the items out.
 - b. Borrowers who lose library materials or return them damaged beyond use or repair are required to pay the cost of replacement. Books or DVDs may be replaced with an exact copy. (If the book is out of print, the user will be charged the cost to replace the book with another on the same subject and approximate value.) Borrowers who lose equipment are responsible for the cost of the equipment and/or any missing parts.
 - c. Patrons are responsible for damage if the damage occurs while they are using materials in the library.
 - d. If the library is unable to locate a West Hurley Public Library material that a patron claims that they have returned, the library will change the book's status to "claims returned," and the patron will not have to pay to replace the item. After a patron accrues three outstanding "claims returned" from any library in the Mid-Hudson Library System, he/she may not use this alternative. Any item over fifty dollars is the borrower's responsibility (claims returned does not apply to these items.)

Amended by the Board of Trustees: March 21, 2018

LIBRARY CARDS

1. Library cards will be issued with the following conditions:
 - a. A person does not already have a library card in the Mid-Hudson Library System
 - b. A person must provide this information:
 - Full name
 - Mailing address
 - Street address (if different than mailing address)
 - Phone Number(s)
 - Signature
 - Date of signature
 - Children under the age of 18 must have a responsible adult sign their registration form to indicate that the adult will be legally responsible for the child's fines and bills
 - Children under the age of five may not apply for a library card
 - Gender
 - Proof of residence
 - Birth date
 - c. A patron must show identification with a current residential address. Identification with only a post office box number or with a motel address may not be sufficient. The following are considered acceptable proofs of identification:
 - a valid state driver's license or identification card issued by a state motor vehicle division with current residential address; or,
 - a valid temporary driver's license with current residential address; or,
 - imprinted checks with current residential address; or,
 - canceled mail postmarked within the last week; or,
 - telephone, utility, rent, lease agreement, or tax bill
2. *Patrons must pay a two dollar replacement fee for lost cards.*
3. *All library cards expire after 3 years. In order to renew a library card, patrons must produce identification and clear all outstanding fines and bills.*
4. *Applicants who don't reside permanently in the Mid-Hudson System are subject to the following restrictions.*
 - e. *An applicant must provide the information outlined in the beginning of this policy*
 - f. *An applicant must pay an annual fee of fifty dollars*

Revised by the Board of Trustees: March 21, 2018

MUSEUM PASS

We are pleased to offer our community participation in a program entitling them to free entrance to several area museums. The following guidelines apply:

- The primary borrower of a museum pass must be at least 18 years old and hold a Mid-Hudson System Library Card and be in good standing (owe no more than ten dollars for fines or lost materials).
- Passes are available for a three day period. Passes must be returned on or before the fourth day.
- The pass must be returned to the Circulation Desk. The pass may not be placed in the book drop.
- A family may borrow only one pass at a time.
- Late charge of \$1.00 per day with a maximum fine of \$50.00.
- Any borrower who loses a pass is responsible for the full replacement cost of that pass. This fee will replace late fees.
- It is the borrower's responsibility to call the museums directly for information, hours of operation, parking and/or directions.
- Each museum reserves the right to determine the rules and regulations governing the use of the museum pass.
- The West Hurley Public Library reserves the right to limit the use of the passes for individual families in the event of abuse of the passes or to give other families a chance to share in the program.

Revised by the Board of Trustees: August 23, 2017

COLLECTION

Collection Development

Library materials are selected and acquired by the Library Director within the parameters of the library budget and mission. Materials are selected for all age groups. Special requests for titles or materials must be made to the Library Director. Print, audio, audio-visual, and electronic formats are included in the collection, budget and space permitting.

The library adheres to the principles contained in the American Library Association Bill of Rights and the American Library Association statement(s) on the "Freedom to Read" and the "Freedom to View." Copies of the three ALA documents are filed with this policy.

Responsibility for the reading, listening, and viewing of Library materials by children rests with their parents or legal guardians. Selection will not be inhibited by the possibility that materials may inadvertently come into the possession of children.

Challenge of Library Materials

The library does not censor the content of library materials. Patrons objecting to the inclusion of materials they find objectionable can put their objection in writing for consideration by the Library Director and Board of Trustees. Once a decision has been reached, the Library will follow the steps outlined in the Patron Complaint Policy.

Local History

The purpose of the Library Collection is to preserve materials that document the history of West Hurley, and to make these materials available to researchers, exhibition and the general public. The library holds these materials in trust for future generations, and therefore, for preservation reasons, materials can only be used in the library.

Donations will be accepted only if the Library believes it can make good use of the material. The West Hurley Public Library reserves the right to dispose of materials inappropriate to our collections. Options include returning materials to donors, selling items, and offering collections to other institutions. The Library may enter into cooperative arrangements with other organizations in order to preserve historical materials and/or make them more widely available.

Weeding

Staff needs to evaluate the collection regularly to determine what items should remain in the collection. This helps to ensure that the collection is relevant and meets the community's needs and provides an appealing and up-to-date selection of materials. Before being discarded, each item will be reviewed by the Library Director. All items shall be marked as discarded and will be recycled or donated to the Library Friends' Group or other nonprofit organizations.

Reviewed by the Board of Trustees: April 20, 2016

FINANCE

CREDIT CARDS

Bank credit cards will be established in the name of the West Hurley Public Library and the specific name of an individual with a maximum credit limit for each set by the Library Board. All monthly bank statements and correspondence will be sent to the Library District. Bank credit cards will be used primarily for work related travel expenses, for time sensitive utility bills, and pre-payment of materials when required by a vendor.

Bank credit cards will be issued to the Library Director.

Upon receipt of original itemized documentation and a voucher, credit card expenditures will be paid by check through the Treasurer after approval by the Board.

Expenses may be incurred with the credit card only if all of the following conditions are met:

1. Expenditures must be within the guidelines of the particular activity of the approved budget. This card is not to be used for any personal expenses.
2. Purchases may not exceed the Library's credit limit. There are no exceptions.
3. Proper documentation to support the expenditure must be submitted prior to the receipt of the monthly statement. Exceptions must be approved by an officer of the board.

Proper documentation is to include:

- Original itemized paid receipt indicating the amount paid, to the vendor, and the itemized description of the purchase.
- In the case of books, subscriptions or similar types of orders, a copy of the order form or document.
- A hardcopy print-out of the items ordered on-line.

Examples of documentation not allowed:

- Non-itemized cash register receipts.
- Handwritten requests for reimbursement without receipts or other verification.

Revised by the Board of Trustees: October 18, 2017

DISPOSITION OF SURPLUS PROPERTY

Surplus property is defined as any personal or real property owned by the Library that is no longer needed for the provision of library services. Only property having more than a nominal monetary value need be formally declared surplus. Property that is obsolete, broken, has no useful purpose, and is of nominal value may be disposed of with the approval of the Library Director by the most appropriate and cost-effective method. Surplus items that could neither be sold nor donated will be turned over for recycling if possible and economically feasible. The donation of surplus equipment to other local educational, charitable, social services, or to smaller library systems is encouraged. The Library Director is authorized to approve such donations on a case-by-case basis.

The board shall approve the disposal of all furniture, fixtures, and equipment with a value of more than \$1000 per item.

Revised by the Board of Trustees: October 18, 2017

FINANCIAL CONTROLS

Financial controls/procedures are required as part of the Board's fiduciary responsibility.

Cash Handling

The establishment of strong internal controls for cash collections is necessary to prevent mishandling of funds and to safeguard against loss. Strong internal controls are also designed to protect employees from inappropriate charges of mishandling funds by defining their responsibilities in the cash handling process. Included in the definition of cash are the following: coin, currency, checks, money orders, and credit cards. Cash handling procedures are laid out in the Finance Committee Procedures Document.

Claims Audit Process

The goal of the Claims Audit Process is to present and approve all bills in a timely manner while preventing fraud. This process is laid out in the Finance Committee Procedures Document.

Funds Management

Proper Funds Management details how money is moved between accounts and deposited, the checks/balances used to verify monies have been properly handled, and how financial institutions are selected. These processes are laid out in the Finance Committee Procedures Document.

Financial Review

A financial review will be performed annually. If an outside agency is not hired, a committee of the board will work with the bookkeeper to perform an internal audit.

Reviewed by the Board of Trustees: February 21, 2018

GIFTS

1. Gifts of library materials (books, audio recordings, videos, etc.) will be accepted with the understanding that the library reserves the right to add them to its collection, redistribute them, sell them, or discard them. Gift materials will be added to the collection in accordance with the Collection Policy of the library.
2. Monetary gifts, bequests, and memorial or honorary contributions are welcome. If donated funds are used to purchase library materials, then these items will be chosen in accordance with the Collection Policy of the Library.
3. Gifts of personal property, art objects, antiques, and other collectibles will be accepted with the understanding that they may be displayed, sold, given away, or discarded at the discretion of the Library Board.
4. The library keeps no record of the final disposition of these gifts, nor will the Library appraise any of these gifts.
5. Gift items will be formally acknowledged if the donor wishes.

Reviewed by the Board of Trustees: February 21, 2018

INVENTORY AND FIXED ASSETS

Staff will keep an inventory of computer equipment current and review it annually. Serial numbers will be recorded for all controlled equipment. Equipment records should contain descriptions, quantities, locations, dates of purchase and original cost. Where serial numbers don't exist, equipment will be marked as property of the Library. Disposal of equipment shall be noted in the inventory for that year. ~~The head~~ A member of the technology committee will review the hardware inventory on a yearly basis. He/she shall compare the physical hardware to the prior year's inventory.

Examples of controlled equipment:

- Projectors
- Computers: desktop CPUs or portable laptops
- Monitors
- Battery backups
- Tablets

Examples of noncontrolled equipment:

- Equipment valued at less than one hundred dollars
- Software
- Cameras
- Smartphones
- Stereo systems
- Computer related equipment, not CPUs or laptops
- Hard drives

Revised by the Board of Trustees: February 21, 2018

INVESTMENTS

All investment policies and procedures of the West Hurley Public Library will be in accordance with New York State law regarding public libraries. The Library is subject to the requirements of the General Municipal Law and the applicable Banking Law. Under the current version of these laws, the Library can only use commercial banks that are chartered to do business in New York State. Administration and execution of these policies are the responsibility of the Treasurer, and, by designation, the Library Director acting under the authority of the Library Board of Library Trustees. Investments, fund balances, and the status of such accounts will be reported at each regularly scheduled meeting of the Library Board.

Objectives

In selecting financial institutions and investment instruments to be used, the following general objectives should be considered:

- Safety
- Maintenance of sufficient liquidity to meet current obligations
- Return on investment
- Simplicity of management

Guidelines

The following guidelines should be used to meet the general investment objectives:

1. Safety
 - a. Municipal Law requires that deposit accounts in banks must either be FDIC insured, \$250,000; or for amounts above the FDIC limit, deposits can be collateralized. Banks will provide municipal accounts to collateralize deposits. In general, municipal accounts will not provide the best rates of return; it is therefore the policy of the West Hurley Library to disburse funds among more than one bank so that all deposits are fully FDIC insured.
 - b. Authorized investments include and will primarily consist of: Certificates of Deposit, Treasury Bills and other securities guaranteed by the U.S. Government, and any other investments allowed under State law that satisfy the investment objectives of the library district.
2. Maintenance of sufficient liquidity to meet current obligations, reserve requirements.
 - a. In general, investments should be managed to meet liquidity needs for two months (based on forecasted needs). However, the Library Tax collected by the Town is provided in early March. Therefore, the reserve required at the end of the Library fiscal year, December 31, is four months of normal expense.
3. Return on investment:
 - a. Within the constraints of NYS law and this investment policy, every effort should be made to maximize return on investments made. All available funds will be placed in investments or kept in interest bearing deposit accounts at all times.
4. Simplicity of management:
 - a. The time required by library administrative staff to manage investments shall be kept to a minimum.

Reviewed by the Board of Trustees: February 21, 2018

ONLINE BANKING

The West Hurley Library has entered into a written agreement with the Bank(s) of Record for online banking services. Unique ID's and passwords are individually secured.

The procedure for reviewing accounts and allowing access to these accounts is laid out in the Finance Committee Procedures Document.

All deposit accounts are held at the Bank(s) of Record. Internal account transfers, stopping payment on a check, and printing/viewing statements are authorized activities. Wire transfers and electronic payments are not allowed, except for debits in the following instance:

- The payroll vendor of record may debit from the check account the amount of payroll, payroll taxes, and the payroll service fee per the submitted payroll file.
- NYS Employment Taxes, IRS Payroll Taxes, and NYS Retirement System.

Revised by the Board of Trustees: February 21, 2018

PETTY CASH

The purpose of a petty cash fund is to allow for the reimbursement of minor business expenses in an efficient and cost-effective manner. The use of petty cash funds should be limited to reimbursement of faculty, staff, and visitors for small expenses, not to exceed \$200. The Library Director is the custodian of the fund. Expenditures must be within the guidelines of the particular activity of the approved budget.

Reviewed by the Board of Trustees: February 21, 2018

POLITICAL CONTRIBUTIONS POLICY

501(c)3 organizations are restricted by IRS regulations from making financial contributions to candidates.

While libraries as institutions must remain neutral, library supporters are not expected to be neutral. Trustees and library staff may contribute to individual political candidates and parties.

Reviewed by the Board of Trustees: February 21, 2018

PURCHASING

With the understanding that purchases for library materials are often available through statewide or national discount programs for libraries, the Board of Trustees establishes the following policy:

1. *Library Materials: Books, magazines, AV, and other such materials intended for patron use are generally purchased from vendors offering volume discounts or vendors offering a state contract. Materials available only from the publisher are generally purchased with little or no discount.*
2. *Capital and One-Time Purchases: The following schedule is related to capital or one-time purchases on non-library materials where individual items are at the stated prices and for which there are sufficient budget appropriations.*

Purchase Amount	Policy
Up to \$1000	Discretion of the Executive Director
\$1000 - \$2,999	Minimum of three verbal quotes documented by a library representative and approved by both the Treasurer and the President prior to purchase and reported to the Board of Trustees
\$3,000 - \$19,999	Minimum of three written quotes approved by the Board of Trustees
\$20,000 or more	Formal bid process approved by the Board of Trustees

3. *Ongoing Expenditures: The following schedule applies to purchases where anticipated yearly expenditures for items are known to exceed the following thresholds in any of the prior three years.*

Purchases	Public Works	Policy
Up to \$2,999	Up to \$2,999	Discretion of the Executive Director
\$3,000 - \$4,999	\$3,000 - \$4,999	Minimum of three verbal quotes or a reasonable alternative documented by a library representative and approved by both the Treasurer and the President prior to purchase and reported to the Board of Trustees.
\$5,001 - \$9,999	\$5,001 - \$9,999	Minimum of three written quotes or a reasonable documented alternative approved by the Board of Trustees
\$10,000 or more	\$10,000 or more	Formal bid process approved by the Board of Trustees

4. *The Library District will comply with all New York State requirements for public works projects.*
5. *Emergencies: In the event of an emergency over \$1,000, the Executive Director will obtain three verbal quotes if possible. Either the Treasurer or the President will approve the expense.*

Reviewed by the Board of Trustees: February 21, 2018

TRAVEL AND CONFERENCE

The West Hurley Library encourages its employees to take advantage of local and regional professional development opportunities.

Staff members should use the follow guidelines:

1. Attendance at workshops, meetings, courses, and conferences, when pertinent to the requestor's job duties or professional development, will be considered as scheduled hours worked.
2. All receipts for expenditures should be submitted with a voucher to the Board of Trustees.
3. Staff should take advantage of early registration, conference room rates, and any other discounts associated with their travel whenever possible.
4. The library will reimburse mileage at the IRS Standard Mileage Rate. When two or more staff travel together, only one will be reimbursed for the mileage allowance.
5. When submitting for mileage reimbursement, the requestor should provide a copy of the travel directions. The directions must include the address of the training as a destination as measured from the West Hurley Public Library.
6. When required, staff members must make airline, bus or train reservations using the Library's credit card under the guidelines of the Library's Credit Card Policy. Reservations should be made for economy class.
7. The Library will pay for the cost of lodging within a reasonable level. Staff members must make lodging reservations using the Library's credit card under the guidelines of the Library's Credit Card Policy. When two staff members attend the same event, staff are required to share lodging unless a justifiable reason prevents it.
8. Exercise facilities, movies, or other forms of entertainment are not reimbursable Library travel expenses.
9. Unless included in the cost of the conference registration fee, meals will only be covered for regional or national conferences.
10. Reasonable and necessary costs for automobile parking will be reimbursed when there are no other practical options available. Requestors must present a receipt or copy of their credit card statement that indicates the parking fees to be reimbursed.

Reviewed by the Board of Trustees: February 21, 2018

PUBLIC SPACE

MEETING ROOM AND GENERAL LIBRARY SPACE

Library events take priority over individual usage.

Library-sponsored programs may include partnerships with outside agencies. These are activities initiated by Library staff. These do not require permission of the Board of Trustees.

The Library restricts use of the Meeting Room to community groups or for educational programming. Use of the room for religious or political activities is not permitted. Requests to use the Meeting Room must be made in writing to the Director at least one month prior to the activity. Should the Director have concerns about the appropriateness of the request, the Director will consult with the president of the Board. Community groups that are not library sponsored must provide proof of liability insurance.

Please be aware that the following restrictions apply before requesting permission:

- The Meeting Room may be reserved no more than ninety days in advance. It is understood that Library programming will have first priority in room use. The Library reserves the right to cancel any reservation of the Meeting Room.
- No admission may be charged by any group using the Meeting Room
- In general, there is no charge for using the Meeting Room. However, any additional staff time needed to support a meeting may be recovered from the group holding the meeting.
- The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group or its programs.
- Refreshments may be served and shall be provided by the group. The group using the Meeting Room is responsible for leaving it neat, clean and in an orderly condition. Any offense may result in denied access for future group or individual meetings. The registrant is responsible for damages to Library equipment, furniture, or facilities during the meeting and will pay for any damages.
- The Library is not responsible for any equipment, supplies, materials, clothing or other items brought to the Library by any group or individual attending a meeting.
- Activity and noise levels in the Meeting Room during meetings must not disrupt or disturb regular library activities.
- Users of the Meeting Room must abide by all local, state, and federal laws, ordinances, and regulations, including occupancy limits.
- The registrant agrees to indemnify and hold harmless the Library and all its officers, employees, and agents from any and all claims, demands, suits, causes of action or judgments, any person may have as a result of any damages suffered while utilizing the Meeting Room.
- Any violation of these rules and regulations may result in an order to vacate the premises immediately and/or suspension of the privilege of using the Meeting Room.

Use of general library space is subject to the same rules as the meeting room.

Use of the Meeting Room is subject to the Tutoring Policy. Users of the Meeting Room are expected to abide by the Library's Patron Code of Conduct and Unattended Child Policies.

Revised by the Board of Trustees: May 16, 2018

PATRON CODE OF CONDUCT

To ensure constructive use of Library facilities, materials, and services, as well as the personal comfort of all patrons, the Board of Trustees has established the following rules for use:

1. *Smoking, foul language, loud and boisterous behaviors are not permitted.*
2. *Harassment of Library patrons or staff is not permitted. This includes touching, speaking, acting in a menacing way, or intruding in another's space.*

Violators of rules 1 or 2 may lose library privileges temporarily. Egregious violations will result in permanent loss of all library privileges.
3. *A library patron who deliberately alters or destroys computer equipment or software will be subject to financial liability for damages.*
4. *A library patron who vandalizes, steals, or destroys any library equipment or building components will be subject to financial liability for damages.*

Violators of rules 3 or 4 will forfeit all library privileges. If the conditions warrant, library staff will contact law enforcement.
5. *Offensive body odor due to poor personal hygiene, overpowering perfume, or cologne will result in the patron being asked to leave the library until the offending issue is corrected.*
6. *Food and drink are not allowed in the library unless offered by the library as refreshments served at a program.*
7. *Footwear and appropriate clothing are required of all patrons.*
8. *Only animals assisting the handicapped are permitted in the building.*

If a patron observes inappropriate behavior, he or she should refer it to the Library staff.

Under the terms of this policy, library staff may ask patrons to leave for the day if the patron does not follow these rules.

Staff should document any significant incident of patron misconduct and report it to the Director, who will bring it to the Executive Board at his/her discretion.. Only the Officers and Director of the Library can administer long-term expulsion from the West Hurley Public Library.

Revised by the Board of Trustees: April 20, 2016

PATRON COMPLAINT

A Library patron initially may choose to raise his or her complaint on an informal, verbal basis with the Library's staff. In the event that the patron elects not to do so, or that the complaint proves not susceptible to informal resolution, the patron should write a letter to the board. The Library Director will review promptly all letters, and where appropriate, attempt to resolve the complaint directly.

If the patron is not satisfied with the response provided, and/or if the Director identifies the situation as one in which Board input is warranted, either or both parties may bring the written complaint to the attention of the Board of Trustees. Patrons desiring to do so may also request an opportunity to address the Board at one of its monthly meetings.

The Board will promptly review all complaints presented to it, provide a verbal and/or a written response to the complainant, and take any further remedial action warranted by the particular circumstances.

The decision of the Board of Trustees with respect to a complaint shall be final.

Reviewed by the Board of Trustees: April 20, 2016

POSTING MATERIALS

The library maintains a physical bulletin board which provides organizations an opportunity to publicize community events of a civic, cultural, educational or recreational nature. To avoid the appearance of an endorsement, the library will not post notices of partisan political, religious or commercial events or activities.

In order to share library related information with our patrons, the library participates in social software forums. The library reserves the right to remove any comments that are unlawful, inappropriate, or off-topic on library maintained forums. Postings on these forums will follow the guidelines as outlined above. Additionally, the library will restrict postings to events with which the library is directly involved or to organizations that we partner with. The director reserves the right to bring additional cross postings to the community relations committee for approval.

Revised by the Board of Trustees: September 20, 2017

PROGRAMMING

Programs will provide additional opportunities for information, learning, community engagement and enrichment. The Library does not allow programming that is solely for commercial, religious, or political purposes. Library sponsorship of a program does not constitute an endorsement of the content of the program or views expressed at the program.

Libraries may partner with other agencies and organizations to present programs. Any sales of products (i.e. books or CDs) at the Library programs must be approved by the Library.

The library director is responsible for programming. The Library welcomes opinions from customers regarding programming. If a patron has a concern or question with a program, they follow the procedure outlined in the Patron Complaint Policy.

Accepted by the Board of Trustees: May 18, 2016

SERVICE TO PATRONS WITH DISABILITIES

The Library complies with the Americans with Disabilities Act of 1990, Public Law 101-336 (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local governmental entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local government services, programs, or activities.

The Library offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, the West Hurley Public Library acts as facilitator between the patron and Services to the Blind and Physically Handicapped and welcomes service animals in the library.

Reviewed by the Board of Trustees: April 20, 2016

TUTORING

To insure the Library premises are available for use by its patrons in furthering their educational needs the Library permits private tutoring on a paid or volunteer basis. The Director has final discretion as to whether the activity is tutoring and permissible under this policy.

Reservations of the Meeting Room will be permitted for tutoring students K-12 and for literacy activities. Maximum limits of students per tutor will be set by the director in consultation with the tutor. The Director has final discretion as to whether the tutor is reserving excessive time to the detriment of others who may wish to reserve the meeting room.

There is no limitation to individual tutoring in other areas of the library without a reservation. Conversations or instruction should not be loud enough to distract other library users.

The Library is not to be used as a classroom or office space but as a quiet and safe workspace for students to receive instruction. Tutors may not publish or distribute advertisements or letters identifying the Library as their place of doing business or imply Library sponsorship of their activities.

The Library does not sponsor, recommend or assume liability or responsibility for the work and/or activities of the tutor and all arrangements must be made between the student and the tutor. The tutor is responsible for establishing communication protocols for their students and their parents. Library staff will not make or cancel appointments between student and tutors nor relay messages on their behalf.

Tutors and students must bring their own supplies.

Tutors and students are expected to abide by the Library's Patron Code of Conduct and Unattended Child Policies. Children under the age of 18 who are tutored in the Library are the responsibility of the tutor while on library property until they are released to someone providing authorized transportation or leave the library on their own.

Revised by the Board of Trustees: May 16, 2018

UNATTENDED CHILD

1. Children under the age of 7 may not be left unattended at the Library. They must be accompanied by a person 13 years of age or older.
2. Children ages 8-17 who behave in accordance with the patron conduct policy may remain in the library without the accompaniment of an adult. Parents/guardians will still be responsible for their behavior and will be contacted if behavior is inappropriate.
3. Parents whose children are under the age of 7 who attend library programs are required to remain in the Library. Parents must recognize that due to unexpected circumstances, programs may end before or after the posted time. Children attending programs can be supervised by library staff only during the program.
4. Closing Time Procedure:
 - a. *Children requiring transportation must be picked up before closing time.*
 - b. *If parents have been contacted and are "ON THE WAY", staff will remain with the child up to fifteen minutes after closing time. At the staff's discretion, parents may be fined \$5.00 if they come after closing to pick up their child.*
 - c. *If the child has not been picked up after fifteen minutes, the police will be notified.*
 - d. *If the child has been picked up by the police, a staff member will post a note on the door advising the parent of the circumstances and stating where the parent/guardian can locate the child.*
 - e. *At no time will personnel of the Library drive a child home.*

Revised by the Board of Trustees: May 16, 2018

VULNERABLE ADULT

A vulnerable adult is an individual over the age of 18 who is mentally or physically challenged to a degree that may significantly impair that person's ability to provide adequately for his/her personal needs and manage his/her behavior without assistance.

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.

Physically challenged adults who are capable of providing for their own needs are welcome to remain in the library without supervision so long as a contact person is available in the event the adult's health or safety is in doubt.

The rules for vulnerable adults at closing time shall be the same as the rules for an unattended child.

Reviewed by the Board of Trustees: May 16, 2018

TECHNOLOGY

COMPUTER USE POLICY

1. Users may not change the settings of Library computers without the express permission of the Library staff
2. Tampering with or disabling of the Library's computer hardware or software, or introducing viruses is strictly prohibited.
3. The Library's computers are to be used for lawful purposes only. In accordance with federal and state laws and regulations, patrons are not permitted to use terminals for any illegal or criminal purpose, including but not limited to accessing child pornography or other legally obscene materials, harassment or stalking, unauthorized access to computer systems, or in a manner disruptive of other people's work. The library expressly disclaims any liability or responsibility arising from access to or use of information obtained through electronic information systems; and encompassing any activities by a user found to be illegal, or any consequences thereof.
4. Serious or repeated violations of the Computer Use Policy may result in suspension of Library services.

Reviewed by the Board of Trustees: June 15, 2016

COPIER/COPYRIGHT

The Library copier is intended for Library patrons and Library computer use. The cost to copy materials is 15 cents per black and white page, and 25 cents for double-sided and color pages. In the event of paper jams, toner issues, or other malfunctions, Library staff will attempt to provide satisfactory assistance.

The copyright law of the United States (Title 17, United States Code) governs the making of photocopies or other reproductions of copyrighted materials. The WHPL is legally obliged to adhere to the copyright law. Signs advising copyright restrictions are posted by the machines, and patrons may be referred to the librarians for additional information. Patrons using public machines are liable for any infringement.

Revised by the Board of Trustees: June 15, 2016

INTERNET USE – CIPA Compliant

Internet Users must abide by the Computer Use Policy.

The West Hurley Public Library does not monitor and has no control over the information accessed through the Internet, nor does the library have complete knowledge of what is on the Internet. As with other library materials, a child's use of the Internet is the responsibility of the parent/legal guardian.

The West Hurley Library shall operate in compliance with the Children's Internet Protection Act (CIPA), and as such shall implement the Internet filtering protocols required by CIPA. The intent of these protocols is to filter descriptions or visual depictions that are obscene, pornographic, or appeal to a prurient interest in nudity, sex, or excretion and, as such, harmful to minors, which is any person under the age of 17.

Library District computers with Internet access are located in public areas shared by patrons of varying ages, background and sensibilities. Individuals are asked to be considerate about accessing potentially controversial information and images.

All rules of copyright and personal property must be honored. Information in the form of text, graphics, music, video, software, and other media retrieved or utilized electronically should be considered protected.

Internet access will be available on a first come/first serve basis; but if other patrons are waiting, use will be limited to 60 minutes per person. Library business will take precedence over patron use.

Patrons may only use a web-based service for E-mail. Patrons may download to a flash drive. Users may not install software on library computers.

Revised by the Board of Trustees: January 17, 2018

WIRELESS INTERNET USE

The West Hurley Public Library provides wireless Internet connectivity as a service for users with wireless enabled devices.

The following are a list of rules governing usage of this wireless connection:

- Refrain from using the Library's wireless service as a permanent connection
- Abide/Accept by the Library's Computer Use Policy
- Abstain from viewing inappropriate websites, spamming, or illegal activities
- Understand that you have no expectation of privacy
- Assume all risks associated with using the connection and **not** hold the library and employees responsible for any damage caused to user's hardware or software
- Accept responsibility for configuring your own equipment
- Acknowledge that the library cannot guarantee the service will be available at any specific time

Revised by the Board of Trustees: February 17, 2016

PERSONNEL

Benefits

The Library participates in the New York State & Local Retirement System. The Library Director is required to join upon first day of employment. All other employees are given the option to opt in/out of the NYS Retirement System

The Library offers the Library Director medical benefits and provides benefits for his/her dependents if he/she so chooses. Medical benefits include the full cost of medical insurance as well as a contribution into a Health Savings Account.

Confidentiality

Staff and patron information is confidential and should not be discussed with any person or persons outside the Library. Copying, removing, allowing unauthorized access to Library or patron documents, information, files or mailing lists, or any form of distribution of patron information is not allowed. Any breach of this confidentiality requirement is grounds for termination. The Library will deny access to these files to creditors, collection agencies and other outside sources, except where an employee has given written consent, or a subpoena has been issued.

Customer Service

During interactions with staff, patrons can expect to:

- Be acknowledged appropriately
 - Be treated courteously and respectfully
 - Be valued for their input
 - Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria
 - Receive prompt and timely service
 - Receive knowledgeable service and professionalism from all staff
 - Have their privacy and confidentiality respected
1. Courtesy is king: All customers should be treated in a courteous manner at all times. There is no excuse for being rude to a customer, even an irate one.
 2. Go the extra mile for a customer: A conscious effort should be made to assist a customer in finding what he/she needs and resolving a problem. If there is a policy, it should be stated politely. There is no room in customer service for "attitude."
 3. Dress appropriately: Employees dealing with patrons are expected to present themselves in a professional manner and dress accordingly.

Drug and Alcohol Use

If an employee reports to work visibly impaired and cannot perform the required job functions, that employee will not be allowed to work. Proper treatment of the employee, including sending the employee home, should be ascertained. In the event the employee is sent home the employee will not be allowed to drive; the Library will provide suitable transportation.

Emergency Closings

At times, emergencies such as severe weather, fires or power failures, can disrupt Library operations. In extreme cases, these circumstances may cause the Library to close. The decision to close will be made by the Library Director or Director Designee and an Officer of the Board of Trustees. A telephone-calling tree is used to inform all scheduled employees of a closing or late opening in a timely manner. The time off from scheduled work will be paid. Any employee who is absent due to illness, personal leave or vacation will not be charged for times that the Library is closed.

Employee Computer Use

Any employee of the Library who has access to a computer is prohibited from using the computer for any purpose that is offensive or harmful to the Library or that violates any Library policy. If an employee is unsure about what constitutes acceptable Internet usage, then he/she should ask the Library Director or the Library Board. Any user violating this policy may be subject to disciplinary or legal action.

Computer, email and Internet usage

- Company employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is only permitted during breaks
- Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role
- All Internet data that is composed, transmitted and/or received by West Hurley Public Library computer systems is considered to belong to West Hurley Public Library and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties
- The equipment, services and technology used to access the Internet are the property of the West Hurley Public Library and the library reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections
- Emails sent via the library's Internet network should not contain content that is deemed to be offensive. This includes, though it is not restricted to, the use of vulgar or harassing images/language.
- All sites and downloads may be monitored and/or blocked by the West Hurley Public Library if they are deemed to be harmful and/or not productive to business

Examples of unacceptable use of the Internet by employees includes, but is not limited to:

- Sending or posting discriminatory, harassing, or threatening message or images on the library Internet network
- Using library computers to perpetuate any type of fraud, and/or software, film or music piracy
- Stealing, using, or disclosing someone else's password without authorization
- Downloading, copying or pirating software and electronic files that are copyrighted or without authorization
- Sharing confidential material outside of the organization
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Passing off personal views as representing those of the organization

Employee Safety Policy

The Library cannot by itself create a safe and healthy environment. It needs the efforts of all of its employees. The Library's goal is to avoid accidents altogether, but to achieve this goal employees must make a conscious effort to be aware of safety and health hazards at all times.

The following are a limited number of basic precautions.

1. *Observe all smoking restrictions defined by NYS law.*
2. *Make sure that the aisles in work areas are free of debris.*
3. *Close cabinet doors and drawers when not in use.*
4. *Observe good lifting practices.*
5. *Employees should report all injuries, no matter how slight, immediately to their supervisor.*
6. *Employees should report all unsafe conditions or practices immediately to their supervisor.*

All federal and state OSHA safety requirements must be complied with. In the event that any employee is unsure of the rules or has taken on a new responsibility, he/she should contact the supervisor for additional training.

Employee Status

The library workweek is 38 hours.

The Library Director is a full-time employee with a 38-hour workweek. The Board of Trustees recognizes that managing the Library requires flexibility, and at times adjustments to hours may be appropriate to average seventy-six hours per bi-weekly pay period.

Part-time employees work 19 hours or less per week. The Library Director must approve any overtime work.

Equal Opportunity Employment

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the West Hurley Public Library (hereafter referred to as “the Library”) will be based on merit, qualifications and abilities. The Library does not discriminate in employment opportunities or practices on the basis of race, color, creed, sex, national origin, age, disability, sexual orientation, military or veteran status, citizenship status, ethnicity, marital status or any other characteristic protected by Federal Equal Employment Opportunity and NYS Human Rights laws.

The Library will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Library Director or the Personnel Committee. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of discrimination will be subject to disciplinary action, up to and including termination of employment.

General Housekeeping

All employees are expected to do their part in keeping the Library building clean, neat and organized. All employees are responsible for cleaning up after themselves in common areas such as the work room.

Leaves

Salaried employees may be granted extended unpaid leave as follows:

1. *Up to 12 weeks for maternity/paternity.*
2. *Up to 4 weeks for bereavement.*
3. *Up to 12 weeks for serious health problems for which medical certification has been provided.*

The Board of Trustees will consider each case on its individual merits.

During the unpaid leaves set forth above, Health insurance coverage, if provided by the Library, shall continue. Any payment in lieu of health insurance that is already in effect prior to the unpaid leave request shall continue.

Part-time employees may also request unpaid leave by submitting each request in writing to the Library Director who will in turn forward such request to the Board of Trustees for consideration. Each case will be considered on its individual merits.

Nepotism

It is the Library's belief that employees should be hired based on their skills and experience. Nepotism is defined as giving or showing a hiring preference to a family member of a current employee. If the family member would like to apply for a job he/she are welcome to do so through the usual hiring process. The Library does not give one applicant more weight over another because of a familial relationship with a current employee. It is permissible for a family member to gain an advantage by learning about the job earlier than it is advertised to the public.

Outside Employment

Subject to other policies, the Library has no objection to an employee holding another job (in addition to his/her employment with the Library), as long as he/she can effectively meet the performance standards of his/her position with the Library. However, the Library expects employees to seriously consider the effects that another job may have on endurance, personal health and well-being, performance and effectiveness with the Library. All employees will be held to the same scheduling demands and standards of performance. Exceptions will not be made for those who hold outside jobs.

Payday

Payroll period spans two weeks from Saturday to Friday with payment by Friday. Employees are required to maintain an accurate record of all time worked.

Performance Evaluation

The Library Director will conduct performance evaluations annually. The purpose of these evaluations is to provide feedback, clarify employee duties and identify areas for growth.

The Board of Trustees will annually evaluate the Library Director's administration of the library.

Personnel Files

The personnel file may contain documents including, but not limited to, the following:

- Personal Services Form to hire, change status, retire, or terminate employment
- Personal Data Form listing personal, educational, and other information related to the employee
- Payroll Authorization Agreement for Automatic Deposits, pay increases
- Federal W-4 and State G-4 Withholding Forms
- Form I-9
- Garnishments, Tax Levy, Subpoenas, court ordered documentation
- Letters of Offer, acceptance, commendation, resignation
- Performance Reviews, written reprimands
- Employment application, resume/curriculum vitae

Periodically, the Library may receive requests from employees or others not employed by the Library requesting information from an employee's personnel file. Personal information maintained about an employee shall be made available for inspection only at the employee's request, except for information requested through a subpoena. Employees may contact the Library Director to arrange for an inspection of their own personnel records.

Recruitment/Hiring

The library director is appointed by and responsible to the Library Board. The director recommends new employees to the board. The Library Board approves and hires all employees.

Vacancy announcements shall be published by posting announcements in the library for at least ten days. Such postings will normally specify the title and salary of the positions; the nature of the work to be performed; the minimum essential requirements of the position; the time and place to apply; the closing date for receiving applications; and other pertinent information.

Where appropriate, civil service procedures will be applied during the selection process.

Sexual Harassment

Sexual Harassment by word or deed of any employee or patron will not be tolerated. Behavior that is offensive, intimidating or abusive in nature is prohibited. An employee who feels that she or he is a victim of any form of harassment must file a written complaint with the Library Director or Personnel Committee. All complaints will be treated with confidentiality and no punitive action will be taken against any employee because he or she files a harassment complaint.

Staff Cell Phone

The Library pays for a cell phone service for the director so that he/she can remain current in the new technologies and in contact with the library staff. It is expected that the cell phone be only used in a legal manner. This includes the ban of hand-held devices while operating a vehicle. The cell phone can in no way be used to violate the library's discrimination and harassment policies.

The bills for the phone shall be reviewed regularly.

Lost or damaged devices are the responsibility of the employee.

Business conversations should be held in private.

Staff Code of Ethics

Library employees significantly influence or control the selection, organization, preservation, and dissemination of information.

In a political system grounded in an informed citizenry, library employees are explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

As an employee of the West Hurley Public Library, I will:

- Provide prompt, accurate and friendly service
- Treat all library users with equal respect and consideration
- Consider every question valid
- Provide information expressing various viewpoints
- Be committed to intellectual freedom, encouraging the exchange of ideas and information and resisting all efforts to censor library resources
- Foster and support teamwork, cooperation and involvement to all levels of the organization
- Treat my co-workers with respect and honesty and work as a team with the Library Board in support of the library's goals
- Respect and protect the privacy of library patrons to the fullest extent permissible by law
- Distinguish clearly, in my actions and statements, between my personal philosophy and attitudes and those of my library
- Avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or my Library

Employees receive the Staff Code of Ethics annually with their evaluation. A copy will also be posted in the staff workroom.

Staff Development

The Library is committed to having a trained and educated workforce. Staff members are urged to improve their skills in librarianship, and, with the permission of the library director, to attend library conferences and other professional meetings.

The library will make every effort to arrange schedules to permit staff members wishing to take further study to continue working at the library. As time allows, staff members may be asked to attend continuing education workshops. For travel and personal expenses involved in attending such workshops, mileage reimbursements will be paid, and reimbursement for other expenses may be allowed. Mileage rates will be paid at the rate set annually by the Mid-Hudson Library System. Within the library, training or information programs for the staff may be initiated either by the library director or by interested staff members.

Standards of Conduct

Employees in any organization are expected to observe certain standards of job performance and acceptable conduct. While the Library cannot list every possible area of unacceptable conduct, set forth below are examples of conduct which would not be acceptable in the work environment and in the case of gross misconduct, may result in immediate termination on the first offense.

Job Performance

1. Below average work quality or quantity.
2. Excessive absenteeism or tardiness.

Gross Misconduct

1. Insubordination.
2. Failure to follow safety policy or procedures.
3. Dishonesty.
4. Rudeness or lack of cooperation with employees, customers, or vendors.
5. Theft of company property or the personal property of others.
6. Falsifying or altering Library records including employment application, time sheets or medical documents.
7. Altercations, fighting, threatening, or intimidating others.
8. Violation of the Library's policy against discrimination and harassment.
9. Retaliating against any employee who makes a complaint or participates in an investigation relating to the Library's policy against discrimination and harassment.
10. Being under the influence of, using, possessing or selling alcohol or illegal controlled substances on Library property or while conducting business for the Library.
11. Gambling on Library property or while conducting Library business.
12. Sleeping during working hours.
13. Possessing a firearm or other dangerous weapons on Library property or while conducting Library business.
14. Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of Library employees.
15. Disclosing company confidential or proprietary information to unauthorized persons.
16. Not following the documented policies of the Library.

Termination of Employment

A part-time employee who resigns is expected to give the Library two weeks' notice, except in the case of illness or family emergency. A full-time employee who resigns is expected to give the Library one months' notice, except in the case of illness or family emergency.

Employees may be terminated for substandard work without notice during a 3-month probationary period.

After the probation period, employees will receive oral and written counseling to improve substandard performance. If performance does not improve, the employee will be given written notice that performance must be improved within the next 30 days; if performance does not improve the employee will be terminated. Serious offenses, including but not limited to theft, use of drugs or alcohol while at work, physical assault, bringing a weapon onto library property, or a determination of sexual harassment on the part of an employee, may result in immediate dismissal without counseling. Employees who are terminated may file a grievance with the President of the Board of Trustees within five days of termination. A grievance must be made in writing.

If budget cuts necessitate a reduction in staffing levels, the Library Director will determine which positions can be cut to create the least negative effect on Library services, and submit a plan to the Library's Board of Trustees for approval before implementation.

Time Off

The library will be closed for 6 holidays, per year. The Director is paid their regular hourly rate of pay for holiday closings and time off for jury duty. Part-time employees are paid their regular hourly rate of pay for holiday closings and time off for jury duty which takes place during the employee's scheduled work hours.

The director shall receive 10 vacation days each calendar year after the first year; 15 days after 5 years and 20 days after 10 years. The Director is encouraged to take vacation in the year in which it was earned. The maximum cumulative is 5 vacation days total.

If severed from employment, the Director will be compensated for any accrued, unused vacation following the effective date of severance. During the first and last years of employment, vacation time shall be prorated on the basis of one-tenth of the stipulated time for each month of employment for that calendar year.

The Director shall have 10 sick days per calendar year which are granted at the beginning of the calendar year. The maximum cumulative is 15 sick days total.

Paid time off to conduct personal business will be available to the Director each year, beginning with two days a year and adding one day a year to a total of five in the fourth year of employment with a maximum of five. These days are non-cumulative.

Accumulated sick days and personal days are forfeited upon termination of employment.

Up to five days funeral leave shall be provided per event in case of death in the immediate family (spouse, mother, father, child, sibling, grandparents, mother in law, or father in law). The Director may use other available paid leave for additional time off as necessary. Special circumstances will be considered by the Board.

Unpaid leave will be granted by the Board of Trustees in accordance with the Family and Medical Leave Act. Medical insurance will be continued for employees who receive health coverage through the library or employees will receive payments in lieu of coverage through the library.

Whistleblowers

The West Hurley Public Library's Code of Ethics ("Code") requires Directors, Board members and Employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Organization, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations. It is the responsibility of all directors, officers and employees to comply with the Code and to report violations or suspected violations in accordance with this Whistleblower Policy.

No director, officer or employee who in good faith reports a violation of the Code shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within the Organization prior to seeking resolution outside the Organization.

Employees should share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases, the Library Director is in the best position to address an area of concern. However, if you are not comfortable speaking with your director or you are not satisfied with the response, you are encouraged to speak with the President of the Board of Trustees to report suspected violations.

The President of the board of directors shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. Anyone filing a complaint concerning a violation or suspected violation of the Code must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of the Code. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

The Director or Board President will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Copies of this policy will be made available on the library website as well as in the library.

Worker's Compensation and Unemployment Insurance

Employee benefits under each program are determined by the law and are available for employee use in the event of injury or unemployment.

Revised by the Board of Trustees (in part): September 19, 2018