



Montour Falls Memorial Library **Policy and Procedure Manual**

Table of Contents

1.	Mission Statement	
2.	Vision Statement.....	3
3.	Demographics and General Information.....	3-4
4.	Organizational Structure.....	4-5
5.	Rules of Respect.....	5
6.	Computer Use and Internet Safety Policy.....	6
7.	Virtual Programs Policy.....	7-9
8.	Sexual Harassment Prevention.....	9
9.	Sexual Harassment Policy.....	10-12
10.	Use of Facilities Policy.....	12-18
11.	Collections Development Policy.....	19
12.	Emergency Procedures.....	20-24
13.	Emergency Closures.....	25
14.	Infectious Diseases & Quarantine.....	26-28
15.	Remote Work Policy.....	28-29
16.	Sick Leave.....	29
17.	Personnel Policies.....	30-32
18.	Employee Code of Conduct.....	33
19.	Job Descriptions.....	33-34
20.	Performance Standards and Review.....	35-39
21.	Employee Corrective Action.....	40
22.	Vacation Policy.....	41-42
23.	Holiday Pay.....	43
24.	Mileage Reimbursement.....	44
25.	Library Board of Trustees	45
26.	Conflict of In of Interest Policy	46
27.	Financial Policies and Procedures	46-48
28.	Historic Resources Policy.....	48-49
29.	Worker’s Compensation Policy.....	49
30.	Volunteer Policy.....	50
31.	Communication and Technology Policy.....	51
32.	Appendix A (Sexual Harassment Complaint Form).....	52-54
33.	Appendix B (Use of Facilities Form).....	55
34.	Appendix C (Reconsideration of Library Materials).....	56-57
35.	Appendix D (Employee Code of Conduct Addendum).....	58
36.	Appendix E (Corrective Action Form)	59
37.	Appendix F (Disclosure of Interests Form).....	60-62
38.	Appendix G (Research Request Form).....	62-63
39.	Appendix H (Volunteer Application).....	64
40.	Appendix J (Sample Hire Letter).....	65
41.	Appendix K (Vacation Request Form).....	66

Mission Statement

The Montour Falls Library creates an environment that nurtures intellectual freedom, encourages lifelong learning, offers open access to resources, supports new technologies, respects cultural diversity, and embraces the future.

Approved April 2020

Vision Statement / Long Range Plan

The vision of the Montour Falls Library is to provide the community with the opportunity to explore the present, past, and future through multiple forms of media and communication.

Goals to accomplish the vision:

1. The Library will act as a resource for the community to access, share, and use information and materials.

Objectives:

- a. Continually update print and electronic collections.
- b. Provide free access to computers and wireless internet.

2. The Library will offer activities to meet the educational, recreational and cultural needs of the entire community.

Objectives:

- a. Provide innovative and engaging programs to individuals of all ages including but not limited to children, adolescents, adults, and senior citizens.
- b. Provide a direct focus on Early Literacy through educational programming and continued education.
- c. Organize programs and workshops that meet the needs and interests of the community.
- d. Collaborate with local professionals and organizations.

3. The library will make its unique collection of historic materials available to the public.

Objectives:

- a. Organize and digitize historic materials for easy accessibility.
- b. Rotate themed educational historic displays around the facility.
- c. Pursue educational opportunities to educate staff on artifact preservation and maintenance.

4. The Library will pursue fundraising so as to become less dependent on local tax money.

Objectives:

- a. Organize and execute an annual Fundraising Campaign.
- b. Utilize the library website as a fundraising outlet.
- c. Conduct additional fundraising events, as deemed appropriate, by the Fundraising Committee and Board of Trustees.

Revised September 2019

Demographics and General Information

The Montour Falls Memorial Library is an Association Library and a member of the Southern Tier Library System. It is located at 406 Main Street in Montour Falls, NY and its mailing address is P.O. Box 486, Montour Falls, NY 14865.

Phone: (607) 535 - 7489

Email: montourfalls@stls.org

Website: montourfallslibrary.org

Facebook: www.facebook.com/montourfallslibrary

Instagram: montourfallslibrary

The Montour Falls Memorial Library is a one-story building with a handicap access ramp at the rear of the building. Public areas are completely handicap accessible. The building is owned by the Village of Montour Falls and is leased at no cost. The Village is responsible for all maintenance in and around the building.

Standard Work Week and Hours of Operation

The Montour Falls Library Hours of Operation are subject to change because of the COVID-19 pandemic. Specific work hours and work weeks may vary by employee depending on project needs.

Library hours are 10 am – 6 pm Monday, Tuesday, Thursday, and Friday. It is the expectation that staff provide coverage to maintain open hours. Library closure must be approved by the Library Director.

The library observes the following holiday closures: New Year's Day, President's Day, Memorial Day, Juneteenth, Independence Day, Labor Day, Indigenous Peoples' Day, Veterans Day, Thanksgiving, and the Friday following Thanksgiving, Christmas Eve, Christmas Day, and the day after Christmas.

The library's schedule for closing is subject to change at the discretion of the Board of Trustees and the Library Director. These holiday closings will be posted on the website and in the library at least one (1) week in advance. If the Odessa-Montour Central School District is closed due to weather or an emergency, the Montour Falls Library will also be closed.

The Library serves all members of the community. Service will not be denied because of religious, racial, social, economic or political status. The use of the library or its services may be denied for due cause. Such cause may be the failure to return books, destruction of library property, disturbance of other patrons, or any other objectionable conduct on library premises. All persons wishing to borrow materials from the library must have a valid library card in the Southern Tier Library System. The Library subscribes to the American Library Association's *Policy of Confidentiality of Library Records*. The Library's circulation records or any other records which identify and related the name(s) of library users with specific materials are confidential. Books which a patron has read or requested or questions they have asked will be kept confidential.

The Library will not release reserved or interlibrary loaned materials to anyone other than the person requesting the material unless having been given permission to do so by the library card holder. The library will not allow anyone to take out materials on someone else's card unless the person has the card in hand or permission has been given by the cardholder beforehand.

Revised September 2019

Organizational Structure

There are three (3) major components to the Library's organizational structure:

- (1) The Library Board of Trustees
- (2) Library Staff: Library Director, Community Coordinator, Library Assistant, Children's Library Specialist, and Library Clerk.
- (3) Volunteers

For more information on the Board of Trustees, its officers, and committees, refer to the *Constitution and Bylaws of the Montour Falls Memorial Library*. Information on the Library Director, staff, and volunteers can be found in the *Personnel Policy Sections of this Manual*.

Revised September 2019

Rules of Respect

- 1.** The Montour Falls Memorial Library strives to provide a safe, welcoming, and friendly environment for all patrons, personnel, and volunteers.
- 2.** The Library fosters an atmosphere of mutual respect for both people and property.
- 3.** Due to the historic nature of the building, please refrain from eating inside the library.
- 4.** This is a smoke-free, drug-free, and alcohol-free institution.
- 5.** Service animals are permitted. Ask library personnel if you are unsure or require additional accommodation.
- 6.** Appropriate use of cell phones, pagers, and similar electronic devices should be governed by personal judgment and courtesy to others using the facilities.
- 7.** Be respectful of personal space and privacy.
- 8.** The use of skates, roller blades, and skateboards is not allowed in the building or on the outside steps.
- 9.** All children under the age of seven (7) must be accompanied by an adult.
- 10.** Children between the ages of seven (7) and ten (10) may be left unattended with the permission of a parent or legal guardian and are expected to adhere to the Rules of Respect. Library personnel and volunteers are not responsible for unattended children. If an unattended child is in repeated violation of the rules, a parent or guardian may be notified, if contact information is available.
- 11.** If an unattended child has no means of communication with a parent or guardian, local law enforcement may be called to ensure the parent or guardian is found.
- 12.** Behavior deemed threatening or harmful, display of weapons, or blatant interference with another individual's use of the library will not be tolerated and may result in immediate removal.
- 13.** In the event that a person is in violation of the Rules of Respect, they will receive warning. If misconduct continues, the person may be asked to remove themselves from library property.

Revised September 2019

Computer Use and Internet Safety Policy

The Montour Falls Library supports the goals and objectives outlined in the New York State Division of Library Development's (DLD) Internet-Ready Libraries Program. To assist individual patrons to use computers and telecommunications technology, access a full range of library resources, and provide the service of skilled library personnel needed in order to be an Internet-Ready Library and an integral part of the statewide electronic learning community. The Library participates in a shared patron databased with Southern Tier Library System (STLS) member libraries through Integrated Library System (ILS) and the shared online catalog STARCat to circulate materials. Technical assistance on the use of hardware, software, and peripherals used to access the STLS automated network is provided by STLS.

Privacy

The Library will take reasonable and prudent measures to protect the privacy of data provided by patrons and generated when using the System's ILS. The contents of the ILS are confidential; unauthorized users are prohibited from attempting to gain access to the network, or stored information. STLS uses firewall equipment, software and other means to protect the confidentiality of library records, however, there is no absolute guarantee of the privacy of personal information stored on STLS network servers and no guarantee of the privacy of information and communications, including email.

The Library maintains personal information only as long as needed to conduct library business. Library records are legally confidential under New York State law: New York Civil Practice Law & Rules Section 4509 Library Records:

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 related to the circulation of library materials, computer database searches, inter-library loan transactions, reference queries, requests for photocopies of library 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 or pursuant to subpoena, court order or where otherwise required by statute (Section 4509, Consolidated Laws of NYS).

Internet Access

The Internet is a global electronic network, mostly unregulated, on which anyone may place any content or communicate any content. The library does not endorse and does not assume responsibility for any content found or any communications made on the Internet. The STLS maintains an Internet filtering mechanism for use on all computers in the STLS Service Center and in its member libraries. The filtering mechanism will, at a minimum, block access to the three (3) categories of visual depictions specified by the Federal Children's Internet Protection Act (CIPA)—visual depictions of material deemed

child pornography, obscene, or any material deemed harmful to minors. The Library will supervise and monitor the usage of the online computer network and access to the Internet in accordance with this policy and the Children's Internet Protection Act.

Prohibited Internet Activity

Any user of electronic library services is strictly prohibited from any illegal activity or unlawful purpose, including but not limited to:

Patrons may NOT:

- Use public computers or Wi-Fi for illegal activity
- Use computers or Wi-Fi to access material that is legally defined as obscenity, child pornography, or, in the case of persons under the age of 17, material that is harmful to minors.
- Use any device to attempt to redistribute, share, or boost the Library's Wi-Fi signal.
- Use the network for unauthorized access or "hacking" into any computational, financial informational or communication services or resources.
- Distribute unsolicited advertising.
- Invade the privacy of others by misrepresenting oneself as another user or attempting to modify or gain access to files, passwords or data belonging to others.
- Add, delete, damage, vandalize or modify the library's installed hardware or software.
- Engage in any activity that is harassing or defamatory.
- Deliberately propagate computer worms or viruses.
- Download copyrighted materials in violation of any copyright protection laws.
- May not open equipment or try to fix any problems or printer jams. Any computer related issues should be directed to the library staff.

Revised June 2022

Access by Minors

The valuable information, opportunities for learning and interactions available on this worldwide network far outweigh the possibility that users may obtain information that is not consistent with the educational and research goals of this service. Parents or legal guardians must assume responsibility for deciding which library resources are appropriate for their own children, guiding their children in the use of the Internet and informing them about materials they should not use. While STLS affirms and acknowledges the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources, including those available through the Internet, the System has taken certain measures designed to assist in the safe and effective use of these resources by all minors.

- 1) To address the issue of safety and security of minors when using e-mail and other forms of direct electronic communications, as well as the unauthorized disclosure, use and dissemination of personal identification information regarding minors, STLS urges minors and their parents or guardians to keep in mind the following safety guidelines:
 - Never give out identifying information such as home address, school name, or telephone number.
 - Let parents or guardians decide whether personal family information such as age, marital status, or financial information should be revealed.
 - Never arrange a face-to-face meeting with someone via the computer without parents' or guardians' approval.
 - Never respond to messages that are suggestive, obscene, threatening, or make one uncomfortable. Tell a parent, guardian or library staff member if you receive such a message.
 - Have parents or guardians report an incident to the National Center for Missing and Exploited Children via www.cybertipline.com or call 1-800-843-5678 if one becomes aware of the transmission of child pornography.
 - Remember that people online may not be who they say they are.
 - Remember that everything that one reads online may not be true.
 - Don't open e-mail, files or website pages sent to you by people or organizations that you don't know or trust.
- 2) To address the issue of unauthorized access, including so-called "hacking" and other unlawful activities by minors online, minors and all other users of STLS libraries are hereby advised that any unlawful activity is strictly prohibited.
- 3) Assist member libraries to create and post an introductory web page (splash) for wireless Internet access which requires a patron to verify that he or she will accept the library's terms for using that access. Unless the patron agrees to this verification, he or she will be blocked from using the library's wireless Internet connection.

Virtual Programs Policy

In the event in-person programs are suspended, the Montour Falls Library may provide virtual services in an effort to meet community needs. Virtual programs may be hosted via social media sites including Facebook, video conferencing outlets such as Zoom, and other relevant platforms. The Library will do its best to provide registration for events when possible to maintain safety standards while utilizing the Internet.

The Library makes no warranties or representations concerning virtual programs. An individual's decision to participate is an express consent to waive any claims against the Library which may result from said participation. By participating in virtual programs, individuals dismiss the Library of all liabilities

Sources

Baldwin Public Library, *Online Programs Disclaimer*, March 2020.
Adopted May 2020

Sexual Harassment Prevention

The Montour Falls Memorial Library is committed to maintaining a space free from sexual harassment. All library staff, volunteers, patrons, and visitors are required to conduct themselves in a manner that prevents sexual harassment in the library. All persons have a legal right to a space free from sexual harassment. The Library recognizes that sexual harassment can originate from a person of either sex against a person of the opposite or same sex, from peers and from supervising personnel.

This policy, which relates to sexual harassment, includes that contemplated by Titles VII and IX of the US Code. Nothing in the procedures and provisions of the Library's policy shall limit or prohibit any employee from taking other actions including but not limited to, filing a complaint with the appropriate government entity such as the Equal Employment Opportunity Commission (EEOC) and/or the New York State Division of Human Rights (DHR).

Individuals are urged to report sexual harassment by filing a complaint internally with the Montour Falls Library and its Board of Trustees, or with a government agency or in court under federal, state, or local antidiscrimination laws.

What Is "Sexual Harassment"?

Sexual harassment is a form of sex discrimination and is unlawful under federal, state, and (where applicable) local law. Sexual harassment includes harassment on the basis of sex, sexual orientation, self-identified or perceived sex, gender expression, gender identity and the status of being transgender.

Sexual harassment includes unwelcome conduct which is either of a sexual nature, or which is directed at an individual because of that individual's sex when:

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment, even if the reporting individual is not the intended target of the sexual harassment;
- Such conduct is made either explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of such conduct is used as the basis for employment decisions affecting an individual's employment.

A sexually harassing hostile environment includes, but is not limited to, words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, or interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or privileges of employment. This is also called “quid pro quo” harassment.

Any employee who feels harassed should report so that any violation of this policy can be corrected promptly. Any harassing conduct, even a single incident, can be addressed under this policy.

Examples of Sexual Harassment

The following describes some of the types of acts that may be unlawful sexual harassment and that are strictly prohibited:

- Physical acts of a sexual nature, such as:
 - Touching, pinching, patting, kissing, hugging, grabbing, brushing against another employee’s body or poking another employee’s body;
 - Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
 - Requests for sexual favors accompanied by implied or overt threats concerning the target’s job performance evaluation, a promotion or other job benefits or detriments;
 - Subtle or obvious pressure for unwelcome sexual activities.
- Sexually oriented gestures, noises, remarks or jokes, or comments about a person’s sexuality or sexual experience, which create a hostile work environment.
- Sex stereotyping occurs when conduct or personality traits are considered inappropriate simply because they may not conform to other people’s ideas or perceptions about how individuals of a particular sex should act or look.
- Sexual or discriminatory displays or publications anywhere in the workplace, such as:
 - Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
- Hostile actions taken against an individual because of that individual’s sex, sexual orientation, gender identity and the status of being transgender, such as:
 - Interfering with, destroying or damaging a person’s workstation, tools or equipment, or otherwise interfering with the individual’s ability to perform the job;
 - Sabotaging an individual’s work;
 - Bullying, yelling, name-calling.

Who can be a target of sexual harassment?

Sexual harassment can occur between any individuals, regardless of their sex or gender. New York Law protects employees, paid or unpaid interns, and non-employees, including independent contractors, and those employed by companies contracting to provide services in the workplace. Harassers can be a superior, a subordinate, a coworker or anyone in the workplace including an independent contractor, contract worker, vendor, client, customer or visitor.

Where can sexual harassment occur?

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises, on personal devices or during non-work hours.

Approved October 2011

Sexual Harassment Policy

General Provisions

This policy applies to all persons that use library space including staff, volunteers, trustees, patrons, visitors, and contractors or individuals conducting business with the Library.

Sexual harassment will not be tolerated. Any individual covered by this policy who engages in sexual harassment or retaliation will be subject to disciplinary action which may include removal from the premises.

All persons are encouraged to report any harassment or behaviors that violate this policy. The Montour Falls Library will provide a complaint form for individuals to report harassment and file complaints (see Appendix A). Library staff is **required** to report any complaint that they receive, or any harassment that they observe or become aware of, to the Library Director and/or the Board of Trustees President.

The Montour Falls Library Board of Trustees will conduct a prompt and thorough investigation that ensures due process for all parties, whenever management receives a complaint about sexual harassment, or otherwise knows of possible sexual harassment occurring. The Board of Trustees will keep the investigation confidential to the extent possible. Effective corrective action will be taken whenever sexual harassment is found to have occurred. All employees, including managers and supervisors, are required to cooperate with any internal investigation of sexual harassment.

Employee-Specific Provisions

Sexual harassment is offensive, is a violation of our policies, is unlawful, and may subject the Montour Falls Library to liability for harm to targets of sexual harassment. Harassers may also be individually subject to liability. Employees of every level who engage in sexual harassment, including managers and supervisors who engage in sexual harassment or who allow such behavior to continue, will be penalized for such misconduct.

Disciplinary action may include but not be limited to:

- Mediation
- Probationary period
- Suspension without pay
- Required counseling and/or sensitivity training
- Requesting a letter of apology to the complainant
- Dismissal

No later than thirty (30) days following receipt of the complaint, the Library Director, or alternate, will prepare a report and notify the victim and alleged harasser in writing of the outcome of the investigation. If additional time is needed to complete the investigation or take appropriate action, the Library Director, or alternate, shall notify the victim and alleged harasser in writing of the need for additional time.

This report shall include:

- A summary of the complaint and findings
- Determination of whether or not the behavior constitutes sexual harassment or is inconclusive
- Recommended action, if any

Patron Provisions

Patrons and visitors are expected to abide by the Rules of Respect and the Library's Sexual Harassment Policy. If a patron is in violation of the Sexual Harassment Policy, the affected person(s), whether it be library staff, volunteers, or other patrons, may file a complaint with the Library Director to request a formal investigation through the Board of Trustees. Patrons accused of violating the Sexual Harassment Policy may be requested, but not required, to submit to a hearing with the Board of Trustees.

It is imperative to note that the Board of Trustees cannot take legal action on behalf of an affected patron but may administer the first two (2) outlined disciplinary actions regardless of the accused patron's participation in a hearing (Example. John Doe refuses to submit to a hearing with the Board of Trustees. The Board decides that it is appropriate to ban John Doe from library property for X amount of time).

The Board of Trustees may propose disciplinary action to include:

- Temporary ban from all library property for less than one (1) year
- Temporary ban from all library property for more than one (1) year

- Requesting a letter of apology to the complainant
- Required counseling and/or sensitivity training through a third-party within six (6) months. Proof of completion must be submitted by the required date set at the time of appearance.

No later than thirty (30) days following receipt of the complaint, the Library Director, or alternate, will prepare a report and notify the victim and alleged harasser in writing of the outcome of the investigation. If additional time is needed to complete the investigation or take appropriate action, the Library Director, or alternate, shall notify the victim and alleged harasser in writing of the need for additional time.

This report shall include:

- A summary of the complaint and findings
- Determination of whether or not the behavior constitutes sexual harassment
- Recommended action, if any
-

If an accused patron refuses to complete the hearing process through the Board of Trustees, it is recommended that the affected patron file a formal complaint through local law enforcement.

Retaliation

Unlawful retaliation can be any action that could discourage someone from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation (e.g., threats of physical violence outside of work hours).

Such retaliation is unlawful under federal, state, and (where applicable) local law. The New York State Human Rights Law protects any individual who has engaged in “protected activity.” Protected activity occurs when a person has:

- Made a complaint of sexual harassment, either internally or with any anti-discrimination agency;
- Testified or assisted in a proceeding involving sexual harassment under the Human Rights Law or other anti-discrimination law;
- Opposed sexual harassment by making a verbal or informal complaint to management, or by simply informing a supervisor or manager of harassment;
- Reported that another employee has been sexually harassed; or
- Encouraged a fellow employee to report harassment.

Even if the alleged harassment does not turn out to rise to the level of a violation of law, the individual is protected from retaliation if the person had a good faith belief that the practices were unlawful. However, the retaliation provision is not intended to protect persons making intentionally false charges of harassment.

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility.

The Montour Falls Library cannot prevent or remedy sexual harassment unless it is aware of the situation. Any individual who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a staff member, Library Director, or the Board of Trustees President. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a staff member, Library Director, or the Board of Trustees President.

Reports of sexual harassment may be made verbally or in writing. A written complaint form is attached can be found in Appendix A. Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf. Individuals who believe they have been a target of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

All supervisors and managers who receive a complaint or information about suspected sexual harassment, observe what may be sexually harassing behavior or for any reason suspect that sexual harassment is occurring, **are required** to report such suspected sexual harassment to the Library Director or the Board of Trustees President.

In addition to being subject to discipline if they engaged in sexually harassing conduct themselves, supervisors and managers will be subject to discipline for failing to report suspected sexual harassment or otherwise knowingly allowing sexual harassment to continue.

Supervisors and managers will also be subject to discipline for engaging in any retaliation.

Complaint and Investigation of Sexual Harassment

All complaints or information about sexual harassment will be investigated, whether that information was reported in verbal or written form. Investigations will be conducted in a timely manner and will be confidential to the extent possible.

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, commenced immediately and completed as soon as possible. The investigation will be kept confidential to the extent possible. All persons involved, including complainants, witnesses and alleged harassers will be accorded due process, as outlined below, to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. The Montour Falls Library will not tolerate retaliation against

individuals who file complaints, support another's complaint or participate in an investigation regarding a violation of this policy.

While the process may vary from case to case, investigations should be done in accordance with the following steps:

- Upon receipt of complaint, the Library Director and/or Board of Trustees President will conduct an immediate review of the allegations, and take any interim actions (e.g., instructing the respondent to refrain from communications with the complainant), as appropriate. If complaint is verbal, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the verbal reporting.
- If documents, emails or phone records are relevant to the investigation, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
 - A list of all documents reviewed, along with a detailed summary of relevant documents.
 - A list of names of those interviewed, along with a detailed summary of their statements.
 - A timeline of events.
 - A summary of prior relevant incidents, reported or unreported; and
 - The basis for the decision and final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in a secure and confidential location.
- Promptly notify the individual who reported and the individual(s) about whom the complaint was made of the final determination and implement any corrective actions identified in the written document.
- Inform the individual who reported of the right to file a complaint or charge externally as outlined in the next section.

Legal Protections and External Remedies

Sexual harassment is not only prohibited by the Montour Falls Library but is also prohibited by state, federal, and, where applicable, local law.

Aside from the internal process at the Montour Falls Library, employees may also choose to pursue legal remedies with the following governmental entities. While a private attorney is not required to file a complaint with a governmental agency, you may seek the legal advice of an attorney.

In addition to those outlined below, employees in certain industries may have additional legal protections.

State Human Rights Law (HRL)

The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to all employers in New York State with regard to sexual harassment, and protects employees, paid or unpaid interns and non-employees, regardless of immigration status. A complaint alleging violation of the Human Rights Law may be filed either with the Division of Human Rights (DHR) or in New York State Supreme Court.

Complaints with DHR may be filed any time **within one year** of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, **within three years** of the alleged sexual harassment. An individual may not file with DHR if they have already filed a HRL complaint in state court.

Complaining internally to the Montour Falls Library does not extend your time to file with DHR or in court. The one year or three years is counted from date of the most recent incident of harassment.

You do not need an attorney to file a complaint with DHR, and there is no cost to file with DHR.

DHR will investigate your complaint and determine whether there is probable cause to believe that sexual harassment has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If sexual harassment is found after a hearing, DHR has the power to award relief, which varies but may include requiring your employer to take action to stop the harassment, or redress the damage caused, including paying of monetary damages, attorney's fees and civil fines.

DHR's main office contact information is: NYS Division of Human Rights, One Fordham Plaza, Fourth Floor, Bronx, New York 10458. You may call (718) 741-8400 or visit: www.dhr.ny.gov.

Contact DHR at (888) 392-3644 or visit dhr.ny.gov/complaint for more information about filing a complaint. The website has a complaint form that can be downloaded, filled out, notarized and mailed to DHR. The website also contains contact information for DHR's regional offices across New York State.

Civil Rights Act of 1964

The United States Equal Employment Opportunity Commission (EEOC) enforces federal anti-discrimination laws, including Title VII of the 1964 federal Civil Rights Act (codified as 42 U.S.C. § 2000e et seq.). An individual can file a complaint with the EEOC anytime within 300 days from the harassment. There is no cost to file a complaint with the EEOC. The EEOC will investigate the complaint, and determine whether there is reasonable cause to believe that discrimination has occurred, at which point the EEOC will issue a Right to Sue letter permitting the individual to file a complaint in federal court.

The EEOC does not hold hearings or award relief, but may take other action including pursuing cases in federal court on behalf of complaining parties. Federal courts may award remedies if discrimination is found to have occurred. In general, private employers must have at least 15 employees to come within the jurisdiction of the EEOC.

An employee alleging discrimination at work can file a “Charge of Discrimination.” The EEOC has district, area, and field offices where complaints can be filed. Contact the EEOC by calling 1-800-669-4000 (TTY: 1-800-669-6820), visiting their website at www.eeoc.gov or via email at info@eeoc.gov.

If an individual filed an administrative complaint with DHR, DHR will file the complaint with the EEOC to preserve the right to proceed in federal court.

Local Protections

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they live to find out if such a law exists. For example, employees who work in New York City may file complaints of sexual harassment with the New York City Commission on Human Rights. Contact their main office at Law Enforcement Bureau of the NYC Commission on Human Rights, 40 Rector Street, 10th Floor, New York, New York; call 311 or (212) 306-7450; or visit www.nyc.gov/html/cchr/html/home/home.shtml.

Contact the Local Police Department

If the harassment involves unwanted physical touching, coerced physical confinement or coerced sex acts, the conduct may constitute a crime. Contact the local police department.

Approved October 2019

This section was adopted, in part, from the New York State Sexual Harassment Policy (2019), the Southern Tier Library System’s Sexual Harassment Policy, and the Ossining Library’s Sexual Harassment Policy. Adoption of this policy does not constitute a conclusive defense to charges of unlawful sexual harassment. Each claim of sexual harassment will be determined in accordance with existing legal standards, with due consideration of the particular facts and circumstances of the claim, including but not limited to the existence of an effective anti-harassment policy and procedure.

Use of Facilities Policy

1. Space is available for use by non-profit, civic, cultural, charitable, and social groups in Montour Falls and the surrounding area.
2. Use of library space for meetings, programs, or events, is to be scheduled ahead of time with a member of the staff either by phone or in-person and will be noted on the staff calendar.
3. Programs should not disrupt the use of the library by others. All persons using the space should abide by the Rules of Respect.
4. The use of the non-fiction room is available for private meetings and programs for no more than one (1) hour during normal hours of operation at no cost.
5. Use of library space outside normal hours of operation must be made by arrangement and require a \$40 fee per hour. Groups or organizations must complete the Use of Facilities Form (Appendix B) and return it to library staff.
6. Please ask library personnel before rearranging or moving any equipment or furniture.
7. Library personnel is not responsible for setting up non-library equipment or operating audio-visual equipment, unless arrangements are made prior to the event to use library equipment. Please ask what is available.
8. Groups and organizations using library space are fully responsible for the security of personal or program-related items.
9. Library space should be returned to how it was found and any garbage collected.
10. Library sponsored programs take precedence over all other meeting room reservations. The Library reserves the right to cancel reservations with at least a 48-hour notice in the event of a conflict with a library sponsored program. In the event this happens, every effort will be made to arrange alternate space within the library or dates for the displaced program.
11. Groups or organizations using library space are responsible for notifying other members or attendees of cancellation and advertising a change in meeting time.
12. Neither the name nor address of the Montour Falls Library may be used as the address or headquarters of a group or organization.

Revised September 2019

Collections Development Policy

The Collections Development Policy has two (2) main purposes: (1) to support individuals fulfilling needs for recreational, cultural, and educational materials, and (2) to provide access to materials for members of Coordinated Outreach populations.

Materials may originate in many forms. In selecting sources for materials, the Library is mindful of using taxpayer funds appropriately, cultivating relationships with library vendors which offer system-wide discounts and purchasing opportunities.

Objectives:

- A. To publicize the Library as providing free and accessible resources for educational and recreational reading, viewing and listening needs;
- B. To support the sharing of resources by providing residents with access to titles which are important but in low demand locally through the use of the STARCat (Southern Tier Automated Regional Catalog) system for ordering materials;
- C. To provide outreach populations in adult care, child care, and other area facilities with browsing and hold access to public library materials;
- D. To incorporate the social (aging, cultural diversity, etc) and technological changes which continue to revolutionize library services.

Materials Selection Process

The responsibility for the selection of library materials is delegated to the Director and Children's Librarian. This does not preclude others from making recommendations for purchase based upon their reading, viewing or listening interests and knowledge using reputable, professionally prepared review literature for regular and systematic selection and purchase of new library materials.

An important supplement to these resources is the individual request from facility staff and patrons. Individual requests may be purchased if they meet the objective criteria for the selection of library materials. Reviews of proposed acquisitions will be sought in the literature of reputable professional organizations and other reviewing resources recognized for their objectivity and wide experience.

Objective Criteria for Selecting Library Materials

- A. Appropriateness
 - Does it support the Library's mission?
 - Does it appear to address the Library's constituency?
- B. Content
 - Is the literary and/or visual quality good?
 - Is the work comprehensible?
 - Is the author credible, important?

- Is the work accurate?
- Does the work avoid or clearly state its bias?
- Does the work include offensive or inappropriate stereotypes?
- Are the subject matter and the target audience compatible?
- What is the publisher's reputation?

C. Format

- Is the physical format of sufficient quality to withstand public library use and transport through the delivery?
- Is the physical format – type size, illustration, sound recording, DVD film print—legible, audible, viewable?
- Is the format appropriate for the subject, or content (e.g. is audio the best format for a picture book?)?
- Is the format easily and widely accessible?

D. Currency

- Is the treatment of the subject up to date?
- Is the topic contemporary or of timely social significance?
- Is the topic likely to become quickly outdated or lose its interest?

E. Relation to the current collection

- How many STLS member libraries own this title?
- How many titles on this topic are already owned by STLS or the member libraries?
- Will this title provide an additional or alternate viewpoint to titles on the topic already owned by STLS or member libraries?

F. Price

- Is the cost warranted?

A selected work need not satisfy all criteria listed above to be included in the collection. A wide range of materials is selected to meet the varied demands of the Library.

Controversial Materials

The collection should and does contain opposing views on controversial topics that will generate intense interest, vehement debate, and strongly held and conflicting opinions by many individuals in the community. Controversies exist within many fields, in fiction and non-fiction, and in print or non-print formats. Prominent social and political thinkers of divergent opinions and religious leaders of various faiths will generate controversies. It is an essential role of the public library to make these and other controversial materials freely available to individuals.

Neutrality of System in Materials Selection

As an institution, it is the role of the Library to collect and disseminate information and ideas. It is not the Library's role to advocate for or endorse any particular idea, opinion,

or point of view. Materials are selected based on relevant criteria that supports a wide range of competing and often conflicting ideas and opinions for consideration by patrons. The Library will not usurp the responsibility of parents, caregivers, and guardians who are more properly responsible for supervising the reading, viewing and listening habits of children.

Gifts and Memorials

Gifts of new or used materials are accepted if they are in good physical condition and, if, in the opinion of the Director they meet the objective criteria for the selection of materials listed in this policy. The Library reserves the right to determine the final disposition of all materials. Gift materials will not be accepted for which the donor places undue restrictions or special restrictions. Reviews may be consulted to assist in decision making.

Gifts become the property of the Library and it maintains the right to dispose of gift materials in the manner it deems suitable: to be added to the collection, or to be donated to library book sales.

Cash gifts in memory or in honor of individuals are accepted and will be used to purchase new materials for the collections. Memorials or honor materials will be acknowledged with a bookplate, label, or stamp, as appropriate. A written acknowledgement of gift materials will be made to the donor.

Reconsideration Process

The Board of Trustees recognizes the importance of providing a process whereby opinions from the public regarding materials selected can be voiced. To comply with this policy, a formal written Request for Reconsideration must be made on the provided form (Appendix C). Upon completion of this form, members of the public may mail the forms to the Library Director. Upon receipt of the signed form, the Director and two (2) trustees will be convened to consider the patron's request.

The Reconsideration Committee shall:

- A. Examine the material in question, the issues raised, and the circumstances involved.
- B. Make a decision to remove or retain the material in question.
- C. The Director will respond in writing to the request within two (2) weeks. Should the patron believe the decision of the Reconsideration Committee is not supported by the Library's Collections Development Policy, the patron may appeal the decision to a hearing by the Board of Trustees, by notifying the Director, who will make necessary arrangements. Following the hearing, the decision of the Board of Trustees will be final. Above all, the Board of Trustees has as its concern the fairness of such a hearing so as to protect the rights of all persons involved.

The Reconsideration of Library Materials form (Appendix C) can be obtained at the circulation desk during regular business hours or on the library website.

Maintenance of the Library Collection

The Library Collection includes books, audiobooks, and DVDs. The collection will be kept current, useful, and attractive through the addition of new materials, repair of older ones, and the removal of worn or dated materials that no longer serve public needs, or that cannot be seen as fulfilling the needs of historical posterity.

The Library strives to balance popular demand for contemporary, relevant materials with an abiding commitment to maintaining the seminal works of its modern and classic authors. Efforts will be made to equitably purchase materials for the adult, young adult, and children's collections. E-books are available through STLS. These materials can be taken out for two (2) to four (4) weeks.

Fine Free Policy

The Montour Falls Library has been fine free since January 2018. Patrons with fines equal or less to the sum of \$10 (ten dollars) will be forgiven if materials are returned in-person to the circulation desk. Fines are not removed automatically. Patrons must speak with a library staff in order to have them cleared (i.e. Materials left in the drop box will not have fines removed).

Fines owed to other libraries will be forgiven if lesser than \$10 (ten dollars). If a patron owes more than \$10 (ten dollars), they will need to contact the owning library directly. In the case that a patron owes an excessive amount of fines to another library, the Montour Falls Library reserves the right to refuse checkout until the issue is resolved.

Missing, lost, or damaged materials are not applicable to the Fine Free Policy and the designated fee is expected to be paid by the patron. Please speak to a member of staff if there are extenuating circumstances.

Repair and Discarding of Books: The discarding of books will take place on a periodic basis when it is deemed advisable to do so by the Library Director. As materials cross the circulation desk, an effort will be made to discard materials which are worn or dated.

Library Map: The Library uses the Dewey Decimal System to catalog non-fiction. Fiction is shelved alphabetically by author.

Collections Development: Materials for the collection will be chosen based on interest and informational needs of the community: in as much as this can be done, the Library will provide as ethical a representation of community interest on a wide range of debated issues and topics. Informational content as well as entertainment value to readers shall be given due consideration in the selection of materials for the Library's collection. The Library shall not censor or act in loco parentis (in place of a parent) in the selection of books.

Book Circulation: All books except interlibrary loan books can be borrowed for up to four (4) weeks and must be renewed in person, by phone, or online. Adult borrowers may borrow up to fifty (50) books at a time. Books considered new may be checked out for two (2) weeks. Patrons may reserve any materials owned by the Library. In the case of new or popular material, a waiting list is created in chronological order (first to request is first on list). If the patron does not pick up the items within ten (10) days, then it will go to the next person on the reserve list.

DVD Circulation: The video collection includes current and classic movies, foreign films, documentaries, television shows, and musicals. The collection is intended to be small but diverse to meet the informational and recreational needs of patrons of all ages. No more than five (5) New DVDs may be checked out at a time per library card user. New DVDs are on loan for seven (7) days only. Other non-new DVDs are on loan for fourteen (14) days. Patrons may check out a total of 7 DVDs at a time.

Return of Materials: All patrons are expected to return materials on time or pay penalties for lost or damaged materials. Failure to comply may result in loss of library privileges.

Inter-Library Loans and Holds: The Library participates in inter-library loans through STLS. Patrons with active library cards may request books or other materials from the library staff, or utilize the STARCcat system. The STARCcat link is available for patrons via computers with access to the Internet. Books and other materials available at any STLS member library may be reserved and will be delivered by STLS to the Montour Falls Library.

Revised April 2021

Emergency Procedures

Natural and man-made disasters, resulting from such events as floods, storms, and fires cannot always be prevented; however, the severity of their effects can be minimized by preparing ahead of time. The safety and well-being of the Montour Falls Library's employees, trustees, volunteers, patrons, and other visitors while on the premises are of paramount importance should a disaster occur. Additionally, a vital concern is the preservation of the Library's critical resources and historical content.

In order to ensure maximum practical safety to staff and guests in the event of an emergency, the Montour Falls Library will maintain an up-to-date Emergency Procedures and Disaster Recovery Binder to be reviewed once annually, at minimum.

The Emergency Procedures Plan will include but not be limited to:

- Periodic training of staff, volunteers, and trustees
- Posted information concerning the layout of the building, location of fire extinguishers, fire exits, and alternate escape routes
- Established evacuation procedures that are practiced annually

An Emergency Procedures binder will be located at the circulation desk and will include:

- An updated contact list of key staff members, trustees, and law enforcement or another relevant person to notify in the event of an emergency
- A complete inventory list of furniture and equipment including computer hardware and software
- A complete list of essential documents needed to resume normal operations
- A list of historic artifacts and records
- A list of current insurance policies

Each staff member and trustee will be educated on appropriate parts of the plan. The plan will be reviewed by the Library Director and the Board of Trustees' Policy Committee once per year and updated accordingly.

Revised September 2019

This section was in part adopted from the Southern Tier Library System's Disaster Preparedness Policy from September 17, 2013.

Emergency Closures Policy

The purpose of this policy is to establish a protocol to be used in the event of an emergency that requires the library facilities to temporarily close. Types of events that may constitute an emergency closure include but are not limited to the following:

- a. Public Health Emergencies (Epidemics/Pandemics)
- b. Natural Disaster
- c. Fire
- d. Active Shooter
- e. Terroristic threats or attacks
- f. Other immediate threats to health, security, property, or environment

Determining whether an event requires emergency closure will be left to the discretion of the Library Director or Board of Trustees, unless otherwise mandated by local, state, or federal authorities.

Approved April 2020

Infectious Disease & Quarantine

In the event of a health emergency, the Library will follow guidelines set in place by local, state, or federal governments, respectively. By following these guidelines, we aim to minimize the spread of illness and protect staff, patrons, volunteers, and other individuals using library facilities and services.

Epidemics

According to the Center for Disease Control (CDC), an epidemic is: “The occurrence of more cases of disease than expected in a given area or among a specific group of people over a particular period of time.”

Pandemics

According to the CDC, a pandemic is: “A global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people sustainably. Because there is little to no pre-existing immunity against the new virus, it spreads worldwide.”

Level I: Precautionary Health Measures

1. Cleaning & Supplies
 - a. Purchase additional cleaning and disease prevention supplies.
 - b. Ensure that tissues, disinfectant wipes, and sanitizer are available to both staff and public.
 - c. Offer staff gloves and other PPE materials, as needed.
 - d. Perform additional routine cleaning, as needed, of frequently touched surfaces such as workstations, bathrooms, doorknobs, and countertops.

- e. Staff should notify custodial personnel if an area needs thorough cleaning.
2. Work Adjustments
 - a. Authorities may request persons returning from infected areas of the world not return to work for a designated period of time. Library employees are required to follow these recommendations. Absences for this purpose will be excused.
 - b. Any employee presenting symptoms congruent with the outbreak will be asked to return home or refrain from coming to work.
 - c. Staff may receive approval from both the Library Director and Board President to work from home during these instances if the technology is available.
 3. Communicate to the Public
 - a. Share official sources for health information with patrons.
 - b. Recommend that patrons and staff with symptoms not enter the building.
 - c. Promote healthy habits that include handwashing or sanitizing.
 - d. Promote the digital library.
 4. Community to Staff
 - a. In the event of school districts and day care closures due to a health emergency, staff may choose to use paid vacation or unpaid job-protected sick leave (see below), if applicable. Absence will not be counted against them.
 - b. Library Director will address concerns with staff.

Level II: Moderated Services

If a government declares an emergency health situation, the Library will respond according to official health recommendations. The responses to the recommendations may include:

1. Service Adjustments
 - a. Promote social distancing by limiting the number of public seats, amount of people in the library at one time, or altering staff work schedules.
 - b. Reduce or suspend services. Public health authorities may advise that libraries and other gathering places to minimize or entirely suspend situations where numerous people congregate including:
 - i. On-site programs
 - ii. Off-site programs
 - iii. Public meeting room use
 - iv. Circulation Desk assistance
2. Work Adjustments
 - a. Cancel all library-related travel to areas under CDC Traveler's Health Notice.
 - b. Adjust staff and volunteer work schedules as affected by service changes.

3. Communicate to the Public
 - a. Continue messaging as noted in Level I. Announcements should explicitly state that the service reductions are being done to slow down the spread of disease.
 - b. Outline service adjustments and contact affected program participants and organizations to notify them of the change.
 - c. Remind the public that they do not need to return overdue materials in the event they are feeling unwell. The library remains fine free.

4. Communicate to Staff
 - a. Require staff to wear PPE when handling all library materials.
 - b. Require staff to increase cleaning of surfaces and maintain sanitary procedures.
 - c. In the event of school districts and day care closures due to a health emergency, staff may choose to use paid vacation or unpaid job-protected sick leave (see below), if applicable. Absence will not be counted against them.
 - d. Library Director will continue to address concerns with staff and maintain open communication.

Level III: Temporary Closure & Quarantine

1. Service Adjustments
 - a. In the event of a health emergency, the Library Director or Board of Trustees may temporarily close the building under one or more of the following conditions:
 - i. Public health authorities advise, request, or order such a closure.
 - ii. The Odessa-Montour School District and the Watkins Glen School District close.
 - iii. Staffing levels are too low to operate the library due to illness.
 - iv. Any other conditions that prevent the library from operating the facilities safely and effectively.
 - b. Extend Item Due Dates
 - c. Close the drop box and post signage asking patrons to hold on to checked-out materials.
 - d. Post signage letting patrons know the building is closed.
 - e. Inform vendors and delivery services of closure and that the library will not be accepting deliveries that this time.
 - f. Notify the Southern Tier Library System, if needed.

2. Work Adjustments
 - a. Staff and volunteers are to refrain completely from reporting to work in person during a Level III health emergency.

- b. Library Director, Financial Manager(s), and other essential personnel may continue to monitor the building and perform necessary duties.
- c. All staff and Trustees will continue to follow guidelines set by public health authorities.
- d. Library staff will adhere to the Remote Work Policy outlined below.

Should the situation call for action other than what is outlined here, the Library Director and Board of Trustees may adjust the library's response to meet emergent needs.

Approved April 2020

Remote Work Policy

Library employees will be given the opportunity to work remotely if they meet one or more of the criteria below:

- a. They contract the disease.
- b. They are required to care for a family member with the disease.
- c. They receive a mandated or doctor directed self-quarantine.
- d. They cannot work in-person due to emergency closure.

In order to receive compensation, employees will be required to document work-from-home activities that reflect their job description. Timesheets should account for the same number of hours they would normally work. Recorded timesheets will be kept on file.

Employees should meet the following goals while working remotely:

- a. Provide virtual services.
- b. Meet operational needs.
- c. Meet administrative needs.
- d. Engage in webinars, courses, and other continuing education opportunities.
- e. Maintain regular communication with other employees and the Library Director.
- f. Maintain regular communication with patrons about service changes.
- g. Maintain regular communication with the Board of Trustees.
- h. Maintain regular communication with the Southern Tier Library System.

Approved April 2020

Sick Leave Policy

In accordance with the New York Labor Law Section 196-b (also known as the 2021 NYS Sick Leave Law), the Montour Falls Library will provide each employee, both full-time and part-time, with up to 40 hours of paid sick leave each calendar year.

1. Staff should request the use of sick leave via oral or written request to the Library Director. The Library Director should request the use of sick leave via oral or written request to the Board of Trustees President. Requests should be made as early as they reasonably can. Employees are responsible for finding appropriate coverage. In the event they cannot, the Library Director will arrange coverage.
2. The Library will not require the disclosure of confidential information as a condition of providing sick leave. Employees are not required to provide documentation of illness.
3. Use of sick leave is limited to 40 hours per employee per calendar year.
4. Both full-time and part-time employees will accrue sick leave at 1 hour per every 30 hours worked. For example, if an employee is scheduled for 15 hours per week, they will receive 26 hours of sick leave per calendar year. Any employee that works 23 hours or more per week will receive 40 hours of sick leave per calendar year.
5. Both full-time and part-time employees hired after the start of the calendar year will have sick leave prorated to the percentage of time worked based on the 1 hour per 30 hours worked formula.
6. Unused sick leave will carry over to the following calendar year, but the total number of hours per employee should not exceed 60 hours (i.e. 40 hours + 20 carry over).
7. Unused sick leave that was carried over from the year prior will expire at the end of the current calendar year (i.e. If 20 hours carry over from 2021 into 2022, that 20 hours from 2021 will expire December 31, 2022).
8. Upon returning to work following sick leave, an employee will be restored to the position of employment held by such employee prior to any sick leave taken with the same pay and terms of employment.
9. The Library and its Board of Trustees will not discharge, threaten, penalize, or in any other manner discriminate or retaliate against any employee because such employee as exercised the rights afforded under this section including the request and use of sick leave.

10. The Library is not required to provide additional sick leave pursuant to this section if the employer has adopted a sick leave policy that provides employees with an amount of leave which meets or exceeds the requirements set forth in this policy.
11. The Board of Trustees will consider providing additional sick leave in the event of an emergency that requires an employee to use more than the employee's allotted hours. Requests should be placed through the Library Director or Board of Trustees President.

Reasons to Use Sick Leave

As per the NYS Sick Leave Law, reasonable use of sick leave is described below.

1. "Family member" is defined as an employee's child, spouse, domestic partner, parent, siblings, grandchild or grandparent; and the child or parent of an employee's spouse or domestic partner.
2. "Parent" is defined as a biological, foster, step- or adoptive parent, or a legal guardian of an employee, or a person who stood in loco parentis when the employee was a minor child.
3. "Child" is defined as a biological, adopted or foster child, a legal ward, or a child of an employee standing in loco parentis.
4. Accrued sick leave may be used for the following purposes:
 - a. For a mental or physical illness, injury, or health condition of a library employee OR the employee's family member, regardless of whether such illness, injury, or health condition has been diagnosed or requires medical care at the time that such employee requests such leave.
 - b. For the diagnosis, care, or treatment of a mental or physical illness, injury or health condition of, or need for medical diagnosis of, or preventive care for, such employee or employee's family member.
 - c. For an absence from work due to any of the following reasons when the employee or employee's family member has been the victim of domestic violence, a family offense, sexual offense, stalking, or human trafficking in order to:
 - i. Obtain services from a domestic violence shelter, rape crisis center, or other services program;
 - ii. Participate in safety planning, temporarily or permanently relocate, or take other actions to increase the safety of the employee or employee's family members;
 - iii. Meet with an attorney or other social services provider to obtain information and advice on, and prepare for or participate in any criminal or

- civil proceeding;
- iv. File a complaint or domestic incident report with law enforcement;
- v. Meet with a district attorney's office;
- vi. Enroll children in a new school;
- vii. Take any other actions necessary to ensure the health or safety of the employee or the employees' family member or to protect those who associate or work with the employee.

NOTE: To use sick leave for the reasons outlined above in subparagraphs (i.) through (vii.), the need must be related to domestic violence, family offense, sexual offense, stalking, or human trafficking. If the employee is the individual who committed the domestic violence, family offense, sexual offense, stalking, or human trafficking, sick leave may not be used in this way.

Approved February 2021

Sources

American Library Association (ALA) Pandemic Preparedness: Resources for Libraries 2020

NYS Department of Labor. [Guidance on Use of Covid-19 Sick Leave](#) – January 2021

New York State Legislature: Paid Family Leave Program Bill #9 – Adopted March 2020

The Law Office of Stephanie Adams, PLLC – ELSN Sick Leave Template 2021

Personnel Policies

Employee Code of Conduct

The following Code of Conduct outlines the general expectations for all library employees. No one set of guidelines can hope to cover every possible circumstance that might occur, nor can all the possible exceptions or special situations be identified. Should you be faced with a circumstance where the normal rules of conduct do not seem to apply, it is critical that you review the specific situation with your supervisor. Unless the deviation from the standard practice is explicitly approved through the normal supervisory chain, it is expected that employees consistently follow the Code of Conduct outlined below.

Attendance Policy

1. Employees must maintain a satisfactory record of attendance and promptness.
2. Employees are required to notify their supervisor if they expect to be late or cannot come to work due to emergency or illness.
3. Employees are required to obtain approval for time off at least two (2) weeks in advance.

Work Environment

1. Employees shall not report for duty if impaired from carrying out their assigned tasks.
2. Employees shall remain awake and alert when on duty.
3. Employees are not authorized to be on premises of the Montour Falls Library for personal use during off-duty hours or when the library is not open to patrons or hosting a program or event. Employees are not permitted to bring their children to their work location during working hours without prior supervisory approval.
4. Employees are expected to perform their assigned tasks at the highest level of quality and productivity and in conformity with the work standards of their position.
5. Employees should maintain the highest of ethical standards and act professionally with other personnel, volunteers, and patrons.
6. Employees may not borrow or take library property for personal use. Computers and other media or facilities are not to be used for entertainment or personal work purposes before, during, or after work hours.
7. Employees shall treat all patron information as confidential and utilize such information in a professional manner at all times.
8. All personal information regarding employees will be kept confidential. Employees must notify the library if there is a change in current address, phone number, and emergency contact.
9. Employees are expected to submit timecards on the appropriate date. Lost paychecks may result in a paycheck cancellation fee which the employee is responsible for. The accurate and timely submission of time worked is important to ensure accurate processing of payroll. All actual hours worked must be recorded on weekly timesheets. Any falsification of time worked may result in disciplinary

- action, up to and including termination.
10. Limit the use of personal phones while on the floor or at the circulation desk. If an employee must answer a phone call to their personal telephone they should notify a supervisor and take it in the back.
 11. Lost keys are to be reported immediately to the supervisor. Employees will replace keys and locks, if necessary, at their own expense.
 12. Employees shall not use in the library or bring onto library premises intoxicating or illegal substances, weapons, or firearms.
 13. Employees shall not come to work, or work, if their ability to perform is impaired due to the use of drugs and alcohol, a controlled substance, an illegal substance, or a prescription medication.
 14. Employees using prescribed drugs shall be responsible for their medications, which should be kept in a secure, private place.

Dress Code

1. Clothing and accessories should be neat, clean, and appropriate.
2. Apparel should not display business logos, slogans, or vulgar text.
3. Denim is permitted so long as it does not have holes or rips.
4. No midriffs. Shorts, skirts, and dresses should be an appropriate length.

Break & Meal Periods and time off requests

The Montour Falls Library, in accordance with the New York State Labor Law, provides rest periods and meal periods for its employees. Employees that work up to 4 hours will receive a paid 15-minute rest break. Employees who work continuously for more than six (6) hours in a day are provided with a 30-minute paid meal break.

Meal breaks should be scheduled prior to an employee's 6th hour of work and should be coordinated with the supervisor regarding the meal period schedule.

Time off requests will be considered based on the needs of the library. Employees are required to obtain approval for time off at least two (2) weeks in advance.

Employees will not work over designated hours unless approved by Library Director and/or Board of Trustees. Approval for extended hours must be requested in advance and cannot exceed 40 hours in a work week.

All staff should review the Employee Code of Conduct upon hire and return a signed copy of the addendum (Appendix D) to the Library Director or designated person to be kept in their personnel file.

Revised June 2022

Job Descriptions

Library Director

The Library Director oversees the general operations of the institution by managing current services while continuously leading the Montour Falls Memorial Library (henceforth known as the Library) toward future goals and objectives. The Director's role is to provide ongoing support for all Library activities while anticipating and providing for the needs of its patrons.

The Library Director will maintain a positive working relationship with the Library Board of Trustees and those involved with the success of the facility and its services:

- In conjunction with the Library Board, creates and oversees all major procedure, policies, and practices.
- Provides appropriate reports, reviews, and information to the Board and parties involved with the operation of the Library.
- Develops and oversees Library programs and activities.
- Partners with and assists the Board and/or Treasurer with budget responsibilities.
- Supervises budget spending to ensure accuracy and that it is aligned with predetermined expectations.

The Library Director supervises all members of staff to ensure productivity:

- Delegates, plans, and coordinates responsibilities of each position.
- Takes corrective action when needed.
- Reports any issues with staff to the Board to determine appropriate actions.
- Trains staff members on general operation of the Library, as well as specific responsibilities per each position.
- Oversees ongoing professional development of staff members.
- Evaluates each staff member annually.
- Responsible for new hire documentation, personnel files, and other Human Resources tasks.

The Library Director is responsible for overseeing professional development:

- Maintains awareness of knowledgeable resources.
- Participates in professional development meetings and workshops to maintain a knowledge of current issues, trends, and ideas related to library services.
- Represents the Library to outside organizations and upholds its role as a community center for events and activities that align with the Library's mission.

The Library Director is responsible for overseeing collections development:

- Remains up-to-date with publications relevant to the library population and its unique collection.
- Manages collections development through the ongoing weeding of materials.
- Oversees the purchasing of new materials by the Assistant Library Director.

Supervises clerical duties including but not limited to:

- Shelving, organizing, and call number maintenance.
- Delivering excellent customer service to all patrons.
- Workflows tasks such as book drop, on-shelf holds, discharging and checking out materials, and creating new library cards.
- Receiving incoming transit and processing holds.

Essential Knowledge, Skills, and Abilities:

- The ability to work flexible hours to accommodate library needs.
- Commitment to and passion for the utilization of the Library as a public institution for the betterment of the community.
- Establish and preserve the library's reputation as a place maker and provider for its patrons.
- Seeks ways to engage the community as partners in its success.
- Be willing to learn and adapt to the ever-changing roles and responsibilities associated with the functionality of the Library.

Revised September 2019

Community Coordinator

The Community Coordinator works interactively with all library staff under the direction of the library director. The Community Coordinator maintains awareness and knowledge of community resources and is responsible for assisting with outreach and marketing to promote library initiatives and programs. They will manage visitor services and tourism and will assist with the development and dissemination of marketing, outreach, and community development activities. The Community Coordinator will assist the library director with grants and other funding applications and participate in other operational and administrative tasks as needed.

Illustrative Tasks

Community Coordination:

- Maintain and share awareness of community resources and services with patrons and staff and develop relationships with other community providers
- Attend community events, meetings, engagements to promote library services and programs
- Develop and disseminate promotional and outreach materials including: newsletters, flyers, posters, program materials, and social media accounts

Visitor Services & Tourism:

- Manages the MFL visitor center of the library
- Ensure staff members are equipped with the appropriate knowledge to provide visitors with information about historic Havana, the library, and surrounding areas
- Act as liaison between library and historic society
- Responsible for organizing visitor statistics

Operational and Administrative:

- Participates in professional development workshops and meetings
- Assists with computer and printing software maintenance as needed and troubleshooting technology issues for patrons and staff
- Assists in program development and delivery as needed in coordination with Youth Librarian, Community Outreach Specialist, and Programming Coordinator as assigned
- Shelving, organizing, and call number maintenance and receiving incoming transit and processing holds
- Delivering excellent customer service to all patrons
- Workflows tasks such as book drop, on-shelf holds, discharge and checking our materials, and creating new library ID cards
- Receiving incoming transit and processing holds
- Providing data and compiling reports as needed
- Other duties as assigned

Qualifications

Associates degree or 60 college credit hours. OR 3 years' experience with community outreach and program delivery. Library experience preferred.

Revised June 2022

Library Assistant

The Library Assistant operates under the supervision of the Library Director and is a liaison between patrons, staff, volunteers, and the community. The assistant works to ensure the efficient operations of library by performing a wide range of administrative tasks related to correspondence, files, and calendar management; work coordination; customer service; fielding of questions; information gathering; and compilation of reports. The Library Assistant will participate in activities in support of library programs, such as organizing and maintaining the library collection, helping customers locate information, maintaining and creating online databases, and directing the acquisition, and shelving.

Illustrative Tasks

Administrative:

- Completing deposits, updating ledger, and communicating needs with director
- Compiles reports for spending and collection development
- Collects and organizes invoices for library director/bookkeeper
- Organizing and maintaining the library collection and shelving; checking in new material and maintaining routing lists where appropriate
- File and database management

Volunteer Services:

- Assists in the recruitment, interviewing, and training of library volunteers
- Maintains volunteer documentation as needed
- Conduct facility tours
- Assists in scheduling volunteers in coordination with library director
- Library clerk duties:
- Circulation desk responsibilities: shelving, organizing, and call number maintenance
- Delivering excellent customer service to patrons
- Workflows tasks such as book drop, on-shelf holds, discharging and checking out materials, and creating new library ID cards
- Receiving incoming transit and processing holds
- Customer service including: fielding of questions and information gathering
- Compiling data related to 'day statistics' for reporting

Professional development and other duties:

- Participates in professional development workshops to maintain knowledge related to library services
- Assists in program development and delivery as needed in coordination with Youth Librarian, Community Coordinator as assigned
- Other duties as assigned including additional administrative or program-related tasks, when needed, by his or her supervisors. This position may require lifting of up to 25lbs.

Qualifications: Associates degree or 60 college credit hours. Library experience preferred.

Children's Library Specialist

The Children's Library Specialist operates under the general supervision and guidance of the Library Director. The Children's Library Specialist is responsible for relevant programming, outreach, and collections development.

Responsibilities including but not limited to:

- The development and implementation of monthly programs for children that focus on a variety of age groups.
- Works with community partners and educators to establish a well-rounded and diverse range of programs throughout the year.
- Engages with other early literacy professionals and/or specialists to build unique and educational programs.
- Creates interactive, hands-on activities for children to promote the strengthening of fine motor skills and creativity.
- Maintains awareness of curriculum standards for entry-level grades and age-appropriate objectives to integrate into programming.
- Engages in continuing education opportunities when available.

Acts as a resource for patrons in regard to:

- Reading resources for parents and children.
- Publications relevant to Early Literacy and Children's Librarianship.
- Childhood development.
- Professional outsourced services relating to the needs of children.

Assists the Library Director with collections development:

- Research new children's materials to be purchased by the Library.
- General maintenance of the children's collection, as needed.
- Collects knowledge and statistics on Early Literacy and children's programs.
- Contributes to the Annual and State Reports.

Clerical Duties including but not limited to:

- Shelving, organizing, and call number maintenance.
- Delivering excellent customer service to all patrons.
- Workflows tasks including book drop, on-shelf holds, discharging and checking out materials, and creating new library cards.
- Receiving incoming transit and processing holds.

Revised June 2022

Library Clerk

The Library Clerk operates under the supervision of the Library Director. The Library Clerk works directly with patrons and visitors and is responsible for routine circulation, shelf maintenance, and clerical duties.

Clerical Duties including but not limited to:

- Delivering excellent customer service to all patrons.
- Answering the telephone; provides information or refers calls to the appropriate staff member.
- Shelving, organizing, and call number maintenance.
- Workflows tasks such as processing the outdoor book-drop, locating on-shelf holds, discharging and checking out materials, and creating new library cards.
- Receiving incoming transit and processing holds.

Technology Support including but not limited to:

- Computer and printing maintenance as needed.
- Troubleshoots technological issues for patrons and staff.
- Assist patrons with Mobile Hotspot issues.
- Assist patrons with the use of STARCat, OverDrive, and Libby. The Library Clerk may be asked to complete additional administrative or program-related tasks, when needed, by his or her supervisors. This position may require lifting of 25lbs.

Performance Standards and Review

Each employee must meet performance standards based on his or her job, the Rules of Respect, and the Employee Code of Conduct. While the job description tells the employee *what* is to be done, performance standards provide the employee with specific expectations for each major duty.

Performance Standards are:

- Observable and measurable
- Meaningful and attainable
- Expressed in terms of quantity, quality, timeliness, cost, safety or outcomes

In determining performance standards, consider the following:

- What does a good job look like?
- How long should it take?
- How accurate or how good is acceptable?
- Does the employee meet standards in:
 - Friendliness
 - Helpfulness
 - Execution of duties
 - Punctuality
 - Adhering to the Rules of Respect
 - Adhering to the Employee Code of Conduct

Once the performance standards have been set, the supervisor will meet with the employee to discuss and identify objectives and goals. These performance standards will be reviewed every six (6) and twelve (12) months in a confidential setting. The annual review at twelve (12) months will be presented in both a verbal and written fashion.

Revised September 2019

Employee Corrective Action

Outside of the formal performance evaluation process, it is important that employee actions needing correction are dealt with immediately and clearly. These actions will become a part of the periodic performance review and will be taken into consideration when rating the employee's job performance.

Unless the severity of the infraction calls for an immediate disciplinary action, the corrective actions need to be gradual, starting with a verbal discussion with the employee. Please review the Counseling Sessions Guidelines (Appendix E) attached.

When performance falls below an acceptable level, corrective action may be utilized. Corrective actions may include verbal warning, written warning, or termination. The focus of corrective action is to promote employee job success by identifying the unacceptable performance, the cause(s) of the unacceptable performance, and agreeing on method(s) for improving employee performance to an acceptable level. In determining which type of corrective action is appropriate, the seriousness of the infraction (i.e., unacceptable behavior, attendance related issues, or misconduct), the past performance record and the circumstances surrounding the matter will be taken into consideration. Since the corrective action is intended to be action-oriented, corrective action of verbal warning, written warning, or suspension will usually include scheduled review dates to monitor the employee's progress toward acceptable performance.

Corrective action options include but are not limited to:

Verbal warning – to clarify expectations of acceptable performance, development of an action plan for improvement, and advising of consequences if the performance problem is not corrected.

Written Warning – which states that performance or conduct is unacceptable, development of an action plan for improvement, and a written warning of termination that states that continuation of any unacceptable performance for the same or different reason may result in termination.

A written warning is a written summary of the meeting between the supervisor and the employee and should include:

- A statement for the reason of the meeting
- The employee's point of view
- Clear expectations for the future
- Supportive and factual tone
- Signature of both parties
- Distribution of the memo to both parties, addressed to the recipient, employee, and a copy placed in the employees personnel file

Final Warning – which states that performance or conduct is unacceptable, and further continuation of such performance will result in disciplinary action up to and including termination of employment. Discharge – termination of employment with or without notice.

Note: Corrective action is not always a continuous process and can be imposed at any step. Supervisors may use one or more corrective actions at their discretion. Although there is no way to identify every possible type of unacceptable performance or misconduct that may result in corrective action, the following situations provide examples of events that may result in corrective action, up to and including termination.

Failure to perform work tasks properly or completely

- Excessive absenteeism
- Engaging in acts of dishonesty
- Insubordination
- Misuse of work time
- Unauthorized work
- Failure to comply with library policies and rules
- Harassment
- Disclosure or misuse of confidential information
- Engaging in library related work while under the influence of illegal drugs or alcohol
- Unprofessional behavior
- Supervisors are responsible for recognizing that the timely application of any form of corrective action is necessary.

Vacation Policy

The Montour Falls Library will provide each full-time employee with paid vacation time on a periodic basis. The Library defines full-time employees as any employee that is scheduled 32 hours or more on a regular basis. The amount of vacation to which an employee is entitled is determined by the employee's length of full-time service as of their anniversary date of becoming full-time. If an employee becomes full-time in the middle of the fiscal year, the Policy Committee and Board Treasurer will determine how much vacation the employee is entitled.

For full-time employees vacation accrues as follows:

1. At the end of the first year of service, one week (5 days) of vacation.
2. Three years or more, but less than eight years of service, 10 days of vacation.
3. Eight years or more of service, 15 days of vacation.

Example

- At the end of the first year of service, an employee that works 36 hours per week will receive 36 hours of vacation time to use (equivalent to 5 days).
- At the end of three years, an employee that works 36 hours per week will receive 72 hours of vacation time to use (equivalent to 10 days).
- At the end of eight or more years, an employee that works 36 hours per week will receive 108 hours of vacation to use (equivalent to 15 days).

Vacation time must be used in the year it is accrued. Vacation time may only roll over under extenuating circumstances at the discretion of the Library Director or the Board of Trustees. Employees are not entitled to salary pay in lieu of taking time off for vacation.

Employees should notify the Library Director at least two (2) weeks in advance to use vacation time. Employees should submit a written request using the Vacation Request Form to be approved by the Library Director. The Library Director must submit their personal requests for vacation to the Board President for approval.

To ensure that all staffing and operational needs are met, the Library reserves the right to grant vacation requests at its discretion. The Library Director will carefully monitor the use of time off and will take into consideration seniority, special skills, etc., when granting vacation. No additional monies will be allotted for coverage of hours/days of the vacated position. Volunteers should be scheduled during this time to cover open shift.

Approved June 2020

Holiday Pay

The Montour Falls Library recognizes the following holidays and honors the day off for all paid employees.

New Year's Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Indigenous People's Day
Veteran's Day
Thanksgiving Day
Christmas Day

Employees are paid their regularly scheduled work hours and their assigned rate of pay for each holiday. (Example: If the library is normally open for 3 hours on a particular day, the employee will be paid for 3 hours. If an employee is normally scheduled to work 5 hours on a scheduled day, the employee will be paid for 5 hours.) Employees will not receive holiday pay if a holiday falls on a day the library is normally closed.

Approved May 2020

Mileage Reimbursement

Responsibilities outlined in Job Descriptions include both outreach and programming needs that may occur off-site. Employees are eligible to claim mileage reimbursement for personal vehicle travel totaling 10 miles or more round trip. Multiple local trips cannot be combined to meet 10 miles or more. Employees may not claim mileage for travel when other options are available, and the employee chooses to transport themselves. Employees may not claim mileage for their daily commute to and from work.

Employees should use the Mileage Claim Form to document their travels. The starting point should be the location they left from and includes total mileage round trip. Employees must request reimbursement within the same pay period as the travel.

This policy does not apply to mileage reimbursement that is already reimbursed by grant funding. Reimbursement rates will be consistent with the General Service Administration rates for the given year.

Approved May 2020

Library Board of Trustees

The Library Board of Trustees aims to help the library improve and extend its services to benefit community members' personal, educational, and working lives.

Responsibilities of trustees:

- Act in good faith with the best interest of the organization in mind.
- Ensure that the Library complies with all applicable laws and does not engage in unauthorized activities.
- Create and develop the mission of the Library.
- Select, hire, and regularly evaluate a qualified Library Director.
- Secure adequate funding for the library's programs and services.
- Exercise fiduciary responsibility for the use of public and private funds.
- Adopt policies and rules regarding library governance and use.
- Regularly plan and evaluate library programs and services.
- Maintain a facility that meets the Library's and community's needs.
- Promote the Library in the local community and in general.
- Conduct the business of the Library in an open and ethical manner in compliance with all applicable laws and regulations and with respect for the institution, staff, and public.
- Act proactively and be open to change to survive and thrive in a world in which change is the only constant.
- Be familiar with and support new and changing technologies.
- Actively take part in fundraising activities to help meet goals.
- Be on the lookout for potential new Board Members who can help keep the Library and the Board strong and move confidently toward the future, keeping in mind the ethnic, racial, and cultural diversity of the community.

Revised September 2019

Conflict of Interest Policy

The Montour Falls Library Board of Trustees and library personnel shall adhere to the highest standards of honesty, good faith, and fair dealing in all activities relating to the organization. The Library encourages these four (4) core values in everyday activities: to be caring, respectful, honest, and responsible in all aspects of their role as it relates to the organization.

No trustee, employee, or any member of their respective families or households shall accept gifts, gratuities, or favors of any kind from any person, firm or corporation doing business or seeking to do business with the library and which could reasonably be expected to influence, or create the appearance of influencing, his or her actions affecting the Library. This prohibition is not intended to preclude business meals or other nominal benefits with a maximum limit of \$50.00 (fifty dollars) in value during the

reasonable and ordinary course of business.

Without full and complete disclosure to and approval by the Board of Trustees, no trustee or employee shall have any position of influence with, or a material financial interest in, any other entity, the existence of which does or could reasonably be expected to conflict with the proper performance of his or her duties or responsibilities to the Library, or which could reasonably be expected to affect his or her independent judgment and action with respect to transactions between the Library and such other entity. If such a position exists, it must be disclosed to the Library Director and/or President of the Board.

Each trustee shall provide the Board of Trustees with written notification of any transaction or situation that may imply any reasonable doubt concerning the possible existence of a conflict of interest by the Director or other personnel.

In the event that the Library may wish to contract or enter into an arrangement for goods or services under circumstances that may present a conflict of interest affecting one or more of its trustees the following shall apply: (1) The affected person(s) of the Library agree(s) to provide full information to the Board of Trustees to allow the Board of Trustees to approve or disapprove by resolution, with the advantage of full disclosure, such contract or arrangement. (2) The affected person shall recuse himself from the vote.

Annually, or upon start of duties, trustees and employees shall complete and return to the Board of Trustees President or his or her designee a Disclosure of Interests Form (Appendix F). The Library Director shall administer this policy. Any disputed action of the Library Director with respect to this policy shall be resolved by the Board of Trustees.
Revised September 2019

This section was adopted directly from the STLS Conflict of Interest Policy; Authority of the Board Policy and Whistleblower's and Ethical Behavior Policy.

Financial Policies and Procedures

Treasurer

1. The Treasurer shall be the head of the Finance Committee and shall have charge of all funds of the Library, supervise the payment of bills, keep a record of the finances, develop an annual budget and delegate other tasks as necessary to provide a report on the state of the Board's finances at each regular board meeting.
2. The Treasurer shall be appointed by the Board annually as per the Library Bylaws.
3. The Treasurer shall keep the financial records for the Library, including checking, savings, and investment accounts.
4. The Treasurer ***will not be the sole signer*** of checks for the Library's bills.

Finance Committee: shall supervise all corporate funds, income and expenditures, and all real or personal property belonging to the Library. This committee shall be comprised of the Treasurer, a bookkeeper (at the discretion of the Treasurer), and at least one other trustee. The Finance Committee will recommend the uses of memorial gifts and bequests. The fiscal year of the Library is January 1st to December 31st.

Monthly Reports

1. A financial report will be prepared by the Treasurer for each monthly meeting. The check registers and statements for all accounts will be made available upon request of any Board member.
2. The monthly financial report will include a listing of the balances in all of the Library's accounts, the monthly revenue and expenditures, and a year-to-date budget report.

Financial Procedures

1. Two (2) people who are listed on the corporate resolution will sign each check after examining and validating the expense for which it is written.
2. No library employee or trustee shall spend more than \$500 of library funds without prior approval of the Board of Trustees unless in the event of an emergency or disaster.
3. Expenditures will be tracked by the Treasurer and kept in an orderly file by date paid.
4. Receipts will be kept for all expenditures. The receipts and copy of the pertinent expenditures will be given to the Treasurer for reimbursement.
5. A daily income record will be kept. All income will be recorded in this book under the appropriate category. The Library Director is responsible for making weekly bank deposits and they, or a designated staff member, will reconcile the recorded income with the cash and checks on hand prior to making the deposit.
6. Payroll will be paid biweekly on Tuesdays for the 2-week period ending on the Saturday prior to payroll. Pay weeks run Sunday-Saturday.
7. The Library may contract with a paid financial consultant to provide an audit of the Library at the discretion of the Board of Trustees.
8. The bookkeeper will prepare the quarterly federal and state tax reports.
9. The accountant will prepare the annual 990 report financials.
10. The Finance Committee will perform an internal audit annually to review accounting practices and accounts.

Library Funds

1. **General Checking:** Funds for use for general library expenditures, funded through tax monies, grants, and fundraising annually. This includes funds for the children's library funded by the Blowers' family and designated donations. The Library will send a quarterly report to the designated Blowers' accountant.

2. **C. Lee Book Fund:** Corinne Lee gave \$2000 to the library in her will to be kept in perpetuity as an investment account. The principal amount of \$2000 is to be untouched, and the interest earned is for book purchases. The interest is to be transferred to the general checking account for this purpose.
3. Interest accrued on accounts for the general fund investments will be transferred to the general operating fund's checking account quarterly or when they are posted to the account as available if less often.

Revised September 2019

Historical Resources Policy

The Montour Falls Library aims to preserve and protect its collection of historical records and artifacts. Through the guidance of the Board of Trustees' Historical Records and Artifacts Committee, designated personnel will be responsible for exploring funding opportunities to support preservation and digitization.

The Library strives to make its historical records more accessible to the public through the on-loan hosting of materials through local organizations which are kept on record with the Board President and the Library Director. The Library will continue to pursue educational opportunities that focus on preservation and maintenance. The Library will explore the process of digitization to ultimately create a digital repository for its records.

Historical Research

Historical research is encouraged and welcome at the Montour Falls Library. Individuals wishing to conduct historical research will be asked to describe the nature of their project and any specific materials requested, if applicable. Research will take place in the library by appointment only.

Rules of Research

Individuals and organizations wishing to access historical materials for research must adhere to the following rules. Library staff will make every effort to see that qualified researchers are given a reasonable amount of access to collections and assistance in their research needs.

1. Individuals wishing to conduct historical research must submit a completed Research Request Form (Appendix G), also available on the library website, to the Library Director.
2. Research projects require a prior appointment. Please notify the Director of research at least ten (10) days in advance. This will give the staff time to coordinate use of space and materials. Research must be done during regular hours of operation.

3. All decisions concerning access to collections and materials are made at the discretion of the Library Director.
4. Access to certain items may be limited due to condition or other reasons established by staff.
5. Food and drink are not allowed during any research period.
6. A staff member must be in the library at all times when objects are present.
7. Photography is not permitted unless permission is granted by staff. Requests for photographic images and permission to reproduce should be made in writing and submitted to the Library Director.
8. Remove or secure any objects that might fall or cause a damage to materials, including ties, scarves, jewelry or identification badges.
9. Library staff will be responsible for the moving of materials. In isolated cases, when researchers are experienced museum professionals, they may be permitted to handle certain objects.
10. Removal of materials from the building is strictly prohibited, unless a loan has been arranged.
11. The Montour Falls Library may request a copy of any subsequent publications.
12. Researchers are expected to abide by all professional and scholarly best practices of research ethics.

Approved September 2019

Sources

The Rockwell Museum, *Research Request Form – Rules of Access*, Corning, NY, (2018-2019).

Worker's Compensation Policy

New York State requires most employers to maintain Worker's Compensation Insurance, which is designed to protect the financial stability and to cover the medical bills of employees who suffer an accidental injury or illness arising out of and in the course of employment, as determined by the Worker's Compensation Board. The Montour Falls Memorial Library provides such insurance coverage as required by law. Employees who sustain work-related injuries or illnesses must inform their supervisor immediately and complete an incident report through the state portal.

In accordance with the law, any employee who is not able to work due to a covered injury or illness will become eligible for benefits and will claim them immediately after the required waiting period.

The Board of Trustees will administer all claims.

Revised September 2019

Volunteer Policy

The Montour Falls Library offers volunteer positions to both students and adults. Any persons interested in becoming a volunteer should complete a volunteer application. Applications (Appendix H) can be found at the circulation desk by asking a member of staff. It is also available on the library website. Once an application is submitted, potential volunteers will be interviewed by a member of the staff to evaluate skillsets and interests.

Volunteers shall be recruited without regard to any individual's age, race, creed, color, national origin, religion, marital status, sexual orientation, gender, physical appearance, socioeconomic level, education level, or any other legally protected characteristic.

Volunteers must abide by the Rules of Respect and the Volunteer Code of Conduct distributed at their first shift. For adult volunteers, this includes completing the Confidentiality Form to protect patron information and participating in Sexual Harassment Training.

Volunteer time and talent is utilized to:

- Assist staff, as needed, in daily tasks
- Add services of value to new and existing programs
- Promote public awareness of library services
- Increase involvement and support of the Library by the public
- Promote civic engagement and community growth

Volunteer Requirements and Objectives:

- Volunteers should be able to work a minimum of thirty (30) minutes and a maximum of five (5) hours per shift. Longer shifts may be applicable during special events.
- Must be able to follow directives with minimal supervision and stay on task without additional prompting.
- Must show a willingness to learn and an interest in what the library does.
- Must understand basic library operations such as light cleaning, shelving, alphabetizing, and delivering customer service to each patron.

All volunteer records should be updated once annually or as needed including current address, phone number, and emergency contact information.

Student Volunteers

Volunteers under the age of 18 must have parental approval and cannot work more than four (4) hours per day. As a general rule, the Montour Falls Library does not accept volunteers under the age of fourteen (14) years old. Student volunteers may not work without direct supervision by a staff member or a designated adult volunteer.

Revised June 2021

Communication and Technology Policy

Publicity and Statements to the Media

All media inquiries regarding Montour Falls Library should be referred to Director and/or Board of Trustees. Employees should never represent themselves as a spokesperson for the Montour Falls Library. An employee who is contacted by the media or someone asking specific questions about a project are asked to forward the inquiry to Library Director. This includes any written requests for sponsorship, letters of support, or statements on behalf of the Montour Falls Public Library.

Social Media Policy Purpose

This policy provides guidance for employee use of social media, broadly understood for purposes of this policy to include (but not limited to) blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner. When you are participating in social networking, you represent both yourself personally and the Montour Falls Library.

The following principles apply to professional use of social media on behalf of the MFL as well as personal use of social media when referencing the library. Never discuss confidential or private information about personnel, volunteers, patrons, or library practices when using social media. Employees are not to make public, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with their supervisor.

For Patrons and Public Users

The Montour Falls Library requires that users of social media follow the below outlined guidelines for participating and engaging with the library social media platforms. Public comments that contain the following will not be tolerated (this is not an exhaustive list):

- Plagiarized or copyrighted materials
- Commercial or SPAM type postings
- Obscene, discriminating, racist, or harassing posts
- Personal attacks, threats, or threatening language

By choosing to comment or participate, users agree to these rules. Staff may remove comments or postings and/or patrons who do not adhere to these guidelines.

Appendix A

Montour Falls Library

Today's Date: _____

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

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

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

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

COMPLAINANT INFORMATION

Name:

Work Address:

Job Title: _____ Email: _____

Select Preferred Communication Method: Email Phone In person

SUPERVISORY INFORMATION

Supervisor’s Name:

Title:

COMPLAINT INFORMATION

1. Your complaint of Sexual Harassment is made about:

Name: _____ Title: _____

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. Be specific, note dates and times if applicable.

3. Date(s) sexual harassment occurred:

4. Is the sexual harassment continuing? Yes No

5. 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.

6. 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:* _____

Instructions for Employers

If you receive a complaint about alleged sexual harassment, follow your sexual harassment prevention policy.

An investigation involves:

- Speaking with the employee
- Speaking with the alleged harasser
- Interviewing witnesses
- Collecting and reviewing any related documents

While the process may vary from case to case, all allegations should be investigated promptly and resolved as quickly as possible. The investigation should be kept confidential to the extent possible.

Document the findings of the investigation and basis for your decision along with any corrective actions taken and notify the employee and the individual(s) against whom the complaint was made. This may be done via email.

Appendix B

Montour Falls Library Request to Use Library Facilities

Today's Date: _____

Please complete this form if your group or organization would like to use library space outside of regular business hours and return to the circulation desk. The Montour Falls Library charges a fee of \$40 per hour for use of space.

Name of Organization: _____

Address of Organization: _____

Contact Person: _____

Phone Number: _____

Email: _____

Requested Date(s): _____

Program Start Time: _____ Program End Time: _____

Estimated # of Attendees: _____

Is this event open to the public? _____

I hereby certify that the above information is accurate, that I am a duly authorized representative of the above organization, that I am authorized to bind the organization, and that I have read, understood, and agree, to be bound by the conditions for use which appear on the back of this form. I understand and agree on behalf of the above organization to release the Montour Falls Library from any and all liability, responsibility or claim arising out of injuries or damages incurred during the use of the buildings, facilities and grounds. The organization also agrees to defend, indemnify, and hold harmless the Montour Falls Library, its employees, volunteers, and trustees, against all liability, loss, damage, cost and expense, including all attorney's fees, and all claims, suits and demands therefore, arising out of or resulting from the acts or omissions of the organization or the organization's employees, officers, agents, or assigns under this Request to Use Library Facilities agreement

Signature: _____ Date: _____

Appendix C

Montour Falls Library Request for Reconsideration of Library Materials

Completely fill out the form below and mail to this address:

ATTN: Library Director
Montour Falls Library
PO Box 486
Montour Falls, NY
14865

Name: _____

Address: _____

City/State: _____ Zip Code: _____

Phone: _____ Email: _____

A) Do you represent yourself?

- Yes
 No

B) An organization?

- Yes
 No

If "Yes" to B, which organization?

About the Material

Title of Material:

What type of material is it?

- Book Audiobook
 DVD/Movie Other _____

What brought this title to your attention?

Did you read, view, or listen to the entire work?

Yes

No

What concerns do you have about this material? Please cite specific pages:

What resources do you suggest to provide additional information or other viewpoints on this topic?

Additional notes or comments:

Signature: _____

Date: _____

Appendix D

**Montour Falls Library
Employee Code of Conduct Addendum**

I, _____, certify that I have been given a copy of the Montour Falls Library Policy and Procedures Manual. I have fully read and understand all polices, including but not limited to, the Rules of Respect and the Employee Code of Conduct. This notice confirms that I agree to these terms and conditions. A signed copy will be kept in my personnel folder and updated accordingly.

Employee Signature

Date

Supervisor Signature

Date

Appendix E

Montour Falls Library Corrective Action Form

EMPLOYEE CORRECTIVE ACTION

Employee Name:	Employee Job Title:
Supervisor Name:	Today's Date:
Supervisory/Managerial presentation team: Presented by: Witnessed by:	Type of Corrective Action: <i>(place X next to type being issued)</i> [] Written [] Final Written

VIOLATION INFORMATION (attach supporting documentation/records if applicable)

Date of Violation:	Time of Violation:
<p>Has Employee been previously warned or notified of this or any other violation?</p> <p>[] Yes <u>If yes, type of warning</u> [] Verbal [] Written [] Final</p> <p>[] No</p>	

DISCIPLINARY ACTION

<u>What occurred:</u> <u>Action to be taken:</u>
Employee Comments:

Your signature below acknowledges you have read, been spoken to and understand the consequences of this offense. In addition, you have been encouraged and given the opportunity to document your response in the Employee Comments section.

Signature of Employee Date

Signature of Supervisor Date

Appendix F

Montour Falls Library

Disclosure of Interests Form

The conflict of interest policy, which sets forth standards of expected conduct, includes a provision which requires trustees and non-union employees to disclose all interests which could result in a conflict.

Complete and return the enclosed Disclosure of Interests Form. Please be assured that the disclosure requirements are intended to provide the Board with a systematic and ongoing method of disclosing and ethically resolving potential conflicts of interest. Although it is impossible to list every circumstance giving rise to a possible conflict of interest, the following will serve as a guide to the types of activities that might cause conflicts and that should be reported:

1) Outside Interests

To hold, directly or indirectly, a position or a material financial interest in any other entity from which the individual has reason to believe the Montour Falls Library secures goods or services (including the services of buying or selling stocks, bonds, or other securities), or that provides services competitive with the Library.

To compete, directly or indirectly with the Montour Falls Library in the purchase or sale of property or property rights, interests, or services.

2) Outside Activities

To render directive, managerial, or consultative services to any outside concern that does business with, or competes with the services of the Montour Falls Library, or to render other services in competition with the Montour Falls Library.

3) Inside Information

To disclose or use information relating to the Montour Falls Library's business for the personal profit or advantage of the individual or his/her respective families or households.

4) Gifts, Gratuities, and Entertainment

To accept gifts, excessive entertainment, or other favors from any outside concern that does, or is seeking to do, business with, or is a competitor of, the Montour Falls Library - under circumstances from which it might be inferred that such action was intended to influence or possibly would influence the individual in the performance of his/her duties.

This prohibition is not intended to preclude business meals or other nominal benefits in the reasonable and ordinary course of business.

Full disclosure of any situation in doubt should be made so as to permit an impartial and objective determination. It should be particularly noted that disclosure relates not only to yourself, but also to your respective families or households.

**Montour Falls Library
Disclosure of Interests Form**

ATTN: Library Director, Board President, & Board of Trustees

RE: Conflict of Interest Disclosure

I, _____, have received a copy of the Montour Falls Library's Conflict of Interest Policy. I hereby state that I, or members of my respective families or households, have the following affiliations or interest and have taken part in the following transactions that, when considered in conjunction with the position with or relation to the Montour Falls Library, might possibly constitute a conflict of interest. Check "None" where applicable.

1) Outside Interests

Identify any interests, other than investments, of yourself or your respective families or households, as described in the first numbered paragraph of the accompanying disclosure form.

None

2) Investments

List and describe, with respect to yourself or your respective families or households, all investments that might be within the category of "financial interest", as described in the first numbered paragraph of the accompanying disclosure form.

None

3) Outside Activities

Identify any outside activities, of yourself or your respective families or households, as described in paragraph number 2 of the accompanying disclosure form.

None

4) Other

List any other activities in which you or your respective families or households are engaged that may be regarded as constituting a conflict of interest, giving particular attention to the paragraphs numbered 2 and 3 of the accompanying disclosure form.

None

5) I hereby certify that neither I nor any member of my respective families or households has accepted gifts, gratuities, or entertainment that might influence my judgment or actions concerning the business of the Library, unless noted above. I certify that I will report to the Board President if any changes or additions arise.

Signature Date

Appendix G

Research Request Form

Completely fill out the form below and return to the Library Director. You may also mail it to the address below.

ATTN: Library Director
Montour Falls Library
PO Box 486
Montour Falls, NY
14865

Name: _____

Address: _____

City/State: _____ Zip Code: _____

Phone: _____ Email: _____

A) Do you represent yourself?

- Yes
- No

B) An organization?

- Yes
- No

If "Yes" to B, which organization?:

Is this a sponsored research project? If so, sponsored by whom?:

Nature of Research:

- Publication

- Dissertation/Thesis
- Exhibition
- Independent/Student Research
- Other: _____

Research Title or Topic:

Type(s) of materials requested:

- Objects/Artifacts
- Library Holding
- Photographs
- Records/Files
- Other

For materials sought, please specify, if applicable: _____

Requested Date(s) for Research (please give the Library at least 10 days prior notice to organize materials and space):

Estimated Research Completion Time: _____

Yes, I have read and understand the Rules of Research.

Additional Questions or Comments:

Appendix H

Volunteer Application

<https://forms.office.com/r/fCMDawbMqV>

Name:

Phone/Email:

Address:

How did you learn about this opportunity?

Emergency Contact:

Availability: Days and hours

Are you comfortable using computers / willing to learn how to use the library's computer software? (If yes, volunteer will be required to fill out a Workflows Use & Training Agreement.) *

Are you interested in volunteering for special events?

Are you comfortable alphabetizing?

Are you able to lift books, stack shelves, and move book sale items? (this will not prohibit you for volunteering)?

Why do you want to volunteer here? What is your volunteer experience? What else should we know about you? Questions/Comments:

Please read the attached policy. By typing your name in the text box below you are signifying you have read and understand the volunteer policy.

Appendix J

Sample Hire Letter

Name

Address

City, State, Zip

Dear [Full Name],

Congratulations on your new position at the Montour Falls Library. The [Job Title] position is [full time/part time] at a pay rate of [\$\$]. You will be paid biweekly, work week calculated as Sunday to Saturday. Your hours of work will be scheduled as [hours]. The expectation is that you will be flexible within your work hours as dictated by the needs of the library.

As discussed previously, the Montour Falls Library does not offer a benefits program.

Time off is granted as per policy [for Director only].

Please familiarize yourself with the library's Constitution and ByLaws (attached), and review the Rules of Respect and Employee Code of Conduct (also attached).

On [the first day of work], you are scheduled to meet with [Name and Title of Supervisor].

Do not hesitate to call if you have any questions prior to your first day. We are delighted to have you join us and look forward to working with you!

Sincerely,

[Name and Title]

Appendix K

Vacation Request Form

Today's Date: _____

Employee Name & Title:

Requested Vacation Dates (DD/MM/YY):

Alternate dates if requested dates are not available (DD/MM/YY):

Approved (Circle One): Y / N

Director or Board President Signature

Date

A copy of this document will be provided to the employee after approval.