



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

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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 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.

The library observes the following holiday closures: New Year's Day, Memorial Day (observed), Independence Day (observed), Labor Day (observed), Thanksgiving, and the Friday following Thanksgiving, and Christmas Day.

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 causes 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, Library Manager, Children's Library Specialist, and Library Clerks.
- (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 a 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 purpose of this policy is to support our collections development by guiding staff in selection, management, and preservation of items used for recreational, cultural, and educational purposes. It also outlines the fiscal responsibilities of collections development and the appropriate use of taxpayer funds. Additionally, this policy informs the public of the principles that guide our collections' development and establishes our commitment to intellectual freedom.

The Montour Falls Library is committed to providing diverse, authoritative collections in multiple formats. It is our mission to provide the community with the opportunity to access, share, and use information and materials in an environment that nurtures intellectual freedom and encourages life-long learning. The library values community learning and knowledge, access to resources and technology, diversity, inclusion, and social justice, recreation and looking to the future needs of the community.

The Montour Falls Library provides a wide range of materials and information for patrons to access that is well-rounded and based on local and national demand, professional and popular media reviews, in addition to recommendations from the public, staff, and reviewed copies from publishers. Budget and space limitations require a focus on materials that appeal to a broad range of users. The responsibility for the selection of the library materials is delegated to the director of the library.

Intellectual Freedom

As part of this policy, the Montour Falls Library refers to the American Library Association Library Bill of Rights; The Freedom to Read; The Public Library, A Statement of Principles; and the American Film & Video Association Freedom to View. <http://www.ala.org/advocacy/intfreedom/librarybill>

Acceptability of books or other material will not be determined on the basis of the author's personal history, political affiliation, race, sex, or cultural background nor on anticipated public response, or personal viewpoint of the librarian.

Access to the Collection

The use of the library will not be denied or abridged because of age, gender, sexual orientation, race, religion, national origin, educational background, or by political or social views. It is the Library's philosophy that the parent or legal guardian of a child should be the one to determine what the child will read, listen to, or view.

Policy Goals and Objectives

The collection development policy aims to fulfill the vision and mission of the Montour Falls Library providing its patrons access to current educational, recreational, and informational needs, primarily by:

1. Providing materials that will assist in the dissemination of accurate historic and current information
2. Providing resources and materials in a variety of genres and formats
3. Proactively disseminating information about library resources to the community and facilitating patrons' use of the library and its resources.

Responsibility for the Selection of Materials

The responsibility for the selection of library materials lies with the professional library staff under the Board of Trustees, who delegate responsibility to the director and their staff. Suggestions from the public are welcomed. 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.

Selection Criteria

Selection of materials is a complex process that calls for professional staff's skills, experience, and knowledge. Basic factors considered for purchase are;

1. Demand
2. Critical Reception
3. Content
4. Timeliness
5. Local interest
6. Authoritative
7. Format

Selection Sources

Sources used for selection of this collection include both print and digital reviews from standard review sources, publishers' catalogs and advertisements, and professional bibliographies. The library encourages customer recommendations, subject to the selection criteria outlined above.

Gifts

The library accepts donations to the collection using the same selection criteria applied to purchased materials. Final acceptance of material is the responsibility of the Library Director using the following guidelines.

1. Donated materials not accepted for the collection will be donated into library book sale collections or may be disposed of through other means determined by the library.
2. The Library will provide a written acknowledgement of any donation but cannot assess the monetary value.
3. The Library is pleased to accept monetary gifts intended for the purchase of library materials when the donors' intentions for the gifts and the library's collection development objectives are consistent.

4. 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.

Discarding (Weeding) and Maintenance of the Collection

The weeding of library materials is an important and necessary means of maintaining a useful, balanced, lively, and accessible collection. Weeding should be done continuously on a regular basis. The Library may try to maintain copies of standard and important works but does not automatically replace all materials that are lost or withdrawn due to damage or wear. While research and special collections materials are not routinely removed from the collection, there are some circumstances where deselection is appropriate.

General weeding guidelines include the following:

1. Physical Condition- Is it such that the item should be rebound, replaced, or discarded?
2. Publication date- Is a newer edition available? If not, is this material out-of-date, inaccurate, or harmful? Is this an older but still valid edition that can be saved to meet demand for the title?
3. Uniqueness- Is the title unavailable elsewhere in the community or is it available in digital format? Would it be difficult to obtain via interlibrary loan?
4. Authority of author and publisher- Is the title listed in any current (three years or less) standard reference bibliography?
5. Usefulness to the collection- Is it one of only several works on the topic? Is it heavily used or if it is infrequently used now, would it be of use in the future based on professional judgment?
6. Local interest- Does the material have local relevance, or does it have any local connection that would make it useful acquisition?
7. Based on professional judgment, is there demand for this item now or in the future?
8. Value- Is this a worn item but one whose replacement cost would be prohibitive? If the item is not within the collection development guidelines, should it be withdrawn and sold? Is it available in other formats?

Other considerations

- Last activity date – if the item does not meet any of the criteria below and has not circulated in 8+ years, it should be weeded from stacks.
- Titles with reference or research value
- Rare/valuable titles and any titles with local interest
Titles by a local author
- Important primary sources
- Titles by important authors whose works are in constant demand, regardless of copyright date
- Availability through interlibrary loan

Challenges

All materials added to the library collection have been deemed to meet the criteria for selection as specified in this policy. Complaints regarding specific materials and/or requests for reevaluation of material shall be referred to the Director. The patron will be offered a Material Re-Evaluation Form, available at the circulation desk and online at [montourfallslibrary.org. https://forms.office.com/r/wmSig0nne2](https://forms.office.com/r/wmSig0nne2) No more than five titles can be submitted by one complainant/group at one time.

This form must be filled out in its entirety and signed by the individual requesting the action. The Library Director will investigate the complaint and provide a written response to the request within 30 days. The decision by the Director may be appealed to the Board of Trustees, which shall make a final determination within 60 days of receipt of the appeal. Challenged materials will not be removed from the collection prior to a decision by the Board of Trustees.

Challenged materials that have been determined to remain part of the library collection may not be reviewed again by the same or other individuals/groups for three years following the completion of the review. This collection development policy will periodically be evaluated and revised as times and circumstances require.

Program challenges likewise should not be canceled because of the ideas or topics of the program or the views expressed by the participants or speakers, not should library workers remove displays because someone disagrees with the content. Challenges to programs or displays will follow the same protocol as materials challenges and require the completion of the Materials Re-Evaluation Form.

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 are required to care for an ill family member.
- b. They receive a mandated or doctor directed self-quarantine.
- c. They cannot work in-person due to emergency closure.

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

Paid Time Off (PTO)

All Montour Falls Library employees are provided with Paid Time Off (PTO) to be used for a variety of purposes including, but not limited to, vacation, personal time, mental or physical illness, injury, medical/preventative care, issues related to domestic violence for oneself or for a qualified family member, and for purposes covered by the New York State Sick Leave Law and Paid Family Leave. For the purposes of this policy, full-time staff are employees who are hired to work FTE at 32 hours a week or more. A part time employee is hired to work a minimum of 10 hours up to 32 hours a week.

Paid Time Off Schedule is as follows:

1. Full-time staff receive 96 hours (three weeks) of PTO each calendar year.
2. Part-time staff receive 52 hours of PTO each calendar year.
3. Full-time staff who have been employed for a total of 10 consecutive years are provided with 128 hours (four weeks) of PTO each calendar year.
4. Part-time staff who have been employed for a total of 10 consecutive years are provided 70 hours of PTO each calendar year.

PTO begins on the first day of employment and is prorated based on the employees' start date relative to the calendar (fiscal) year. PTO time can be used in full or partial day increments of not less than one hour.

Unused PTO

1. Payout of unused time is not permitted at any time or for any reason.
2. A maximum of 10 hours of PTO may be carried over into the next calendar year.

Use of PTO time

All employees shall request the use of PTO via written request to the Library Director and shall use the PTO/Floating Holiday Request form in Appendix K.

In the case of the Library Director, they shall make their request to the President of the Board of Trustees. Requests should be made as early as possible, preferably with 2 weeks' notice.

When requesting leave, employees are responsible for finding appropriate coverage. In the event they cannot, the Library Director will arrange coverage.

Time off requests will be approved or denied based on the needs of the library as determined by the Library Director or Board of Trustees.

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 PTO policy.

Paid Holidays

All employees shall be paid for the hours they would normally have worked for the following holidays when the library is closed.

New Year's Day

MLK Day

Memorial Day (Observed)

Independence Day (Observed)

Labor Day (Observed)

Thanksgiving Day

Day After Thanksgiving

Christmas Day

Employees are paid for 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.

Floating Holidays

In addition to PTO, all employees of the Montour Falls Library are provided two paid floating holidays to be used for any purpose, including but not limited to, religious holiday observation, observance of local or special holidays or for any purpose as discerned by the employee. Requests to use Floating holidays should be made as early as possible, preferably with 2 weeks' notice.

Leave for Inclement Weather

Employees will be paid their normal pay for any whole or partial day the library is closed due to a weather event and where the local school district has cancelled classes due to inclement weather. Employees are paid for their regularly scheduled work hours and their assigned rate of pay for these days. In the event an employee is already scheduled to be off, the employee will not be paid under this policy.

Bereavement Leave

Any employee may take up to three consecutive working days of paid bereavement leave for the death of his or her: child (biological, adopted, foster child, step child, legal ward, child of an employee standing in place of a parent); grandchild; spouse; domestic partner; parent (including step-parent or guardian); grandparent; child or parent of an employee's spouse or domestic partner; or sibling (including a half, adopted or step sibling). Bereavement leave is in addition to PTO.

Jury Duty Leave

Employees are provided with unpaid time off for Jury duty as required by NY state law. Employees may use PTO or Floating holidays if they wish to be paid for time off related to Jury duty.

Voting Leave

Any employees of the Montour Falls Library are eligible for up to two hours of paid time off to vote if they do not have “sufficient time to vote” as required by NY State law. An employee is deemed to have “sufficient time to vote” if an employee has four consecutive hours to vote either from the opening of the polls to the beginning of their work shift, or four consecutive hours between the end of a working shift and the closing of the polls. For example, if an employee is scheduled to work from 9 am to 5 pm, and the polls are opened from 6 am to 9 pm, the employee is not eligible for paid time off to vote, because the polls are open for four consecutive hours after the employee’s shift ends at 5 pm. However, if an employee is scheduled to work from 9 am to 6 pm, then the employee is eligible for paid time off to vote, because the employee only has three consecutive hours off in the beginning of their shift and end of their shift.

Military Leave

Any employees of the Montour Falls Library shall, upon returning from military leave, be reinstated into their former position, or a position of similar seniority, status, and pay, in accordance with NY state law and eligibility requirements.

Dress Code

1. Clothing and accessories should be neat, clean, and appropriate.
2. The Montour Falls Library supports accessibility for all patrons and staff and as such requires staff to refrain from heavy fragrances from personal care products, perfumes, colognes, tobacco smoke, marijuana smoke, and laundry products.
3. Employees are expected to maintain personal hygiene and have a professional and clean appearance while at work in the library.

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:

- Delegate, 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

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

Library Manager

The Library Manager operates under the supervision of the Library Director and is a liaison between patrons, staff, volunteers, and the community. The Manager assists with the implementation of the library's strategic plan, goals, and mission. The Library Manager will assist with administrative tasks under the guidance of the Director and may act on the Director's behalf in their absence.

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

Professional Development responsibilities:

- 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.

Operational tasks including but not limited to:

- Supply ordering and inventories when requested.
- Assists with staff scheduling and programming services, including program development.
- Oversees the technology utilized within the library and outsources to appropriate parties when necessary.
- Assists Director with marketing and publicity.
- Participates in community engagement activities, meetings, and events.

Collections Development tasks including but not limited to:

- Assists the Library Director in research on materials to be added to the library's collection based on relevant publications and statistics.
- Catalogs new materials as per STLS and the Library's standards.

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.

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.

Library Clerk

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.
- Provides information and referral as needed via phone and email.
- Shelving, organizing, and item maintenance.
- Workflows tasks such as processing the outdoor book-drop, locating on-shelf holds, discharging and checking out materials.
- Receiving incoming transit and processing holds.
- Registering new patrons and maintaining and updating user profiles.
- Cataloging new arrivals, shelving materials.
- Assisting with program development and delivery as needed. Clerk may be asked to assist with special events as determined by supervisors.

Technology Support including but not limited to:

- Assisting patrons with internet access and ensuring their technical needs are met.
- Computer and printing maintenance as needed.
- Troubleshoots technological issues for patrons and staff.
- Assist patrons with the use of STARCat and Libby.

Library clerks may be asked to complete additional administrative or program-related tasks, when needed, by their supervisors. This position may require lifting of 25lbs.

Professional Development:

- Participates in professional development workshops to maintain knowledge related to library services.

Volunteer Support:

- Oversees the volunteers in the library during shifts.
- Provides guidance and support to volunteers while on duty.
- Assists with volunteer tasks and volunteer plans with manager and director.

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:

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

In determining performance standards, consider the following:

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

- o A statement for the reason of the meeting
- o The employee's point of view
- o Clear expectations for the future
- o Supportive and factual tone
- o Signature of both parties
- o 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.

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:

- o Act in good faith with the best interest of the organization in mind.
- o Ensure that the Library complies with all applicable laws and does not engage in unauthorized activities.
- o Create and develop the mission of the Library.
- o Select, hire, and regularly evaluate a qualified Library Director.
- o Secure adequate funding for the library's programs and services.
- o Exercise fiduciary responsibility for the use of public and private funds.
- o Adopt policies and rules regarding library governance and use.
- o Regularly plan and evaluate library programs and services.
- o Maintain a facility that meets the Library's and community's needs.
- o Promote the Library in the local community and in general.
- o 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.
- o Act proactively and be open to change to survive and thrive in a world in which change is the only constant.
 - o Be familiar with and support new and changing technologies.
 - o Actively take part in fundraising activities to help meet goals.
- o 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:

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

Volunteer Requirements and Objectives:

- o 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.
- o Must be able to follow directives with minimal supervision and stay on task without additional prompting.
- o Must show a willingness to learn and an interest in what the library does. o 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

_____ 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
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 D

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 E

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 F

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 G

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 H

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.