

Andes Public Library

Policies and Procedures

These policies and guidelines of the Andes Public Library were adopted by the library board of Trustees at the May 2024 meeting.

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ANDES PUBLIC LIBRARY POLICIES AND PROCEDURES MANUAL

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- I. **MISSION STATEMENT:** To provide a free, up-to-date library collection for lending, as well as research materials, Internet access, and computer services for the entire community. The library offers educational and cultural programs for all age groups, as well as meeting space for programs and community groups.

II. **Library Objectives:**

The Andes Public Library adheres to the ALA Code of Ethics:

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

8. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.
9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

III. Library Bill of Rights

Library Bill of Rights: The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their service

1. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
2. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
5. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.
7. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019. Inclusion of "age" reaffirmed January 23, 1996.

IV. The Freedom To Read Statement

The freedom to read is essential to our democracy. It is continuously under attack. Private groups and public authorities in various parts of the country are working to remove or limit access to reading materials, to censor content in schools, to label "controversial" views, to distribute lists of "objectionable" books or authors, and to purge libraries. These actions apparently rise from a view that our national tradition of free expression is no longer valid; that censorship and suppression are needed to counter threats to safety or national security, as well as to avoid the subversion of politics and the corruption of morals. We, as individuals devoted to reading and as librarians and publishers responsible for disseminating ideas, wish to assert the public interest in the preservation of the freedom to read.

Most attempts at suppression rest on a denial of the fundamental premise of democracy: that the ordinary individual, by exercising critical judgment, will select the good and reject the bad. We trust Americans to recognize propaganda and misinformation, and to make their own decisions about what they read and believe. We do not believe they are prepared to sacrifice their heritage of a free press in order to be "protected" against what others think may be bad for them. We believe they still favor free enterprise in ideas and expression.

These efforts at suppression are related to a larger pattern of pressures being brought against education, the press, art and images, films, broadcast media, and the Internet. The problem is not only one of actual censorship. The shadow of fear cast by these pressures leads, we suspect, to an even larger voluntary curtailment of expression by those who seek to avoid controversy or unwelcome scrutiny by government officials.

Such pressure toward conformity is perhaps natural to a time of accelerated change. And yet suppression is never more dangerous than in such a time of social tension. Freedom has given the United States the elasticity to endure strain. Freedom keeps open the path of novel and creative solutions, and enables change to come by choice. Every silencing of a heresy, every enforcement of an orthodoxy, diminishes the toughness and resilience of our society and leaves it less able to deal with controversy and difference.

Now as always in our history, reading is among our greatest freedoms. The freedom to read and write is almost the only means for making generally available ideas or manners of expression that can initially command only a small audience. The written word is the natural medium for the new idea and the untried voice from which come the original contributions to social growth. It is essential to the extended discussion that serious thought requires, and to the accumulation of knowledge and ideas into organized collections.

We believe that free communication is essential to the preservation of a free society and a creative culture. We believe that these pressures toward conformity present the danger of limiting the range and variety of inquiry and expression on which our democracy and our culture depend. We believe that every American community must jealously guard the freedom to publish and to circulate, in order to preserve its own freedom to read. We believe that publishers and librarians have a profound responsibility to give validity to that freedom to read by making it possible for the readers to choose freely from a variety of offerings.

The freedom to read is guaranteed by the Constitution. Those with faith in free people will stand firm on these constitutional guarantees of essential rights and will exercise the responsibilities that accompany these rights.

We therefore affirm these propositions:

1. *It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those that are unorthodox, unpopular, or considered dangerous by the majority.*

Creative thought is by definition new, and what is new is different. The bearer of every new thought is a rebel until that idea is refined and tested. Totalitarian systems attempt to maintain themselves in power by the ruthless suppression of any concept that challenges the established orthodoxy. The power of a democratic system to adapt to change is vastly strengthened by the freedom of its citizens to choose widely from among conflicting opinions offered freely to them. To stifle every nonconformist idea at birth would mark the end of the democratic process. Furthermore, only through the constant activity of weighing and selecting can the democratic mind attain the strength demanded by times like these. We need to know not only what we believe but why we believe it.

2. *Publishers, librarians, and booksellers do not need to endorse every idea or presentation they make available. It would conflict with the public interest for them to establish their own political, moral, or aesthetic views as a standard for determining what should be published or circulated.*

Publishers and librarians serve the educational process by helping to make available knowledge and ideas required for the growth of the mind and the increase of learning. They do not foster education by imposing as mentors the patterns of their own thought. The people should have the freedom to read and consider a broader range of ideas than those that may be held by any single librarian or publisher or government or church. It is wrong that what one can read should be confined to what another thinks proper.

3. *It is contrary to the public interest for publishers or librarians to bar access to writings on the basis of the personal history or political affiliations of the author.*

No art or literature can flourish if it is to be measured by the political views or private lives of its creators. No society of free people can flourish that draws up lists of writers to whom it will not listen, whatever they may have to say.

4. *There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression.*

To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

5. *It is not in the public interest to force a reader to accept the prejudgment of a label characterizing any expression or its author as subversive or dangerous.*

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

6. *It is the responsibility of publishers and librarians, as guardians of the people's freedom to read, to contest encroachments upon that freedom by individuals or groups seeking to impose their own standards or tastes upon the community at large; and by the government whenever it seeks to reduce or deny public access to public information.*

It is inevitable in the give and take of the democratic process that the political, the moral, or the aesthetic concepts of an individual or group will occasionally collide with those of another individual or group. In a free society individuals are free to determine for themselves what they wish to read, and each group is free to determine what it will recommend to its freely associated members. But no group has the right to take the law into its own hands, and to impose its own concept of politics or morality upon other members of a democratic society. Freedom is no freedom if it is accorded only to the accepted and the inoffensive. Further, democratic societies are more safe, free, and creative when the free flow of public information is not restricted by governmental prerogative or self-censorship.

7. *It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one.*

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness, worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Adopted June 25, 1953, by the ALA Council and the AAP Freedom to Read Committee; amended January 28, 1972; January 16, 1991; July 12, 2000; June 30, 2004.

V. Freedom to View Statement

The FREEDOM TO VIEW, along with the freedom to speak, to hear, and to read, is protected by the First Amendment to the Constitution of the United States. In a free society, there is no place for censorship of any medium of expression. Therefore these principles are affirmed:

1. To provide the broadest access to film, video, and other audiovisual materials because they are a means for the communication of ideas. Liberty of circulation is essential to insure the constitutional guarantees of freedom of expression.
2. To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
3. To provide film, video, and other audiovisual materials which represent a diversity of views and expression. Selection of a work does not constitute or imply agreement with or approval of the content.
4. To provide a diversity of viewpoints without the constraint of labeling or prejudging film, video, or other audiovisual materials on the basis of the moral, religious, or political beliefs of the producer or filmmaker or on the basis of controversial content.
5. To contest vigorously, by all lawful means, every encroachment upon the public's freedom to view.

This statement was originally drafted by the Freedom to View Committee of the American Film and Video Association (formerly the Educational Film Library Association) and was adopted by the AFVA Board of Directors in February 1979. This statement was updated and approved by the AFVA Board of Directors in 1989.

VI. Collection Development Policy

A. Purpose

The purpose of the Andes Public Library collection development policy is to provide the best possible collection with the resources that are available. The collection will represent the broadest scope of print, non-print and digital items available. The library makes its collection available to every patron regardless of national origin, age, background or personal beliefs. The library endorses the following statements from The American Library Associations: Library Bill of Rights, Freedom to Read and Freedom to View .

B. Responsibility for Selection

The ultimate responsibility for selection of library materials rests with the library director or manager. This responsibility may be shared with other members of the library staff.

C. Criteria for Selection

In considering items for purchase for the Andes Public Library collection, various factors are kept in mind, according to the type and format of the material:

- Accuracy and authoritativeness
- Critical and staff reviews
- Social significance
- Timeliness
- Enduring value
- Demand
- Relevance to community needs
- Suitability of subject, style, and reading level for intended audience
- Suitability of format to subject matter and intended audience
- Suitability and physical quality of format for a public library
- Contribution to a balanced point of view of subject matter
- Relationship to existing materials in the collection on same subject
- Literary value
- Cost

The selection of any given item does not constitute an endorsement of its contents by the library or library staff members. The library recognizes that some materials may be controversial and may offend some patrons. Library materials are evaluated as a whole and not on the basis of a particular passage or passages. Selection will not be made on the basis of anticipated approval or disapproval, but solely on the basis of this policy's guidelines. Responsibility for monitoring a child's access to resources rests solely with the parent or legal guardian.

Sources for selection decisions encompass, but are not limited to, published reviews from standard review sources, publisher/vendor catalogs, professional and trade bibliographies, and patron requests and recommendations.

D. Gifts and Donations

The library welcomes both monetary and material gifts to support the collection. Monetary gifts may be directed toward materials, programs, or equipment to support the needs of the library. Gift items are accepted with the understanding that they may or may not be used in accordance with the selection policy. The cost of processing and cataloging and the availability of space are factors in determining the addition of gifts to the collection. The library does not provide evaluation of gifts for tax deduction or other purposes

E. Collection Maintenance

In order to maintain a vital and accurate library collection, deselection (weeding) of materials is necessary. Materials are continuously withdrawn from the collection based on space, physical condition, circulation frequency, currency, format and accuracy.

Materials withdrawn from the Library collections will be donated if possible or disposed of.

F. Reconsideration of Materials

The Andes Public Library recognizes that some materials are controversial and that any given item may offend some patrons.

Patrons requesting that material be withdrawn from or restricted within the collection may complete a "Request for Reconsideration of Library Material" form which is available in the library.

The form will be reviewed by the director and a response will be provided to the patron. If the patron is not satisfied they may appeal to the Andes Public Library board. The decision of the board is final. (See Appendix A)

APPENDIX A -Request for Reconsideration Form

The trustees of the Andes Public Library have established a materials selection policy and a procedure for gathering input about particular items. Completion of this form is the first step in that procedure. If you wish to request reconsideration of a resource, please return the completed form to the library director.

Andes Public Library
242 Main Street, PO Box 116
Andes, NY 13731

Date _____ Library Card Number _____

Name _____

Address _____

City _____ State/Zip _____

Phone _____ Email _____

Do you represent self? ____ Or an organization? ____ Name of Organization

- 1. Resource on which you are commenting
 Book (e-book) Movie Magazine Audio Recording
 Digital Resource Game Newspaper Other

Title _____

Author/Producer

- 2. What brought this resource to your attention?

- 3. Have you examined the entire resource? If not, what sections did you review? Please list specific pages, time stamps, etc.

4. What concerns you about the resource?

5. Are there resource(s) you suggest to provide additional information and/or other viewpoints on this topic?

6. What action are you requesting the committee consider?

VII. Library Patrons/Community Policies

A. Andes Public Library Code of Conduct

Recognizing the need to maintain an environment suitable for studying, reading, browsing and the general use of library resources, the Library Board establishes Code and procedures to assure the safety of library users, library personnel, and library materials, equipment and furnishings; and to assure that the use of the library is not obstructed by inappropriate behavior or actions.

Library patrons are expected to follow all library Code and policies including this Code of Conduct and Internet Safety and Acceptable Use Policy. Entering the library implies agreement to abide by these Code and policies while in the library. Failure to do so may result in expulsion from the Library and/or loss of Library privileges. A person who defies an authorized library employee not to enter the library or not to remain in the library for failure to comply with the library's Code and policies is subject to arrest for trespass (New York State Penal Law, Section 140.05)

The following Code is to be observed:

1. Library materials must be returned in a timely manner and in good condition. Although the library is fine-free for late items, it is 4cls and the Andes Public Library's policy that items unintentionally lost or damaged by patrons must be replaced and patrons must keep their accounts with 4cls in good standing. Lost or damaged items will be replaced and are subject to replacement cost fees. A library patron who intentionally vandalizes, steals, or destroys any library material, equipment, or building components will forfeit all library privileges, be subject to financial liability for damages, and may be subject to criminal penalties.
2. Minors under the age of 18 with library cards are considered cardholders. A parent or guardian assumes the responsibility for minors when signing them up for a card.
3. In the case of a public health concern, patrons are required to follow all federal, state, and local executive orders.
4. Eating and drinking is allowed in the Library except near the computers. NOTE: Patrons are required to clean up after themselves. Littering in the library or on library grounds is prohibited and carry in/carry out is strongly suggested. The library is not responsible for the loss and theft of personal belongings.
5. Use or exchange of tobacco, alcohol or illegal substances is prohibited. Pursuant to New York State Public Health Law Section 1399-0, smoking is prohibited in libraries and in the areas immediately adjacent to entrances, exits, and air intake vents. The ban on smoking includes no smoking of substitutes such as e-cigarettes, vapor or similar products inside the library.
6. In accordance with school attendance laws, and in support of education, children are permitted on Library property only during non-school hours, unless accompanied by a parent, teacher, or legal guardian. Any request to use the library for homeschool use

needs to be approved by the library director and board of trustees. The Library does not assume responsibility for the care and supervision of children. Parents and caregivers are expected to supervise and remain with their children at all times.

7. The Andes Library is dog friendly to well behaved, leashed, licensed, and vaccinated pets and service animals or those authorized by prior arrangement. Should more than one patron be accompanied by their dogs, owners will be asked to remove the animals from the library should they exhibit disruptive or aggressive behavior of any kind. Patrons are also expected to clean up after their animals both inside the library and on library grounds.
8. Appropriate dress, including shoes and shirts must be worn in the library.
9. Bicycles are not allowed in the library. Bicycles may be chained to the front porch or the side railing of the ramp. It is preferred that strollers are also left on the porch whenever possible, especially in wet or snowy weather. The library assumes no liability for damage or theft.
10. For your safety and the safety of our patrons and staff, running, jumping, skating, riding bicycles or using skateboards on Library grounds, including walkways, handicap ramps, and stairs around the building, is prohibited.
11. Selling, advertising, petitioning or soliciting for contributions is prohibited, except as authorized.
12. Carrying weapons of any type is prohibited.
13. Conduct which violates the criminal laws of the United States, the State of New York, and the County of Delaware, or the Town of Andes may result in suspension or revocation of the violator's access to the library's premises.
14. Disruptive behavior is prohibited. Disruptive behavior consists of actions which are illegal, or which infringe upon the rights of others using the library and/or disturb the tranquility of the library, or the proper activities of its staff and patrons. Disruptive behavior includes but is not limited to the following:
 - a. Lewd behavior or sexual misconduct including exposure, offensive touching or sexual harassment of other patrons or staff, or stalking, or viewing of pornographic images or videos.
 - b. Any behavior involving an unwilling person or inappropriate or indecent behavior with a child.
 - c. Behavior that makes it impossible for another patron to continue using the library.
 - d. Loud or boisterous behavior including loud talking, shouting, running, jumping, pushing or fighting.
 - e. Sale or exchange of alcohol or drugs and gambling.
 - f. Misuse, destruction, or abuse of library property.
 - g. Profane, obscene, offensive language or verbal harassment directed at staff or other patrons.
 - h. Use of radios, stereos, video games, etc. without earphones.

- i. Use of all phones for personal conversations is discouraged in the library. Phones will be kept in silent mode and communications should remain brief so as not to disturb other patrons.
 - j. Interference with library operations or other patrons' use of the facilities through extremely poor personal hygiene.
 - k. Any action that willfully annoys another person.
15. Illegal activity will be reported to the proper authorities immediately. A person demonstrating disruptive behavior will be instructed by library staff to discontinue the behavior. If the behavior continues, the person will be asked to leave the library. If a person does not leave within a reasonable amount of time, the staff will call 911.

A person not abiding by the Code of Conduct or the Internet Safety and Acceptable Use Policy will receive one warning. Those continuing to disregard the Code of Conduct or the Internet Safety and Acceptable Use Policy, after being warned, will be asked to immediately leave the building for the remainder of the day for minor infractions, or longer for more serious infractions.

Anyone asked to leave, is welcome to return the next day without consequence. However, a person who has been asked to leave, who returns and continues to violate the Code of Conduct, may be barred from future library use. The amount of time will be determined by the Library Director.

The Andes Public Library has the right to amend this Code of Conduct at any time.

Patron concerns and comment should be brought to the attention of the Library Director or Board of Trustees.

B. Disruptive Patron – Standard Operating Procedure

1. No person shall engage in inappropriate conduct on the premises of the Andes Public Library or when participating in library programs. “Library premises” include the interior of the library’s facility, as well as the porch, foyer entry, sidewalks, deck, gazebo, library parking area and lawn.
2. Inappropriate conduct shall include any individual or group activity that is disruptive to other persons who are lawfully using the library premises or any behavior otherwise inconsistent with the activities normally associated with a public library. In general, behavior that violates the law, behavior that interferes with the use and enjoyment of the library by others, and behavior that interferes with library employees in the performance of their duties is prohibited.
3. Library users are required to observe the Code of Conduct the Internet Safety and Acceptable Use Policy and all Code and policies governing the use of the Andes Public Library. If a person defies an order personally communicated by an authorized library employee not to enter the library or not to remain in the library for failure to comply with

the library's Code or policies, said person is subject to arrest for trespass (New York State Penal Law, Section 140.05).

Support of Staff Members' Actions

1. Library staff members who have acted on their best judgment in confronting a person will be supported by their supervisor and the library board.
2. Any staff member who observes or receives complaints of inappropriate behavior may:
 - a. Handle the problem directly with the patron. Staff should use judgment as to whether the situation requires assistance from another staff member.
 - b. Call for police support immediately if the situation appears to be potentially violent or an emergency.
 - c. Ask the senior staff person present to assess the situation and make a decision as to how it should be handled.
 - d. Decide to contact the police if the offending person(s) will not conform to the Code of Conduct and the request of the staff to do so.
3. In all cases, the supervising staff person who is present should be kept informed of the situation and should oversee the documentation of the situation as well as its satisfactory resolution.

Incident Reports

4. Incident reports should be filed in all cases when it is necessary to confront someone who is involved in violation of the Code of Conduct or engaging in any other inappropriate behavior.
5. Incident reports will be used to document security or safety issues as well as to monitor on-going problems on library property. They should be filled out as completely as possible and should include any information that might be helpful to resolve the situation. The board of trustees will receive copies of all incidents.
6. A blank incident report is included at the end of this section as Appendix A.

C. INAPPROPRIATE CONDUCT

Minor Violations

Staff members are empowered to determine the severity of the violations that they observe. If a violation is considered "minor" – i.e. if there is no immediate threat of damage to the library's facility, collection or furnishings, or danger to staff or patrons– the following steps will be taken:

1. Serve a patron with one warning, either verbally and in writing by using the Code of Conduct or Internet Safety and Acceptable Use Policy (to notify him/her that he/she is in violation of the Code of Conduct or Internet Safety and Acceptable Use Policy.
2. If the person persists with the behavior for which he/she has been notified, he/she will be asked to leave the premises. If the person leaves as asked, he or she will

be banned from the premises for the rest of the day. (A staff person *may* extend the ban up to 30 (thirty) days, if the situation warrants. The person should be verbally notified at the time of his/her ejection from the library and all staff and board of trustees will receive written notice of the situation.)

3. If the person does not comply with the request to leave the premises, the police will be called. If this step is necessary the incident becomes a *major violation* and the offending person will be banned from the library for six months or permanently, per procedures below.
4. In any case, an incident report must be filed describing the situation and any staff actions that have been taken.

Major Violations

If a staff member observes a person involved in a significantly serious violation of library Code, he or she will proceed as follows: A “significantly serious violation” of the Code of Conduct may include—but is not limited to—theft, vandalism, harassment, threats, criminal activity, the inappropriate viewing or printing of disturbing or pornographic images (to include images of sexual abuse to a minor child), or violent or dangerously reckless behavior.

1. The police will be called immediately. In a case involving child pornography, a phone report will be made to the Department of Social Services Child Abuse Hotline as well.
2. The patron may be banned from the library premises for a period of thirty (30) days to six (6) months at the discretion of the Library Director, depending on the nature of the offense, the extent of damage or disruption that was caused, and the history of prior violations.
3. An incident report must be filed with all pertinent information.

D. BANNING

A patron may be banned from the library premises under the circumstances described above.

Extended banning process

If a patron commits a serious violation and banning of thirty (30) days or more is being considered, the following procedures will be followed:

1. The Library Director will review the incident report as well as interview any staff members who were involved with the situation.
2. The Director, or the staff person designated to act on the part of the Director in his/her absence, will provide a written decision regarding the banning within one week of the violation.
3. The written decision will set forth the period during which the patron will be banned from the library and will specify the reasons for the determination. The patron may be banned for a serious violation for thirty (30) days up to six (6) months.

4. The patron and all staff will be notified in writing of the reasons for and the length of banning. A copy will also be sent to the Delaware County Sheriff's Department (craig.dumond@co.delaware.ny.us) and the Library Board President.
5. The director and board of trustees may review or reconsider the decision and may shorten or terminate the banning period if information submitted by the patron or staff merits such modification. If such a decision is made, both the staff and the patron will be notified in writing.

Repeat Offenders

Any person who persists in violating the Code of Conduct – including what may be considered a minor offense – may be considered to be subject to extended banning of thirty (30) days or more as deemed appropriate by the Director. The same procedures for extended banning of thirty (30) days or more described above will be followed.

Any person who enters or remains on library premises after having been notified of a period of banning by an authorized individual will be subject to arrest and prosecution for trespassing. This may be considered to be grounds for permanent banning of the individual.

Permanent Banning

In the event that a person regains access to the library after a major violation and banning -- and then repeats that activity, he or she may be permanently banned from the library premises.

1. The Library Director and Library Board will review the incident report and staff statements at the next Library Board meeting.
2. After discussion with the Library Board, the Director will provide a written decision regarding the permanent banning as soon as possible after the repeat offense.
3. The written decision will state that the patron will be permanently banned from the library and will specify the reasons for the determination.
4. The patron and all staff will be notified in writing of the permanent banning. A copy will also be sent to the local police department and the Library Board President.

APPENDIX B: ANDES PUBLIC LIBRARY POLICY

Incident Report

Date of Incident:	Time of Incident:	Place:
Person(s) involved & Title (if any):		Witness(es):

Details:

Name & Title of Person Completing Incident Report:
Signature:

Followed up by Admin: _____ **Date:** _____

VIII. Andes Public Library Technology Practices

A. Internet Safety and Acceptable Use Policy

1. As part of its mission, the Andes Public Library provides Internet access and personal computing resources. If there is a waiting line for Internet access, use is limited to 30 minutes.
2. The ANDES PUBLIC LIBRARY provides wireless access at select locations, enabling individuals who visit our library to use their privately owned computer equipment to access the Internet. Visitors who wish to use ANDES PUBLIC LIBRARY's wireless connectivity can do so 24x7 from the parking lot or library grounds.
3. Consistent with ANDES PUBLIC LIBRARY Circulation Policy, parental permission for Internet access using Library equipment is required for individuals under the age of 14.
4. The ANDES PUBLIC LIBRARY does not monitor and has no control over the information on the Internet. The ANDES PUBLIC LIBRARY assumes no responsibility for any loss or damages, direct or indirect, arising from its connections to the Internet or from any other use of its personal computing resources.
5. As with all library resources, patrons are advised to exercise their own critical judgment and discrimination when evaluating sites found on the Internet. Certain information may be inaccurate, misleading or offensive to some individuals.
6. Unauthorized access, including so-called hacking, and any other unlawful activities by any Library users are strictly prohibited. Downloading software of any kind onto public access computers without the library director's permission is also prohibited.
7. Patrons using public access computers to search the Internet must quit the Web browser before moving away from the computer for the protection of your personal information and your privacy. Also, be aware that using our public network may allow others to view your personal information, putting you and your accounts at risk for identity theft and hacking.
8. Due to the highly visible nature of most of the computer screens in the library, patrons may not have on the screen pornography or any other images that are disturbing or inappropriate for a public and open environment, nor can patrons print, fax, scan, or attempt to distribute these images.
9. To comply with the Children's Internet Protection Act and restrict access to online content that may be considered harmful to minors or offensive to adults, the ANDES PUBLIC LIBRARY employs technology protection measures (filters) on all computers with Internet access. Users must be cautioned that filters are not foolproof and due to technological limitations cannot obstruct access to all potentially harmful or offensive content. In addition, filters may block access to some legitimate or constitutionally

protected material found on the Internet. By law, individuals who have attained the age of 17 have the right to unfiltered Internet access.

CHILDREN, PARENTS AND THE INTERNET

Parents/guardians have the sole right and responsibility to decide what is appropriate for their child. The ANDES PUBLIC LIBRARY does not act in loco parentis (i.e., in the place or role of the parent). Parents/guardians are responsible for the supervision of their child's Internet activity.

USER RESPONSIBILITIES

All patrons must abide by the Library's Rules of Conduct and are expected to use Internet and/or personal computing resources in a responsible and orderly manner. Failure to comply with the policies and regulations that govern the use of the Library's Internet access and personal computing resources may result in immediate suspension of library privileges and, where necessary, civil liability and/or criminal prosecution. The following are prohibited:

1. Damaging equipment, software, or data;
2. Violating system security;
3. Violating any legal agreement (e.g., software licenses);
4. Violating any federal, state or local law (e.g., copyright, child pornography);
5. Using personal software on Library equipment, and
6. Engaging in activities that may be judged as disruptive by Library staff or patrons.

User responsibilities are not limited to the above and may be subject to change.

B. Wireless Internet Connection Policy

The Andes Public Library provides a wireless Internet connection free of charge. Wireless access at ANDES PUBLIC LIBRARY is not filtered. By choosing to use this free wireless service users agree to abide by the ANDES PUBLIC LIBRARY Internet Policy outlined above. Users of the ANDES PUBLIC LIBRARY wireless service must agree to the following terms and conditions:

1. Users are expected to use the wireless network in a legal and responsible manner. Violation of federal, New York State, or local laws, including but not limited to the transmission or viewing of pornography, harmful material, fraud, hacking, spamming, and illegal downloading of copyrighted material is prohibited.
2. The library is a public space. Please respect that and be aware that your screen may be viewed by others, including staff, in the library. Inappropriate usage of the wireless network, as determined by library staff, may result in denial of internet access and/or loss of library services.
3. As with other materials, restriction of a minor's access to the Internet is the responsibility

of the parent or legal guardian. ANDES PUBLIC LIBRARY is not responsible for the supervision of a minor's use of the Internet.

4. As with most public wireless networks, the connection is not secure. Any information being sent or received could be intercepted. Wireless users should not transmit their credit card numbers, passwords, or other sensitive personal information while using the ANDES PUBLIC LIBRARY wireless network.
5. It is the wireless user's sole responsibility to protect his/her information from all risks associated with the Internet, including any damage, loss, or theft that may occur as a result of using the library's wireless access.
6. Wireless users should have updated virus protection installed on their computer. ANDES PUBLIC LIBRARY will not be responsible for any information that is compromised, or for any damage caused to an individual's hardware or software due to electric surges, security issues, viruses, hacking, spamming, or other causes. ANDES PUBLIC LIBRARY assumes no responsibility for the safety of the user's equipment.
7. ANDES PUBLIC LIBRARY assumes no responsibility for a user's equipment while in the library. Do not leave your equipment unattended.
8. Library staff can provide technical assistance should time and skills allow; however, this is limited to basic tasks of connectivity and troubleshooting. Depending upon who is running the circulation desk, these technical services may or may not be available. The library assumes no responsibility for computer or other wireless device configurations, security, or changes to data files resulting from connecting to the library's network.
9. Library printers are available for use via the wireless network. Instructions are provided.
10. The library has a limited number of electrical outlets. If you require electricity, please ask a staff member to direct you to designated outlets for access.

By agreeing to these terms, the user releases, indemnifies, and holds harmless ANDES PUBLIC LIBRARY and its employees from any damage that may result in his/her use of the wireless access.

IX. Administrative Policies/Other

A. Conflict of Interest Policy

A conflict of interest is defined as an actual or perceived interest by a staff or Board member in an action that results in, or has the appearance of resulting in, personal, organizational, or professional gain. Library officers, trustees, and staff are obligated to always act in the best interest of the Andes Public Library. This obligation requires that any officer, trustee, or staff member, in the performance of library duties, seek only the furtherance of the library's mission. At all times, officers, trustees, and staff are prohibited from using their job title or the library's name or property, for private profit or benefit.

1. The officers and members of the Andes Public Library should neither solicit nor accept gratuities, favors, or anything of monetary value from contractors or vendors. This is not intended to preclude bona-fide library fund-raising activities, voluntary donations from individuals or organizations, or grant funding.
2. No officer, trustee, or staff member shall participate in the selection, award, or administration of a purchase or contract with a vendor where, to his knowledge, any of the following has a financial interest in that purchase or contract:
 - the officer, trustee, or staff member
 - any member of their immediate family or their partner
 - an organization in which any of the above is an officer, director, or employee
 - a person or organization with whom any of the above individuals is negotiating or has an arrangement concerning prospective employment.
3. **Disclosure** – All trustees will complete a conflict of interest disclosure form when entering a new term and when their circumstances change. **(See Appendix B)**
4. **Board Action** – When a conflict of interest is relevant to a matter requiring action by the Board, the interested person(s) shall call it to the attention of the Board and said person(s) shall not vote on the matter. In addition, the person(s) shall not participate in the decision or related deliberation regarding the matter under consideration. When there is a doubt as to whether a conflict of interest exists, the matter shall be resolved by vote of the Board of Trustees, excluding the person(s) concerned.
5. **Record of Conflict** – The official minutes of the Board shall reflect that the conflict of interest was disclosed and the interested person(s) did not participate in the discussion and did not vote on the matter.

APPENDIX C
Conflict of Interest Disclosure Form

Check one:

_____ I am not now nor at any time during the past year have I been a participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with a vendor, supplier, or other party doing business with the Andes Public Library that has resulted or could result in personal benefit to me.

_____ The following conflict(s) of interest exists: (describe below)

I agree not to participate in any discussion or vote on an issue or transaction during the coming year that may involve this conflict of interest.

Signature _____ Date _____

Printed Name _____

Library Position _____

B. Whistleblower Policy

A. Nature of the Policy - It is the intent of the Andes Public Library to adhere to all laws and regulations that apply to the library. The support of all library employees is necessary to achieve compliance with various laws and regulations. The underlying purpose of this policy is to support the library's goal of legal compliance. Appropriate subjects to raise under this policy would include financial improprieties, accounting or auditing matters, ethical violations, illegal or improper practices or policies, or violations of public policies concerning health, safety, welfare, or environmental protection.

B. Protection from Retaliation

1. The Andes Public Library will not retaliate against an employee who, in good faith, has made a complaint, report, or inquiry under this policy or who has participated in a review of investigation of a complaint. This protection extends to those whose allegations are made in good faith but prove to be mistaken.
2. The Andes Public Library Board reserves the right to discipline a person or persons who make bad faith, knowingly false, or vexatious complaints, reports, or inquiries or who otherwise abuse this policy.
3. An employee is protected from retaliation only if the employee files a written complaint concerning the alleged unlawful activity, policy, or practice with the Andes Public Library Board and provides the Board with a reasonable opportunity to investigate and correct the alleged unlawful activity. Whenever possible, the library will seek to preserve the confidentiality of the information provided by the complainant. Discussion at board meetings of complaints that fit under this policy will be held in executive session.

C. Violation Reporting - Written complaints, reports, or inquiries should be directed to the President of the Andes Public Library's Board of Trustees. If this person is implicated in the complaint, it should be directed to the Board Vice President. Reports should describe in detail the specific facts demonstrating the basis for the complaint or inquiry. The Andes Public Library Board will conduct an objective review or investigation. Employees must recognize that the Board may be unable to fully evaluate a vague or general report or a report made anonymously.

APPENDIX D
Whistleblower Policy Form - Andes Public Library

Nature of the Policy

It is the intent of the Andes Public Library to adhere to all laws and regulations that apply to the library. The support of all library employees is necessary to achieve compliance with various laws and regulations. The underlying purpose of this policy is to support the library's goal of legal compliance. Appropriate subjects to raise under this policy would include financial improprieties, accounting or auditing matters, ethical violations, illegal or improper practices or policies, or violations of public policies concerning health, safety, welfare, or environmental protection.

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An employee is protected from retaliation only if the employee files a written complaint concerning the alleged unlawful activity, policy, or practice with the Andes Public Library Board and provides the Board with a reasonable opportunity to investigate and correct the alleged unlawful activity. Whenever possible, the library will seek to preserve the confidentiality of the information provided by the complainant. Discussion at board meetings of complaints that fit under this policy will be held in executive session.

Violation Reporting

Written complaints, reports, or inquiries should be directed to the President of the Andes Public Library's Board of Trustees. If this person is implicated in the complaint, it should be directed to the Board Vice President. Reports should describe in detail the specific facts demonstrating the basis for the complaint or inquiry. The Andes Public Library Board will conduct an objective review or investigation. Employees must recognize that the Board may be unable to fully evaluate a vague or general report or a report made anonymously.

My signature below indicates that I have received and understand this policy. I also verify that I have been given the opportunity to ask questions about this policy.

Signed:

Date:

C. Diversity, Equity, and Inclusion Policy

The Andes Public Library is committed to creating an environment that is diverse, inclusive, and equitable where all clients, staff, volunteers, members, partners, vendors, and board members are treated with respect and dignity.

For the purposes of this statement, diversity refers to race, gender, ethnicity, nationality, religion, sexual orientation, gender identity, familial status, age, disability and socio-economic status; Inclusion is valuing, respecting, and encouraging the full participation of each individual in the life and leadership of the organization; Equity is a process that ensures all people have the opportunity to contribute, develop, and grow despite historical, structural, legislative, racial, and socio-economic inequities.

We are an organization that celebrates all diversity and we believe all people have the essential right to participate in and enjoy our public library and community spaces. We will not tolerate discrimination, biases, harassment, or bullying of any kind. Regardless of race, socio-economic status, age, disability, religion, sexual orientation/gender identity, nationality, gender, or marital status, we are an organization that celebrates diversity, equity, and inclusion.

As an organization and Board of Directors, we agree to be guided by these principles and pledge that they will be reflected in our vision, mission, strategic planning, programming, governance, and board composition. Our commitment to diversity, equity, and inclusion extends to our staff, our members, and programs we develop and support.

D. Media, Photography, and Filming Policy

General

The priority for the Andes Public Library is to provide library services to the Andes community, as fully described in our mission statement stated on our website (www.andeslibrary.org). The filming and photography described below is allowed only to the extent that it does not interfere with the provision of Library services and is consistent with the Library's Mission Statement and Rules:

1. The Library Director or the President of the Board of Trustees will act as the spokesperson for the Library.
2. All press releases, library ads, publications and public service announcements must be approved by the Library Director before release.
3. Media requests for interviews, quotes or photographs from other APL staff must be approved in advance by the Library Director.

Staff and patrons cannot be filmed or photographed without permission. Note that any persons filming or photographing on Library premises have sole responsibility for gaining all necessary releases and permissions from persons who are filmed or photographed. The Library undertakes no responsibility for obtaining these releases.

Advanced authorization is required by contacting the APL Director, 845-676-3333 or an.ill@4cls.org.

Also note that Library staff may terminate any photo or film session that appears to compromise public safety, security, patron privacy or does not meet the standards of this policy. **In addition, NO filming or photography may take place behind the circulation desk to protect the personal privacy of our patrons and staff.**

News Media Photography and Filming

The Library allows for photographers and reporters from the media to work on stories or projects that directly involve the Library and its programs.

The Library does not grant permission for news media to use its facilities for stories or projects that do not relate to the Library itself; however, research photography and filming of the Library's materials and resources are permitted within certain limitations. It disallows using Library facilities as interview venues for unrelated stories, and disallows access to Library patrons for opinion polls or candid interviews within its facilities.

Student Documentary-Type Photography and Filming for Publication or Broadcast

The Library permits photography and filming of its premises and activities when the use of the photographs and films involve the Library directly, i.e. books, articles, or videos about the Library itself, the Library's position in Delaware County as a tourist or learning destination, or as part of a piece used to describe our community's environs.

Commercial Photography and Filming

The Library does not permit commercial photography or filming on or in its facility. This includes, but is not limited to, using Library building, grounds, or interiors as a stage set for portraiture, model photography, and product photography. This includes photography or filming used to advertise goods or services unrelated to the Library for commercial sale or promotion.

Research Photography and Filming

The Library permits research photography and filming of its materials and resources within certain limitations. Researchers and journalists are responsible for obtaining their own permissions when photographing copyrighted materials in the Library. Additional permissions must be obtained from the Library Administration to photograph or film materials or items in special collections because of complex copyright issues in these areas. Because of these issues, permission to reproduce materials from special collections may in some cases be denied or involve a fee.

Amateur Photography and Filming

Casual amateur photography and filming of short segments is only permitted within the General guidelines, but does not require authorization. The use of additional equipment such as lighting is not permitted. Such photography or filming should not include any other unrelated person. Please note: library furnishing cannot be rearranged to accommodate the photographer's wishes.

Photography and Filming for Groups and Non-Library Events in the Community Meeting Rooms, Programming Spaces, or Study Rooms

Groups arranging meetings in the Community Meeting Rooms, programming spaces, or the upstairs study and play area may arrange for photographers and news media during their event. Photography and filming for such events is restricted to the space reserved by the group and may not take place in other areas of the library. Groups must post notice of filming or photography outside the room. The following notification language should be used:

Notice: Filming and Photography in session for this event.

E. Gift and Donation Policy

The Andes Public Library gratefully accepts gifts and donations.

Gifts and donations will be gratefully accepted.

Donors will receive an acknowledgment of their gift.

The Library will not establish a value for said gifts.

The donor of any gift materials must understand that the Library in all instances reserves the right to assign, refuse or to dispose of gifts as it sees fit, if they are not acceptable library materials or are not needed in the Library's collection. The library director will make such determinations.

Special collections and memorial collections will not be shelved as separate items. Such collections will be accepted only with the understanding that they will be integrated into the general collection.

The Library reserves the right to remove or otherwise cover any commercial advertising in gift materials that may be accepted for additions to the Library's collection.

Donations of furniture and equipment, whether outright or by cash donation, are subject to the approval of the Library Board of Trustees.

F. Document Retention Policy

Federal laws prohibit the destruction of certain documents. In order to comply with laws and minimum requirements, the Andes Public Library (ANDES PUBLIC LIBRARY) has established a document retention policy. ANDES PUBLIC LIBRARY's policy identifies record retention responsibilities and minimum requirements for all library staff and board members.

The following table provides the minimum requirements for retention of Andes Public Library's documents and corporate records:

Type of Document	Retention Period
Accounting / Financial	
Accounts payable ledgers and schedules	7 years
Accounts receivable ledgers and schedules	7 years
Annual budgets	Permanently
Audit reports	Permanently
Bank statements	7 years
Canceled checks (general)	7 years
Canceled checks (important purchases and payments)	Permanently
Deposit slips and records	7 years
Expense claims and records of payments	7 years
Investment statements and records	Permanently
Invoices	7 years
Payroll records	7 years
Time cards	7 years
Tax returns	Permanently
Withholding tax statements	7 years
Yearly financial / treasurer's reports	Permanently
Corporate Records	
Annual reports for New York State	Permanently
Bylaws / charter / policies	Permanently
Deeds / mortgages	Permanently
Meeting minutes and librarian reports	Permanently
Contractual Records	
Contracts (expired)	7 years after expiration
Contracts (still in effect)	Permanently
Government contracts	Permanently
Grant applications / awards / payments	Permanently
Correspondence	
Correspondence (general)	3 years
Correspondence (legal)	Permanently

Insurance	
Policies	Permanently
Insurance claims, settlements, and accident reports	Permanently
Personnel	
Employment applications	3 years
Personnel files (terminated employees)	7 years after termination
Other	
Building and construction records	Permanently
Donation records (endowment funds)	Permanently
Donation records (individuals and other)	10 years
Press releases / public filings	Permanently

Electronic Documents and Records

Electronic documents that fall into one of the document types listed on the table will be maintained as if they were paper documents. This includes email messages if they fall into a retention category. They should be printed in hard copy and kept in the appropriate files or moved to an archive computer file folder.

Emergency Planning

Andes Public Library's records will be stored in a safe, secure, and accessible manner. Documents and financial files that are essential to keeping ANDES PUBLIC LIBRARY operating in an emergency will be maintained off-site and backed up electronically.

Document Destruction

The board president along with the library director is responsible for the ongoing process of identifying records which have met the required retention period and overseeing their destruction. Destruction of financial and personnel-related documents will be accomplished by shredding. No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or litigation.

Compliance

Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against Andes Public Library and its employees and possible disciplinary action against responsible individuals.

G. Infectious Disease Protocol: Follow New York State Protocol as Updated

The following actions may be implemented during times of public health concern such as a pandemic:

- Toys will be removed from shelves and stored in the attic. They will be cleaned before being returned to the shelves.
- Surface cleaning with bacteria/virus killing agents such as bleach, Clorox, Pine Sol, etc. will be increased.
- Hand sanitizer and bleach wipes will be available to the public and staff for wiping down library surfaces, keyboards, etc.
- Should a sick individual enter the library, surfaces (tables, computers, bathroom, handles) should be wiped down.
- Masks will be provided for those staff or patrons who feel ill or who are on mask quarantine.
- Staff will use disinfecting wipes to clean the outside covers of library materials when returned.
- Signage reminding the staff and public of how to prevent or slow the spread of the disease will be posted.
- Links to qualified sources of health information, including CDC, WHO, NYS Department of Health, and Delaware County Public Health will be provided on our online sources.
- Computer usage may be limited during a health concern.
- Public events held in the library building may be canceled.
- Closing of the library will be at the discretion of the library director and board president, taking into account Andes Central School District closings, a county-wide state of emergency, or upon recommendation from 4cls, Delaware County Public Health, New York State Department of Health, or the Center for Disease Control. Staff will be paid for the hours they were scheduled to work.
- The decision to reopen will be made by the library director and library board in consultation with the appropriate sources.
- If the library is closed due to a public health concern, the book drop may also be closed until reopening.
- Book and material donations will be suspended during closure.
- Wireless access outside the building will be provided 24 hours a day, 7 days a week during closure.
- Instructions on how to access remote/online sources of information and entertainment will be provided on social media, the website, and other sources of information.

- Before reopening, staff will implement thorough cleaning protocol and follow other governmental protocols. Appropriate protective gear will be provided by the library director.
- During reopening after a health-related closure, returned library materials will be cleaned using bacteria/virus killing substances like bleach wipes. The materials will be quarantined for the recommended length of time before return to the collection.
- In the case of staff exposure to a person testing positive for the disease, staff will be required to self-quarantine and mask for the recommended period.

H. Library Disaster and Emergency Policy

It is the policy of the Andes Public Library to maintain the library in such a way that it provides a safe and comfortable place for the patrons to obtain books, read, do research and use the other services provided by the library. In the unlikely event that a dangerous situation occurs, the following policies will be used:

1. Electric Power Outage

1. Call NYSEG : 607-832-5483 800-572-1111/1131
2. Evacuate and close the library only if it is too dark for safe library operations.
3. Notify the library director (Pam: 607-652-2330) or the president (Judy: 212-729-7985) or vice president (Susan: 607-437-0604) library board.
4. Reopen the library when the power is turned on.

2. Gas Outage or Smell of Gas

1. Call **Mirabito or local fire department**
2. Evacuate and close the library only if it becomes too cold or if the smell of gas remains strong.
3. Notify the library director or the president or vice-president of the library board.
4. Reopen the library when it has been declared safe.

C. Fire in the Library

1. Call 911.
2. Evacuate the library.
3. Notify the library manager and the president or vice-president of the library board.
4. Reopen the library when it has been deemed safe by the fire department

3. Leaky Roof

1. Contact the library director or the president or vice-president of the library board. Try to mitigate the water leak using buckets and towels
2. The director/president/vice president will contact a roofer with slate or rubber roof experience if necessary.

F. Major Water Leaks

1. If possible, the librarian should turn off the main water valve which is located in the cellar.
2. The library director or the president or vice-president of the library board will be contacted.
3. The library manager or the president or vice president of the library board will contact a plumber.
4. The library will remain closed for usual business until the issue has been resolved.

5. Computer Outage (4CLS)

1. In the event of an outage in the system, the IT department of 4CLS should be contacted.
2. Normal library operations should continue. Records should be kept manually and entered into the computer when it comes back on-line.
3. The library director and the president or vice-president of the library board should be notified of this event.

6. Storms

1. The library will be open according to the published schedule.
2. The only exceptions to this rule are during times of severe weather such as blizzards, hurricanes, and tornadoes. At such times, the library may be closed with the permission of the director and/or president of the library board.
3. During very sudden and severe weather emergencies such as tornadoes, the cellar may be used as a refuge from the storm for patrons and staff.

7. Flood

1. If the brook water rises to flood levels, staff or trustees will move library materials on the bottom shelves if possible and safe.
2. Get to higher ground.

8. Major Disruptive Behavior by a Patron

1. Quietly but firmly tell the patron that the behavior is unacceptable and that he/she must leave the library. Remain calm, but be firm.
2. Do not touch or engage with the disruptive or rowdy patron. Excuse yourself, go out the back door, and get to safety. Call 9-1-1 as quickly as possible.
3. If the police are called, the library director should also be notified. The director is responsible for notifying the board president or vice-president.

9. Medical Emergencies

1. In cases where an employee, patron, or other visitor to the library has a serious medical emergency, call 911.
2. Every effort should be made to ensure the comfort and safety of the ill individual while awaiting the arrival of the ambulance.
3. An attempt should be made to contact the family of the ill individual.
4. The library manager or the president or vice-president of the library board should be notified.
5. A first aid kit with Narcan antidote for opiate overdose and tourniquets are located in the first aid kit under the circulation desk.

10. Notification Procedures

If the library director or the president or vice-president of the library board is not available in the event of an emergency, call the secretary or another trustee.

I. Sexual Harassment Prevention Policy

Philosophy

Andes Public Library provides its employees with a working environment that is free from discrimination and harassment. The Library does not tolerate sexual harassment, whether verbal, physical, environmental, nor does it tolerate reprisals against any employee who makes a sexual harassment complaint.

Sexual harassment is illegal and violates Title VII of the Federal Civil Rights Act of 1964.

Definition

Sexual harassment is a form of sex discrimination. There are two broad categories of sexual harassment:

1. Conduct aimed at extracting sexual favors as a quid pro quo (i.e., as an exchange) for employment, advancement, or some other tangible benefit. A supervisor promising, threatening, insinuating or otherwise suggesting that an employee's submission or rejection of sexual advances will influence personnel decisions or any term or condition of employment or career development is quid pro quo sexual harassment.
2. Conduct which creates a hostile, intimidating, or offensive working environment. Creating a hostile environment in the work place, whether verbal or physical conduct committed by supervisors, coworkers, or non-employees also constitutes sexual harassment.

Examples of such conduct include, but are not limited to:

Verbal: Sexual innuendo; suggestive comments; insults; threats; jokes about gender-specific traits; sexual propositions; comments about an individual's body, sexual prowess or sexual deficiencies.

Nonverbal: Making suggestive or insulting noises; leering; whistling; making obscene gestures; displaying sexually suggestive objects or pictures.

Physical: Touching, pinching, brushing the body, coercing sexual intercourse, or assault.

Individuals Covered by This Policy

This policy applies to the actions of all staff, patrons, vendors, and any other persons who come in contact with the Library's employees.

Reporting a Complaint

Andes Public Library encourages employees who believe they are being harassed to firmly and promptly notify the offender that his/her behavior is unwelcome. However, the Library recognizes that such a confrontation may not be possible. If such informal, direct communication between individuals is either ineffective or impossible, the following steps should be followed in reporting a sexual harassment complaint.

1. Notification of Appropriate Staff

Individuals who believe they have been sexually harassed should report the incident to his/her supervisor or the President of the Library Board of Trustees. There is no time limit on reporting; however, it is strongly suggested to report any incidents of sexual harassment as soon as possible. If the complaint is successfully resolved in an informal manner by the Board President, or the supervisor, a confidential report about the complaint and the resolution must be prepared and kept on file so that the Library will be aware of any pattern of harassment by a particular individual.

Managers are required to report sexual harassment allegations.

2. Description of Misconduct

An accurate record of objectionable behavior or misconduct is needed to resolve a formal complaint of sexual harassment.

Verbal reports should be put in writing by the complainant and signed. Individuals who believe they have been or currently are being harassed should maintain a record of objectionable conduct.

3. Time frame for Reporting a Complaint

Prompt reporting of complaints is encouraged so that rapid response and appropriate action may be taken.

4. Protection Against Retaliation

The Library will not tolerate retaliation against an employee who makes a report of sexual harassment or those who may have assisted with an investigation. Retaliation is a serious violation of this sexual harassment policy and should be reported immediately. Anyone found to have retaliated against another for reporting sexual harassment will be subject to the same disciplinary action provided for sexual harassment offenders.

Investigating the Complaint

1. Confidentiality

Any allegation of sexual harassment brought to the Library's attention will be promptly investigated in a confidential manner so as to protect the privacy of the persons involved. Confidentiality will be maintained throughout the investigation to the extent practical and appropriate under the circumstances.

2. Investigation Process

In pursuing the investigation, the person to whom the complaint has been made will try to take the wishes of the complainant under consideration, but will thoroughly investigate the matter as he/she sees fit, keeping the complainant informed as to the status. Steps to be taken shall include:

- Ascertain all facts that explain what happened
- Determine frequency/type of alleged harassment and, if possible, dates and location.

- Determine if there were witnesses.
- Ask the individual how he/she responded to the alleged harassment.
- Determine an understanding of the professional relationship and amount of interaction between the alleged harasser and the complainant.
- Determine whether the alleged harasser has carried out any threats or promises directed to the complainant.
- Ask the complainant what action he/she would like the Library to take.

Resolving the Complaint

Upon completion of the investigation, the Library will communicate the findings and intended actions to the complainant and the alleged harasser.

If it is found that harassment has occurred, the harasser will be subject to appropriate disciplinary action as listed below.

If it is determined that no sexual harassment has occurred, the finding will be communicated to the complainant.

1. Sanctions

Individuals found to have engaged in sexual harassment will be disciplined, up to and including discharge. Appropriate sanctions will be determined by the Board of Trustees. Sanctions may include referral to counseling, reassignment, temporary suspension without pay, or termination.

Although the Library's ability to discipline a non-employee harasser is limited, an employee who has been subjected to sexual harassment by a non-employee should file a complaint first to the director who will inform them of their options for filing an official complaint.

2. False Accusations

If an investigation results in a finding that the complainant falsely accused another of sexual harassment knowingly or in a malicious manner, the complainant will be subject to appropriate sanctions, including the possibility of termination.

3. Appeals Process

If either party directly involved in a sexual harassment investigation is dissatisfied with the outcome or resolution, that individual may appeal the decision. Written comments should be submitted in a timely manner to the Library Manager or Board of Trustees.

Maintaining a Written Record

The Library shall maintain a written record of each complaint and how it was investigated and resolved. Written records shall be maintained in a confidential manner in the Library Manager's office. Written records will be maintained for 3 years from the date of resolution unless new circumstances dictate that the file should be kept for a longer time.

Legal Protections And External Remedies

Sexual harassment is not only prohibited by Andes Public Library but is also prohibited by state, federal, and, where applicable, local law.

Aside from the internal process at Andes Public 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 three years beginning Aug. 12, 2020** 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 Andes Public Library does not extend your time to file with DHR or in court. The three years is counted from the 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.

Contact the Local Police Department or 911

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.

Conclusion

This policy has been developed by the Library and approved by the Board of Trustees to ensure that all employees can work in an environment free from sexual harassment. The Library believes that each problem can be minimized by prompt, confidential and complete investigations. The Library Director will make every effort to ensure that staff are familiar with the policy. This policy will be reviewed during orientation and training.

APPENDIX E
ANDES PUBLIC LIBRARY
SEXUAL HARASSMENT COMPLAINT FORM

If a staff member feels that he/she has been the victim of sexual harassment, ask him/her to complete this form.

Name: _____ Date: _____

Job Title: _____ Telephone: _____

Department/location _____

Who was involved in the sexual harassment? Be specific.

Describe the sexual harassment. Be specific as to location and setting.

When did the incident occur? Be specific as to date and time.

Were there any witnesses to the sexual harassment incident? Please provide name(s).

What was your immediate reaction to the incident?

Were there prior incidents of sexual harassment involving the same person(s)?

First incident. Describe the sexual harassment.

- Date, time, and location:
- Your reaction to the incident:
- Any witnesses:

Second incident. Describe the sexual harassment.

- Date, time, and location:
- Your reaction to the incident:
- Any witnesses:

I understand that the information contained in this complaint will be kept as confidential as possible and that the organization recognizes the importance of the safety of all its staff. In accordance with the organization's policies, an investigation will be conducted, and I agree to be interviewed at a later date. I also understand that, in the course of the investigation, my identity and the complete nature of the complaint may be revealed to the person(s) whom I have claimed committed sexual harassment. Further, I understand that resolution of the charges will be the responsibility of the EEO/affirmative action department.

Signature _____ Date _____

For Administration Only

Date received: _____

Investigator assigned to claim: _____

Claim reviewed by: _____

Date: _____

Comments:

APPENDIX F
Andes Public Library Sexual Harassment Claim Investigation Form

Use this form to summarize a sexual harassment claim.

Investigator: _____ Date: _____

Date of claim: _____

Name: _____

Job title: _____ Telephone: _____

Department/location: _____

The organization is conducting an investigation of a claim of sexual harassment. You have been named in this claim. A summary of the sexual harassment claim is as follows:

I understand that I have a duty to cooperate in this investigation, whether I believe the claim to be true or false. I agree to answer questions completely and honestly. Further, I agree to take no action or retaliation against the person(s) who have filed the claim or assisted in the investigation. The investigation and information regarding the claim will be kept as confidential as possible. I understand I have the right to know the results of the completed investigation.

Signature: _____ Date: _____

J. Trustee Structure Policy

1. The library shall be governed by a Board of Trustees. The board shall consist of no fewer than five (5) and no more than nine (9) members, elected for terms of five years each.
2. Newly elected members will take office at the first meeting following the appointment and approval by the board. An Oath of Office with the Trustees terms will be signed and filed with both the Andes Library documents as well as with the Clerk of the Town of Andes.
3. Eligibility for office shall be limited to adults residing within the geographical limit of the library's chartered service area.
4. Each trustee shall have one vote. A trustee must be present at a meeting to have his/her vote counted. Being present may include being on a phone call during a meeting or online video call provided the meeting complies with the New York State Open Meeting Law.
5. Each trustee will sign a Conflict of Interest form and agree to act in a manner that best represents the library to the community and supports the American Library Association Code of Ethics, Right to Read and Right to View Statements, and the Andes Library Diversity, Equity, Inclusion, and Social Justice policy.
6. All trustees will comply with continuing education requirements outlined in Section 260_d of New York State Education Law.
7. All trustees will comply with the Sexual Harassment Prevention training requirements as stated in New York State Human Rights Law.
8. The President of the Board of Trustees shall authorize calls for any special meetings, appoint all committees, execute all documents authorized by the board, and perform all duties associated with that office.

K. Fiscal Policy

1. The annual budget shall be developed by the Director, the President, the Treasurer, and the Finance Committee. The final draft must be approved by the Board of Trustees.
2. Expenditures must be written on our voucher form to be approved and signed by two board members before being paid by the treasurer, with the exception of items such as payroll, which rates have been previously approved by the entire board.
3. An overview of expenditure shall be provided by the treasurer at the board meetings for the viewing availability of all the trustees.
4. All trustees must also receive a financial statement prepared by the treasurer for each meeting showing receipts, expenditures, and a year to date comparison between the budget and actuals. This financial statement must be accepted by the board.
5. At the end of the fiscal year, the finance committee shall review the bank records to ensure that amounts withdrawn correspond to the approved invoices, or to the other items approved by the board.
6. This review shall be considered an internal audit of the books and should be completed prior to March 31st so that preparations can be made for the 990 filing by the 15th of May each year.
7. The director will ensure that the 990 form is filed by the accountant before the federal deadline.
8. The treasurer will follow guidelines contained in the Memorandum of Agreement.

X. Personnel Practices

A. Job Descriptions:

• Library Director Job Description

The library director serves as head of a library. The library director is responsible for planning, organizing, coordinating, and directing a balanced program of library services that serves all community members. This position involves carrying out library policy as determined by the library board and standard practice. The director also works with the Four County Library System in planning and implementing library services. The director has direct supervision over other library personnel. This position entails 20-25 hours per week, depending upon the needs of the library.

Essential Responsibilities

1. Supervises library staff members, creates weekly schedules, and assign clerical tasks
 - Conducts yearly staff evaluations
 - Recommends appointments, promotions, and disciplinary actions to the board.
2. Compiles statistical reports for budget, circulation, and attendance both for monthly and annual board meetings
 - Attends scheduled board meetings and delivers reports
 - Prepares preliminary budget estimates for the board and recommends expenditure of funds for books and other library materials
3. Selects materials for acquisitions using standard review sources and library system aids
4. Administers policies established by the board and 4CLS (purchase and weeding of materials, personnel, etc.)
5. Coordinates and supervises library programs on subjects of community interest
6. Recommends changes or additions in library services to the board
7. Represents the library at 4CLS meetings and community meetings as directed by the board
8. Promotes the library through public relations
9. Performs routine bookkeeping tasks as directed by the treasurer
10. Supervises and trains staff, volunteers, and contracted employees, and ensures the library is kept clean, in order, and schedules necessary maintenance and service.
11. Ability to write grants and initiate fundraising and engage donors.
12. Ability to maintain financial records and process bills in a timely manner.

4CLS Responsibilities

1. Attends workshops and professional meetings
2. Provides information, reference, and referral services within the 4CLS

Required Competencies

1. Working knowledge of library services and procedures, materials and their use

2. Skill and accuracy in the performance of technical library skills
3. Ability to carry out library policies and procedures
4. Ability to train library staff
5. Ability to exercise leadership and to motivate others
6. Ability to plan, coordinate, and supervise the work of others
7. Ability to express oneself clearly in both oral and written form, to groups and individuals
8. Ability to use computer and audio visual equipment.
9. Ability to establish effective working relationships with community organizations
10. Uses tact and courtesy in dealing with staff members and patrons

Minimum Qualifications

1. Based on the NYS Library Guidelines
2. Must be self-directed and motivated
3. Must be able to work as part of a cooperative team
4. Prior supervisory and/or library experience preferred
5. Degree preferred but not required for communities below population of 2500.

Library Director Evaluations

- A. All evaluation criteria are stated within the policies manual under the following headings:
 1. Library Director Job Description
 2. Library Employee Obligations
 - a. Conduct and Performance
- B. Library Director evaluations will be done annually by members of the Personnel Committee using the form included in this manual.
- C. Any rating below satisfactory must be corrected within three consecutive evaluations. Failure to meet this criterion will result in disciplinary actions which may result in dismissal. (See **Employee Policies/ Personnel Action**)
- D. The Personnel Committee will present the director’ evaluations to the Board of Trustees at the bi-monthly meeting following each evaluation.

Signature: _____ **Date:** _____

Library Assistant Job Description

Typical Work Activities

1. Provides information to the public on library policies and procedures
2. Performs routine searches of and updates to computer records
3. Issues borrower cards according to library procedures
4. Arranges or files materials according to library filing rules
5. Maintains interlibrary loan records and prepares materials for loans
6. Inspects returned library materials for damage
7. Performs routine monetary functions such as collecting monies from fines, copier fees, or book sales
8. Performs routine materials functions such as book circulation, book reserves, and overdue books
9. Operates office machinery, such as photocopiers, fax machines, and computers
10. Answers the telephone and takes messages
11. Calls patrons to deliver messages or information on library materials
12. Types cards, lists, labels, or short entries on computer or hard copy forms
13. Provides statistical records, such as computer hours, attendance, etc, to the library manager if asked

Specific Routine Tasks

1. Shelve books and magazines
2. Dust books and shelves
3. Straighten books and magazines on shelves
4. Post new information on bulletin board and discard out-of-date information
5. Help patrons locate books and answer questions
6. Assist processing new materials
7. Empty book drop
8. Bring in mail
9. Keep kitchen and book sale room neat
10. Discard periodicals that are one year out of date
11. Remove discarded materials from data base and keep a record of items discarded
12. Pack, unpack, and process rotating and circuit collections
13. Cover new books
14. Perform other duties as assigned by the library manager or trustees

Required Competencies

1. Working knowledge of office terminology, procedures, and equipment as applied to library clerical work
2. Working knowledge of library services and practices
3. Working knowledge of library filing and shelving rules
4. Ability to perform simple business arithmetic functions

5. Ability to understand and follow oral and written instructions
6. Ability to operate a computer keyboard – skilled typing is not necessary
7. Ability to communicate clearly in written and oral form
8. Ability to complete tasks assigned
9. Uses tact and courtesy in dealing with staff members and patrons

Minimum Qualifications

1. Graduation from high school or possession of a high school equivalency diploma
2. Must be able to work as part of a cooperative team

Library Assistant Evaluations

- All evaluation criteria are stated within the library’s policies manual under the following headings:
 - E. Library Assistant Job Description
 - F. Library Employee Obligations
 - G. Conduct and Performance
- Library Assistant evaluations will be conducted annually by the Library Director
- Any rating below satisfactory must be corrected within three consecutive evaluations. Failure to meet this criterion will result in disciplinary actions which may result in dismissal.
- Assistant evaluations will be presented to the Board of Trustees at the meeting following each evaluation.

Signature: _____ **Date:** _____

Housekeeper/Custodian

A. Weekly:

1. Clean bathroom / dust blinds / mop floor
2. Vacuum all rugs
3. Empty wastebaskets and take out garbage, separating garbage from recyclables.
4. Clean kitchen /dust / mop floor / wipe down cabinet doors
5. Dust tables, chairs, circulation desk, all equipment (computers, phones, etc.), lamps, book racks, desk surfaces, book display stands, tops of bookcases in children's room
6. Check light bulbs and replace as needed
7. Sweep and dust front porch area when needed.
8. Clean glass display case in lobby

B. Biweekly:

1. Wash windows (inside and outside) by front door and side door
2. Wash screens on computers
3. Dust behind curtains in all windows
4. Dust all baseboards
5. Vacuum upstairs if needed

C. Quarterly:

1. Sweep and mop stairs and landing
2. Dust tops of bookcases in main room and light fixtures in all rooms
3. Wash other windows as needed
4. Clean and defrost refrigerator every 3 months

D. Twice a Year:

1. Wash windows and casings inside and outside
2. Clean hallway closet floor

E. Once a Year:

1. General overall cleaning ----- wash walls and woodwork

Building Maintenance & Groundskeeper:

- Ensures library lawn and Bohlman Park is mowed and trimmed regularly as needed.
- Trims and maintains bushes and landscaping.
- Facilitates the pruning of trees and bushes several times per year in the spring, summer, and fall and supervises community or volunteer cleanups in the spring and fall.
- Weeds around planters, structures, and raised beds.
- Waters plants when needed.
- Maintains the outdoor structures: gazebo, back deck, front port, handicap ramps.
- Facilitates painting, staining, or sealing of library building and adjacent structures.
- Ensures the working order of the furnace, HVAC, mini split systems, basement dehumidifier, radiant floor, plumbing, and electrical.
 - Replace filters and batteries as needed.
 - Reprogram circulation and heating system as needed.
 - Schedules annual maintenance and periodic repairs

B. Employee Policies**A. Work Week**

1. The library director is required to work a minimum of twenty hours per week. Daily hours worked will vary based on the needs of the library.
2. Library assistants will work hours scheduled by the manager to cover the the remainder of hours the library is open each week.

B. Salary Payment

1. The library director and assistants are paid by the 30th of the month.
2. Library employees' salaries will be determined by the Board of Trustees.
3. When doing work at Four County or elsewhere in the service of the Andes Public Library, the library director will be paid mileage at the amount to be determined by current NYS allowance reimbursement rate.
4. The "year" for all library employees, for the purpose of vacation and sick days, shall be based on the date hired.
5. All employees will have deductions made as described by law.

C. Work Schedules

1. Library employees are expected to be on duty at the start of the scheduled work period. If for some reason, the employee will be late or absent due to illness, she or he must report the condition to the library director who will make arrangements for a substitute to cover the hours in the library. If necessary, the library director will report the illness to the board president who will make arrangements for coverage.

D. Breaks

1. Since the library will often have only one employee working during hours of operation; employees are encouraged to use their own discretion to decide when to take a break.

E. Holidays

1. The library will be closed on the following holidays if these holidays fall on a day when the library is regularly open:

Fourth of July	Christmas Eve
Thanksgiving	Christmas Day
New Year's Day	New Year's Eve (after 3 P.M.)
Memorial Day	Labor Day
Indigenous Peoples Day	Presidents Day
Juneteenth	

F. Absentee Policy

1. The following reasons are considered acceptable for missing scheduled work hours:
 - a. Personal illness
 - b. Illness in family
 - c. Death in family
 - d. Jury duty
 - e. Serving with reserve units - Public libraries must grant up to 30 days leave with pay per year, not deductible from other leave credits to members of the National Guard or Armed Forces Reserve units for ordered military duty.
 - f. Occupational disease or injury - Leave will be considered, subject to a time limit, agreed upon by conference with the library director and the Board of Trustees.
2. Since all library employees are part-time, they are encouraged to make medical appointments during times other than working hours whenever possible.
3. Habitual tardiness or unexplained absences will be cause for disciplinary action by the Board of Trustees.

G. Vacation Leave

1. The library director will be given three weeks (21 days) of paid vacation/sick time. The library assistants do not receive paid annual vacation.
2. It is understood that employees may wish to take vacation time periodically. If this is the case, the employee must make this request to the library director at least two weeks in advance of the anticipated vacation. If approved, the director will be responsible for adjusting the work schedule.

3. The library director must request annual vacation from the Board President at least two weeks in advance of the anticipated vacation. If approved, the manager must provide the work schedule for that week at least two weeks prior to the anticipated vacation.

H. Leave Without Pay

Medical or Maternity leave – Leave without pay may be granted upon request for a maximum of three months.

I. Benefits

1. The library does not pay health insurance for employees.
2. The library does not have a retirement plan for employees, but employees can Opt-In to the New York State Retirement System.

J. Staff Training and Development

1. Appointees are subject to a six-month probationary period.
2. A training period of two weeks is recommended to be provided to all new personnel. Training may be provided by existing library staff or through the Four County Library System.
3. Volunteers should receive at least two hours of training prior to their first time at the circulation desk. The operations manual and a Volunteer Folder is available for quick reference regarding library operations.
4. The Andes Public Library is an Equal Opportunity Employer. All mandated federal and state employer policies will be followed.

K. Personnel Action

1. Disciplinary action will be determined by the Board of Trustees.
 - a. Conduct which may call for disciplinary action or dismissal
 1. Habitual tardiness or unexpected absenteeism
 2. Failure to perform set tasks after repeated verbal reminders.
 3. Insubordination
 4. Misuse of funds
 5. Inability to get along with patrons or other employees

- 6. Unable to perform tasks as noted in job description.
- 7. Unprofessional or unethical conduct

b. In every case, the employee shall have the right to present his/her case to the Board of Trustees.

2. Dismissal

a. The library manager has the right and the responsibility to recommend to the Board of Trustees dismissal of any employee whose attitude, professional ethics, conduct, or performance of duties warrants such action.

b. In every case, the employee shall have the right to present his/her case to the Board of Trustees.

c. Conditions for which an employee may be dismissed:

- 1. Gross violation of any of the conditions listed above, as determined by the Board of Trustees
- 2. After three written warnings of unsatisfactory performance
- 3. At any time during the probationary period

3. Dismissal Procedures

a. The employee will receive written notice of action; either disciplinary or dismissal. A copy of this notice will be provided to the Board of Trustees' Personnel Committee for consideration.

b. The employee will have at least eight (8) days to respond to the charges in writing.

c. A hearing will be called by the Board of Trustees to hear the charges and allow the employee to refute the charges.

d. Decisions of the Board of Trustees are final.

4. Resignation

a. All employees must give two weeks written notice to the President of the Board of Trustees.

C. Library Employee Obligations

A. Conduct

1. All library employees are expected to conduct themselves in a manner befitting a business institution serving the public.
 - a. The library has a right to expect library employees to be familiar with the library collection and to keep informed about titles. However, reading on duty is limited to professional materials, unless a particular assignment requires reading other materials.
 - b. Reading materials of a recreational nature is expected to be done at home.
2. Library employees are expected to be punctual in assuming duties so patrons are not kept waiting.
3. A business-like, courteous, and friendly attitude is desirable when dealing with the public.
 - a. Conversations with the public should not denigrate to idle visiting or gossip.
 - b. Patrons must never be kept waiting while employees are talking about non-library business.
 - c. Personal correspondence should be kept to a minimum. This includes phone calls, texts, faxes, social media, and internet searches of correspondence that is not related to library business.
4. Courteous treatment of the public CANNOT be over-emphasized. No matter who the patron is, he/she deserves consistently courteous treatment by library employees.
5. Every employee of the library is an immediate representative of the library to the public; it is by their behavior that the library is judged.
 - a. Library employees should develop a friendly attitude to encourage questions by a timid or uncertain patron.
 - b. Patrons should always feel that they have the undivided attention of an employee who is helping them.
6. Personal differences and antagonisms cannot be exchanged in the library by library employees and board members. Private problems, moods, differences of opinion, and anxieties should be, as much as

possible, put aside during working hours. Self-discipline is expected under all circumstances.

- a. At all times, the library employee owes his/her co-workers courtesy, good teamwork, and a willingness to share disagreeable assignments. She/he should maintain a sense of fairness and tolerance toward the point of view of others.
 - b. Apparent mistakes of others should not be made obvious to library patrons, but should be corrected as quickly as possible or explained as a matter of understanding.
 - c. Under no circumstances does a library employee or board member criticize or berate another library employee in public.
 - d. Each library employee owes loyalty to the library and an active interest in its improvement and development. Loyalty should prevent employees from voicing critical comments regarding the library, its employees, or patrons in public places. Progressive ideas and constructive criticism are valuable and welcomed. They should be communicated to the library director.
7. Voices should be kept at a normal, pleasant pitch when speaking with other employees or patrons. Whispering should not be the rule as it can be more annoying than regular, modulated voices.

B. Dress

1. Employees are expected to dress professionally according to their positions and duties. The library director should discuss concerns first with the employee and, if necessary, with the President of the Board.

C. Performance

1. Library employees are expected to give, daily, the best work performance possible in their various duties.
 - a. The employee is expected to become familiar with all areas of the library collection and all the services and activities of the library.
 - b. The employee will take the initiative to continuously review the library's collection and report concerns and/or suggestions to the library director.
2. Salary increases are not automatic. They are warranted by a growth in

skills, proficiency, and satisfactory performance. It is, therefore, to the employee's advantage to take every opportunity to improve her/his efficiency and knowledge.

3. No library employee may accept a fee for any service provided during working hours.
4. Special favors are not to be granted to friends as users of the library.
5. Library employees should use their best judgment in the matter of accepting gift books. Patrons should be made aware of the library's donation guidelines and informed that gift books may be taken into the collection or added to the library book sale room. No damp, musty, moldy, or extremely dirty/damaged items should be brought into the library so as not to contaminate the collection.
6. Library employees are expected to keep order in the library and use their judgment in expelling those who do not follow library rules. If expulsion is deemed necessary, employees should follow the specific steps outlined in the Patron Code of Conduct Policy.

D.. Staff Privileges

1. Library employees will observe normal habits of cleanliness in the use of any of the library's facilities. The library has a restroom available for the employees and patrons.
2. Library employees may borrow any of the library's circulating materials as would any other patron.
3. All professional materials are available to library employees. Material which is not owned by the library may be borrowed from the System through inter-library loan.

APPENDIX G

Library Director Evaluation Form

Name _____

Rating Scale:

Date _____

- 1 .. excellent
- 2 .. satisfactory
- 3 .. needs improvement
- 4 .. improving
- 5 .. unacceptable

A. Typical Work Activities:

Rating: _____

Areas of concern:

B. Required Competencies:

Rating: _____

Areas of concern:

C. Conduct:

Rating: _____

Areas of concern:

D. Performance: **Rating:** _____

Areas of concern:

Additional Comments:

Operations Committee Evaluator Signatures:

Library Manager Signature: _____ **Date:** _____

*Manager signature indicates that he/she has seen the evaluation.

APPENDIX H

Library Assistant Evaluation Form

Name _____

Rating Scale:

Date _____

1 .. excellent

2 .. satisfactory

3 .. needs improvement

4 .. improving

5 .. unacceptable

A. Typical Work Activities:

Rating: _____

Areas of concern:

B. Specific Routine Tasks:

Rating: _____

Areas of concern:

C. Required Competencies:

Rating: _____

Areas of concern:

D. Conduct: **Rating:** _____

Areas of concern:

E. Performance: **Rating:** _____

Areas of concern:

Additional Comments:

Library Manager Signature: _____

***Clerk Signature:** _____ **Date:** _____

*Clerk signature indicates that he/she has seen the evaluation.

XI. Meeting Room Policy and Application

Purpose

The Meeting Rooms of the Andes Public Library are available “on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.” *

The rooms are available for public gatherings of a non-profit, civic, cultural or educational character when the rooms are not being used for library activities. Provision of space does not constitute an endorsement by the library of any group or its activities.

Use

Use of meeting room facilities must take place in a responsible manner, without undue cost to the library and without undue interference with library activity.

All meetings must be free. No admission fees may be charged.

All meeting must be open to the public.

The Library Board of Trustees reserves the right to review any or all applications and demand sufficient time to make proper investigation before granting approval.

Failure to abide by these rules for meeting room use may be justification for denying the group further use of meeting rooms.

Fees and Liabilities

Payment shall be made for any damage to or loss of library property and a fee for janitorial service may be assessed if the room is not left in the condition in which it was found.

The library is not liable for injuries to people, damage to their property, or loss of property belonging to individuals or groups using the meeting rooms.

Guidelines for Meeting Room Use

Library programs take precedence over other meeting room activities.

Only light refreshments and no alcoholic beverages may be served. Smoking is prohibited in all areas of the library.

A responsible adult must be present at all times.

No items are to be borrowed from the library during the event.

Reservations and Cancellations

Requests for the use of the room should be made at the circulation desk at least two weeks prior to the meeting date.

An application for the use of the meeting room must be in writing, and signed by a representative of the group and filed with the library.

The Library Board of Trustees must approve long term or multiple engagements.

Requests will be considered on first come, first served basis.

Library should be notified as soon as possible if a meeting scheduled for the room has been canceled. The library reserves the right to cancel prior meeting room reservations in the event of an emergency, such as snow closings or unsafe building conditions.

Publicity

The use of the meeting room by a non-library group shall not be publicized in such a way as to imply library sponsorship of the group's activities.

Copies of all publicity of events to be held in the meeting room should be made available to the library.

**APPLICATION TO USE
THE ANDES PUBLIC LIBRARY'S MEETING ROOM**

NAME OF INDIVIDUAL OR GROUP: _____

CONTACT PERSON: _____

Address: _____

Phone: _____ Other Phone: _____

Email: _____

DATE OF MEETING: _____

Approximate Number of People Expected: _____

Time: _____ Approximate Time of Meeting's End: _____

Will the kitchen facilities be need for light refreshments?

Will you need to use any of the following:

_____ Projector & Screen

_____ DVD Player

_____ Surround Sound Speakers

_____ Small PA System, Microphone and Mic Stand

_____ Gazebo/Park

As the contact person for _____, I have reviewed the Andes Public Library's Meeting Room Policy and on behalf of my group, agree to abide by those policies.

Signature: _____ Date: _____

Printed Name: _____

APPENDIX I

EMERGENCY CONTACT LIST:

Andes Public Library, 242 Main Street, PO Box 116, Andes, NY 13731
an.ill@4cls.org | 845-676-3333

Emergency: Dial 9-1-1

Suicide Hotline: Dial 9-8-8

Delaware County Sheriff's Department 607-832-5555

State Highway Patrol - Margaretville 845-586-2681 (Troop C)

NYS Child Abuse Mandatory Reporter Hotline: 1-800-342-3720

Andes Fire Department: 845-676-4588

NYSEG - Electrical Emergency/Outage 1-800-572-1121

NYSEG - Gas Emergency: 911 from a safe location, or 1-800-573-1131.

Mirabito:1-800 -934-9480, Natural Gas 866-614-9373

MTC Tech Support: 1-877-727-2288

4cls Hotline: (607) 722-1948, option 1 for emergencies, opt 2 for non emergencies or automation@4cls.org.

Town of Andes (owns the building and Bohlman Park)

115 Delaware Ave, PO Box 125, Andes, NY 13731

845-676-4791, Fax 845-676-3776 | Email: andestownclerk@gmail.com

After hours phone 845-807-2978

Insurance Claims: Ryan Sluiter, Sluiter Insurance Agency, 761 Main St., Po Box 170, Margaretville, NY 12455, 845-586-2641