POLICY MANUAL

April 26, 2022

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Acceptable Patron Behavior

In order to maintain a safe and welcoming environment for all patrons, the Hay Memorial Library asks all visitors to comply with the following rules and regulations.

The following is not allowed at the Hay Memorial Library:

- Engaging in conduct that disrupts or interferes with normal operation of the library or disturbs staff or other library visitors. Such conduct includes, but is not limited to:
- Harassing or threatening behavior
- Using obscene or abusive language or gestures
- Engaging in sexual conduct or lewd behavior
- Possessing a knife, gun, or any other weapon
- Smoking
- Eating or drinking at public computer stations
- Using alcohol or illegal drugs
- Making unreasonable use of the restrooms, including laundering clothes and bathing • Using bicycles, skates, skateboards, and scooters inside the building or on the library's ramps and steps
- Damaging, defacing, or misusing any library materials or property. This includes disabling library equipment, changing the hardware or software or settings on a library computer, or using a library computer for a purpose other than that designated by the library
- Engaging in any activity in violation of federal, state, local, or other applicable law or library policies

Please also be aware that:

- While cell phone use is allowed inside the library, we ask that patrons take phone calls to the side lobby or back hallway so as not to disturb other patrons.
- The library is not responsible for personal items that are lost, stolen, or damaged on library premises.
- Patrons must be appropriately attired, which includes footwear and shirts. Swimwear must be covered.
- The library is not responsible for children who are left unattended on Library premises; please see the library's "Unattended Children Policy."
- The library is a public space that is happy to provide services to children and adults of all ages and abilities. Visitors with disabilities may ask library staff for reasonable accommodations. The library asks that all caregivers be aware of the whereabouts and conducts of those in their care. It is a caregiver's responsibility to ensure that all material and space in the library is being properly used and that those in their care are adhering to the general rules set out in this policy.
- Children are expected to adhere to the same standards of conduct expected of adults.

All library users are required to respect library property and to act in a manner appropriate to the use and function of the library. Children who are not using the library appropriately or who require excessive staff attention or supervision will be asked to leave the library.

Visitors who do not follow the library's General Rules and Regulations can be asked to leave, lose their Library privileges, and could also be subject to criminal or legal action should circumstances dictate.

Library staff may request legal support and/or action for visitors unwilling to follow library staff's requests to leave the premises or if visitors behave in a threatening manner. A visitor may lose their library privileges, should circumstances dictate.

Unattended Child Policy

The library has a responsibility to provide a safe and comfortable environment for every patron that uses its services and facilities appropriately. The Library Board and staff are eager for children to use the library and welcome those who do so. The library is free and open to unaccompanied children who are independent enough to use the resources for recreation, information, and education. Children under the age of 12 should not be left unattended in the library.

Parents should be aware that the library is a public building open to all individuals. It is not the library staff's function or purpose to provide supervision or to care for children while parents and/or guardians are inside or outside of the library. Staff will not monitor children leaving the library.

Adult patrons who are not actively seeking children's materials and linger in the children's section without a child will be asked to leave. This is for the safety of all children.

Guidelines for unattended children are as follows:

- At all times, caregivers are responsible for the conduct and safety of their children on Library premises. Caregivers must provide appropriate supervision based on age, abilities or levels of responsibility of their children.
- Caregivers are expected to be aware of opening and closing times of the library, bearing in mind that hours can and do change. Power failures or other emergencies can occur and require the facility to unexpectedly close. Children left alone in the library or on library grounds could be vulnerable. Every effort will be made to contact a parent/guardian prior to closing.
- If a child is left at the library after closing time, or as the result of an emergency closing, the police will be called. Under no circumstance will a staff member take a child out of the building or transport children to another location. The police department, County Department of Social Service, or a juvenile welfare related agency may be called if children under 12 years of age have been left unattended in the library.
- Children are expected to adhere to the same standard of conduct expected of adults. All Library users are required to respect library property and to act in a manner appropriate to the use and

function of the library (see General Rules and Regulations). Children who are not using the library appropriately or who require excessive staff attention or supervision will be asked to leave the library.

Closing Policy

In the safety interest of our library staff and patrons, Hay Memorial Library will be closed during severe weather or when safety is an issue. Hay Memorial Library generally follows the Sackets Harbor Central School District during weather events.

If a library staff member is unable to come in at the appointed opening time or at all due to severe weather, the staff member is to call all available library staff to find coverage. If no staff coverage is available, it is up to the discretion of the Library Manager or designee of the Board of Trustees to decide whether or not the library will close.

In the case of severe weather after the library is open, the library will do everything it can to stay open as long as possible while considering the safety of its employees. If the library does close early due to severe weather, notice will be posted as soon as possible on the library's website page, Facebook page, and on all available news sites.

Opening late or closing early will be at the discretion of the Library Manager or designee of the Board of Trustees.

Library programs may also be canceled due to severe weather to ensure the safety of our instructors and participants. Canceled classes will be posted as soon as possible on the library's website page, Facebook page, and on all available news sites.

If a State of Emergency is called by the Governor of the State or Jefferson County Government, each situation will be evaluated by the Library Manager or the designee of the Trustees to determine the outcome.

Circulation

The following are rules and regulations for borrowing materials at the Hay Memorial Library.

New Cardholders

- Provide identification and information for registration. Primary identification to be used is identification with a picture (preferably a Driver's License) that has the individual's current address. If the address information on the picture ID is not current, then another form of identification must be presented which verifies the individual's current address (ie. a piece of mail or bill). Individuals who do not possess a valid picture ID must present two documents that verify their current address.

- Children 16 and under must apply with a parent or guardian present, and that adult's signature is required on the registration form.
- There will be a $.50 charge to replace a lost or damaged library card.

Overall Policy

- Users will have their library card to check out materials.
- There is a limit of 10 items that may be checked out on a library card.
- Library cards must be renewed every year.

Loan Periods

- All print materials and audiobooks are loaned for 14 days.
- DVDs and Early Literacy Kits are loaned for 7 days.

Holds

- Materials will be available for pickup for 7 days after they are processed. If an item is not picked up within 7 days, the hold will be removed, and the item returned to the lending library.
- Holds may be placed in person or online.
- There is a limit of 10 holds per patron.

Renewal Policy

- Materials may be renewed 2 times if there is no hold.
- New items may only be renewed once.
- Renewals are not allowed for items with holds.
- Renewals may be done in person, over the phone, by email or on-line.

Overdue Materials and Fines

- The Hay Memorial Library does not currently charge fines. However, patrons are welcome to make a donation to the library for overdue items.
- Borrowing privileges will be suspended if user has three or more overdue items and will not be restored until such materials are either returned, paid for, replaced, or fines have been paid.

Lost/Damaged Materials

- If a book or other material is lost or damaged beyond repair, the borrower is required to replace or pay the replacement cost of the item.
- Items containing multiple pieces are considered damaged if one or multiple pieces are missing. A patron is required to pay for the missing piece, or if a replacement piece cannot be purchased, for the entirety of the item.
- Assessing the damage of a book is made by a library staff member or the director.
- Until the damaged item is paid for, the user may not borrow any items.

Service Fees

- Black and white copies/printing: $.20
- Color copies/printing: $.75
- Fax: $1

Confidentiality Statement

Library records that are deemed confidential are covered by New York State Law signed on June 13, 1988 (I CPLR 4509).

These records are related to the circulation of library materials that contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems, of this state, **including but not limited to records related to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests, or the use of audio-visual materials, films or records**. These records shall be confidential and shall not be disclosed except that such records may be disclosed upon the request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

The Hay Memorial Library adheres strictly to all sections of this Statute regarding the protection of the confidentiality of its users.

Interlibrary Loan

The Interlibrary loan service supports the mission of the library by providing expanded access to library materials and information. The purpose of interlibrary loan is to obtain materials not available in the library. The library affirms that interlibrary loan is an adjunct to, not a substitute for, the library's collection. In meeting patron needs, the library will exhaust local resources first, before requesting items on interlibrary loan.

Definition

- An Interlibrary Loan request is defined as a request for library materials made on behalf of a library patron through Workflows or ICEPAC.

Patron Status

- Patrons must have a library card in good standing to use the Interlibrary Loan service. A patron status of “Blocked” will deny ILL service.

Borrowing Rules

- Ten (10) active requests are permitted at any one time per patron. A request is active from the time it is initiated until the item has been returned and checked in at the lending

library and the record has cleared.
- Materials will be available for pickup for 7 days after they are processed.
- Interlibrary Loan materials are checked out under the borrowing guidelines of the pickup library unless specified otherwise by the lending library.
- Interlibrary Loans may be renewed if there are no holds on the items or if the lending library permits renewals.

Charges

- The library does not charge fees for the Interlibrary Loan service.
- The library is responsible for the shipping charges incurred in the transfer of loans. The library always attempts to borrow from libraries who lend free of charge.
- The patron is responsible for overdue fees, repair, or replacement costs. The library will make an effort to collect any such charges from the patron who received the materials.

Grab-And-Go Service Policy

Anyone with a physical library card in good standing can use curbside pickup. This service is intended for patrons who do not feel comfortable/cannot enter the library.

Patrons without library cards can begin the application process by registering online. You will receive an email with a temporary card number that can be used for online resources. Patrons that would like access to physical checkouts must contact the library directly to provide proof of residency before they are issued a physical library card.

Available Materials

The following items will be available for checkout during our Grab-and-Go Service:

- Books
- DVDs
- Audiobooks
- Magazines

Not Available

Our early literacy kits and canning tools are not currently available for checkout with the library's Grab and-Go Service.

To Request Materials

Patrons can request materials by doing the following: Logging into their account at www.ncls.org, emailing the library at sahlib@nlcs.org, or calling the library at (315) 646-2228.

Patrons must follow the curbside instructions as listed on the library's website and advertised on social media.

Book Donations

The library accepts book donations at the discretion of the Library Manager.

Safety Precautions

The library will take every step possible to ensure the safety of staff and patrons and will follow all safety protocol and guidance provided by the state and local health departments. It is expected that patrons follow any and all safety measures that library staff put in place. This includes, but not limited to, social distancing, mask wearing, and staying home when you are sick.

Procedures for Using Curbside Pickup

1. Place materials on hold with your library card through www.ncls.org, calling the library at (315) 646- 2228, or emailing at sahlib@ncls.org.
2. Staff will notify patrons when holds are ready and coordinate a pick-up time using 15-minute slots. Patrons should only come to the library for pickup if they have coordinated a time with a staff member**.**
3. If a patron misses their pick-up, they should contact the library to reschedule a time.
4. Material orders will be located in the library vestibule on the side of the building. Patrons' orders will be sorted by the times they are to be picked up, and bags will be labeled with the patrons last name.

Returning Library Materials

Patrons will be allowed to return items to the book drop. Patrons picking up book orders may also leave returned items in the labeled drop off box in the vestibule area.

Internet Safety - CIPA Policy

Introduction

Public access to the Internet and online services have become an integral part of the Hay Memorial Library's programs and services. The intent of this policy is to meet the provisions of the Children's Internet Protection Act as well as provide guidelines for patrons and staff regarding Internet accessibility and online computer use.

It is the policy of the Hay Memorial Library to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent

unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the

Children's Internet Protection Act [47 USC 254(h)].

Developed under the direction of the Board of the Hay Memorial Library, this Internet and Online Access Policy was discussed and adopted during an open meeting of the Library Board on April 26, 2022.

This policy supersedes all previous Internet and Online Access Policy statements of the Hay Memorial Library and is effective on April 26, 2022.

Legal requirements:

The Hay Memorial Library's Internet Access Policy complies with the Children's Internet Protection Act [47 USC 254(h)].

The Hay Memorial Library has in place a policy of Internet safety for minors, including the operation of a technology protection measure, hereafter called "filtering software," on any publicly accessible computer with Internet access that protects against access to visual depictions that are obscene, child pornography, or harmful to minors, as defined in the Children's Internet Protection Act. The filtering software will be enforced to provide Internet safety during any use of a computer by a minor. The filtering software will be enforced to provide Internet safety during any use of a

computer. **Inappropriate Network Usage**

To the extent practical, steps shall be taken to promote the safety and security of users of the Hay Memorial Library online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.

Specifically, as required by the Children's Internet Protection Act, prevention of inappropriate network usage includes: (a) unauthorized access, including so-called 'hacking,' and other unlawful activities; and (b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

Supervision and Monitoring

Subject to staff supervision, technology protection measures may be disabled or, in the case of minors, minimized only for bonafide research or other lawful purposes.

It shall be the responsibility of all members of the Hay Memorial Library staff to supervise and monitor usage of the online computer network and access to the Internet in accordance with this policy and the Children's Internet protection Act.

Procedures for the disabling or otherwise modifying any technology protection measures shall be the responsibility of the library staff or designated representatives.

Implementation Requirements

A notice of the availability of this Policy will be posted in a conspicuous place within the library for all patrons to observe.

The Library Board has established procedures and guidelines to handle complaints about this policy, enforcement of this policy by library staff, and what a patron should do if they observe inappropriate behavior by another library patron. A notice of the availability of these procedures for public review will be posted, as well as the policies made readily available to all staff members. These procedures and guidelines will be adhered to by library staff to enforce the requirements of the Children's Internet Protection Act**.**

_____

Library Board President Effective: April 26, 2022

Internet Policy and Guidelines

All users of electronic resources are expected to use these resources in a responsible and ethical manner consistent with the standards and rules of the library and of the community. Use of Hay Memorial Library's computers is a privilege that may be suspended indefinitely at the discretion of the library manager.

Choosing and Evaluating Sources

The library offers access to the Internet as an electronic means of reaching ideas and information and greatly expanding its information services beyond the traditional collections and resources. Because of this, the library has been recognized by the New York State Department of Education as an Electronic Doorway Library.

The Internet provides access to many valuable local, national, and international sources of information. However, not all sources on the Internet provide accurate, complete, or current information. The library cannot control the accuracy of information, the validity of the information, availability of links, nor the availability of material that some may find offensive. A user MUST evaluate the validity of the information sources. Library users access the Internet at their own discretion and are responsible for any access points they reach.

Rules Governing Use:

- A first time user must sign and date a user agreement in order to use the computers.
- A user must sign an attendance/signup sheet to have access to the computers.
- Computer time is limited to thirty minutes; however, a person may continue to use the computer for a maximum of **two hours** in a 24-hour period if no one is waiting.
- Use is limited to a maximum of two people per computer at a time.
- Computer use is limited to the hours that the library is open.
- A user must save files or download data to an external device such as a Cloud account or flash drive.
- Library staff is available to help navigate the Internet by offering suggestions for sites and searching assistance.
- Library staff reserves the right to remove inappropriate materials from the computer and to instruct the patron to refrain from seeking similar sites.

A User Must NOT:

- Use another patron's library card to use library computers of access the wireless network
- Use the PCs to gain unauthorized access to the Library's network or computer systems or to any other network or computer systems
- Obstruct other people's work by consuming large amounts of system resources or by deliberately crashing any library computer system
- Make any attempt to damage computer equipment or software
- Make any attempt to alter software configurations
- Make any attempt to cause degradation of system performance
- Use any Library computer for any illegal or criminal purpose
- Violate copyright laws or software licensing agreements in their use of library computers
- Engage in any activity which is deliberately and maliciously offensive, libelous, or slanderous
- Install or download any software

The library may deny or withhold computer/Internet privileges and other library services for infractions of these policies. Unlawful activities will be dealt with in an appropriate manner.

Access by Minors

It is the policy of the library that parents and guardians are responsible for setting guidelines and restrictions for their minor children. Children 12 years old and younger must be accompanied by an adult when using computers.

All persons under the age of 18 must have the user agreement signed by a parent or guardian before being allowed to use computers.

User Agreement

The undersigned acknowledges that he/she has read and understands the library Internet Use Policy and Guidelines.

The undersigned further acknowledges and agrees that the library assumes no liability for any loss or damage to the user's data or for any damage or injury arising from the invasion of privacy.

_____Print Name

_____Signature

_____Print Parent or Guardian Name

_____Signature of Parent or Guardian

_____Date

Meeting Room Usage

Statement of Policy:

It is the policy of Hay Memorial Library that facilities will be made available for use by non library organizations as herein provided. Use of the Meeting Room by non-library organizations will be authorized only when such use does not infringe upon, delay, or conflict with library purposes. The Meeting Room will generally not be available during periods of library closure and during periods when library resources are unavailable.

- The room is available to individuals or organized groups in the Library service area. Exceptions may be made by the Library Board if the Board deems extenuating circumstances are involved.
- It is understood that library programming will have first priority in room use.

Usage Guidelines

Hay Memorial Library will strictly enforce the prohibition of activities that conflict with Federal, State, and local laws and building regulations. Hay Memorial Library maintains a policy of non discrimination with respect to race, religion, gender, national origin, political affiliation, marital status, disability, or sexual orientation in compliance with all Federal, State, and local laws. The library reserves the right to refuse facility use for reasons as outlined above or for activities that conflict with library objectives.

- The fact that a group is permitted to meet at the Library does not in any way constitute an endorsement of the group's policies or beliefs by the Library staff or Board.
- The room may be reserved no more than ninety days in advance.
- There will be no charge for use of the meeting room.
- No admission may be charged by the group.
- Refreshments may be served and shall be provided by the group with prior approval from the Library Manager. No smoking is allowed.
- The people using the room shall leave it in neat, clean, orderly condition; if not, the group/individual will be given notice that continued offense will result in denied access to the meeting room.
- The library is not responsible for any equipment, supplies, materials, clothing, or other items brought to the library by any group or individual attending a meeting.
- The Library Board and staff do not assume any liability for groups or individuals attending a meeting in the library.

Effective: January 31, 2008 Revised:

Statement for Lending Canning Wares and Canning Utensils

The following definitions apply throughout this Policy Statement and the Waiver and Release attached to it:

- The term “Canning Wares” shall include any wares and/or utensils loaded by Hay Memorial Library to a Library card holder for use in the home preservation of food by means of hot water bath canning.
- “Hot water bath canning” shall include the home preservation of food by use of pressure cooker

1. Any Hay Memorial Library cardholder, eighteen (18) years of age or older, whose Library card is in full and unrestricted effect, may borrow Canning Wares from the library for use in the home preservation of food by means of hot water bath canning.
2. By borrowing any item of Canning Ware Hay Memorial Library, a card holder is agreeing that he or is knowledgeable about the process of hot water bath canning and capable of correctly using the item of Canning Ware being borrowed.
3. All Canning Wares loaned by the library to a cardholder are the exclusive property of the library. They are loaned to a card holder for that cardholder’s exclusive use and are not to be relet to any person, regardless of whether that person is also a cardholder of the library.
4. Hay Memorial Library is not responsible for any personal injury or property damage that may be sustained by any cardholder or other person by reason of manufacturing defects, quality of workmanship and/or quality of materials in any of the Canning Wares borrowed from the library.
5. Any cardholder borrowing Canning Wares from the Library agrees that, if any borrowed item of Canning Ware becomes unsafe or in a condition of disrepair, the cardholder will immediately discontinue use of such item and return it to the library.
6. The Library reserves the right to limit the number of items of Canning Wares that a cardholder may borrow at any one time. The loan period for all Canning Wares shall be seven (5) days. At the end of the loan period, and unless renewed, the borrower will be charged a late fee of One Dollar ($1.00) per day, *per item,* until the borrowed items are returned. If a borrower wishes to renew the loan of any item of Canning Ware, he or she must contact the Library by telephone or in person. If no other cardholder is waiting to borrow the item or items, the loan may be renewed for an additional 7-day period.
7. The cardholder borrowing Canning Wares from the Library agrees to return all borrowed items to the Library, on or before the due date, in the same condition as the items were in when borrowed, normal wear and tear excepted.
8. The cardholder borrowing Canning Wares from the Library shall be responsible to the Library for any and all damage to any borrowed item that occurs while the Canning Wares are on loan to the cardholder.
9. If a cardholder wishes to borrow an item of Canning Ware, but the item is not available immediately for loan, the cardholder may place a hold on the item through the on-line catalog

or with a Library staff person, and the cardholder will be contacted when the item becomes available. If any item is available for immediate borrowing, a cardholder may telephone the Library and place a hold on the item until the end of the Library's following business day, at which time the hold will be removed and the item will be available on a first come-first served basis. Canning Wares may not be reserved for a future date.

By my signature, below, I agree that I have read the foregoing *Policy Statement for Lending Canning Wares and Canning Utensils,* that I understand all provisions of the *Policy Statement,* and that I am borrowing Canning Wares from Hay Memorial Library subject to the terms of this *Policy Statement* and the *Waiver and Release* attached to it.

Date: _____

(Signature of Cardholder)

Effective: March 16, 2017

Canning Tool Collection Waiver and Release of Liability

I, _____ (print name), hereby state the following: I am capable to use the tools I am borrowing; I will use the tools I am borrowing in a safe and proper manner and for their intended use; and I assume any and all risks and responsibilities arising out of, or resulting from, or surrounding my use of such tools.

I, _____ (print name), do hereby for myself, on behalf of my successors and assigns, in consideration of being permitted to borrow tools, agree to release and indemnify and hold harmless the Hay Memorial Library, its trustees, officers, directors, employee, agents, and volunteers , from any and all liability, loss claims, and demands, actions or cause of action for injury to person or property or death with I may suffer or incur, or that is suffered or incurred by any other person, as a result of, or which may arise or be caused in any way from, the use or possession of tools I am borrowing from the Hay Memorial Library.
I understand and agree that this Canning Tool Collection Waiver and Release of Liability (the "Waiver") is to be as broad and inclusive as permitted by the laws of the State of New York, and that if any portion of this Waiver is held invalid, the remaining terms shall continue in full force and effect. This Waiver shall be binding upon me, as well as my heirs, executors, and assigns.

In signing this Waiver, I acknowledge and represent that I have fully read this Waiver before signing it and fully understand it. I signed it voluntarily. No representations, statements, or inducements, oral or written, apart from this written statement, have been made. I am at least 18 years of age and fully competent.

_____ _____

Signature Date of Agreement

_____ Printed Name

__ __ __ __ __ __ __ __ __ __ __ Patron ID

Office Use:
Staff Initials:_____

Date: _____ Revised: February 2017

Gift and Donation Policy

The library may accept gifts of materials, art, artifacts, monetary, and non-monetary donations. Donations that are compatible with the library's need and facilities may be accepted:

- To enhance the beauty of the facility.
- To record an aspect of library or community history or culture.
- To commemorate the contribution of individuals to the library.
- To assist in providing quality services and programs to library visitors.

Donations are arranged through the Library Manager. Donated items will be reviewed for their overall contributions to the library's mission and/or relevance to the collection. Materials donated to the library may be accepted if they meet the above criteria and are in good physical condition. Exceptions to physical condition include rare, out of print, reference, and other materials that fill a specific gap in the collection.

All gifts to the library will be free of restrictions and conditions. The library shall have ownership of all donated gifts including, but not limited to, management, display, conservation or, disposition of gifts, and the right to use the item as the library sees fit, including its sale.

To conform to the requirements of the IRS, Hay Memorial cannot provide an appraisal of a gift for tax purposes. It is the responsibility of the donor to have donations appraised for tax purposes.

Library Volunteer Policy

Hay Memorial Library is appreciative of the support received through dedicated volunteers. Library volunteers assist the library staff in their efforts to provide quality services to the community. A volunteer does not replace paid library personnel but assists the staff with various assignments, thereby enhancing the service the library performs. Use of volunteers is merely supplemental to the work of paid staff.

A limited number of volunteer positions are available at any given time and new volunteers will be accepted when positions open. The only exception to this may be when a student needs a short volunteer opportunity to fulfill a service or class assignment.

All volunteers must complete a volunteer application. Children between the ages of 12-17 may only work as volunteers with the signed consent of a parent or legal guardian. All volunteer applications will be reviewed by the Library Manager. The Library Manager or the Library Associate, at the determination of the Library Manager, will provide a general library orientation and training for new volunteers. Additional training may be provided by the North Country Library System.

Becoming a Volunteer

- All applicants must complete a volunteer application. Applications can be obtained online or at the staff desk.
- An applicant must complete a brief in-person interview with the Library Manager.
- New volunteers will receive a library orientation including a tour of the building, introduction to staff, and a review of the volunteer policy.

Time Sheet

Each volunteer will be responsible to keep track of his/her volunteer hours.

References

The library will provide references for volunteers. The following information will be released in response to a reference request:

- The beginning and ending date of service
- The various assignments performed as a volunteer
- The number of hours of service given

At the request of the volunteer, character references may be provided by the Library Manager concerning volunteer work. However, these are not formally sanctioned on behalf of the library.

Confidential Information

All library users have a right to privacy and confidentiality regarding their personal information and the use they make of the library facilities, materials, and websites. Staff and volunteers have an obligation to maintain confidentiality and respect privacy. Volunteers might be exposed to information of a confidential nature. Such information is not to be shared with anyone else including family, friends, or acquaintances. No one is permitted to remove or make copies of any records, reports, or documents. Volunteers are not permitted to use staff workstations without permission from a staff member.

Dress Attire

Casual clothing is acceptable when volunteering. In general, volunteers should use common sense and good judgment in dressing and grooming appropriately. The library is committed to maintaining a professional and welcoming atmosphere. For that reason, volunteers who have direct contact with the public should avoid wearing attire that expresses a political or religious slogan or statement. All volunteers should refrain from wearing clothing that might be considered obscene, profane, harassing, or suggestive in nature.

Personal Belongings

The library assumes no liability for personal items that are lost, damaged or stolen. It is advisable not to bring valuables to the library. Volunteers are welcome to place their personal property behind the staff desk or in the employee closet. All items should be removed at the end of each shift.

Incident/Injury Reports

The safety of all people in the library is important. Caution, care, and common sense are critical to all work done in the library. Please ask for safety equipment, such as gloves or a step stool, if needed for an assignment. If an accident or unusual occurrence should happen, report the incident to a staff member on duty immediately. All accident and injury reports are kept on file in the Administration Office.

Changes in Personal Information

The library needs current contact information about each volunteer. This information may be needed to contact family in case of an emergency or when the supervisor must find a substitute for a volunteer who is suddenly unavailable. Please notify the Library Manager of any change of address, name, email, telephone number or emergency family contact.

Attendance

Once accepted and placed in a volunteer assignment, it is important that a volunteer report for duty on time. Vacation and other planned time away that conflicts with a regular volunteer assignment should be reported as far in advance as possible. For illness or emergency absence, call or email as soon as possible to the supervisor or the Volunteer Coordinator. Before hours, call the library at 740-653-2745, extension 200 to leave a call-off message.

Phone Calls

Volunteers should set personal cell phones to silent or vibrate while on duty. If a volunteer needs to answer a call, they should answer their call in the lobby area.

Cause for Dismissal of Volunteer Duties

The following violations may result in immediate dismissal from volunteer service:

- Reporting for a volunteer assignment under the influence of alcohol or drugs
- Theft of property or misuse of equipment or materials
- Committing illegal, violent, or intentionally committing inappropriate or unsafe acts
- Abuse or mistreatment of any Hay Memorial staff, patrons, or other volunteers

- Releasing confidential patron/staff information
- Consistent tardiness/and or absences from scheduled volunteer shifts
- Abuse of Library policies or volunteer procedures

List of Volunteer Tasks

The following list indicates jobs appropriate for volunteers. Additional tasks may be assigned or added to this list with approval from the Library Manger and Board of Trustees only.

- Shelf Reading
- Shelving DVDs, music CDs, board books, paperbacks and other parts of the collection which are arranged alphabetically
- Preparing crafts
- Washing book covers
- Dusting shelves
- Assisting with summer reading programs (prepping crafts; helping with events)
- Pulling collections of material
- Preparing book displays
- Gardening/weeding
- Special projects
- Building maintenance or handyman projects
- Library Aide*

Library Aide

A Library Aide is a volunteer who assists staff by covering the circulation desk in order for staff to run programming or complete tasks that take them away from the main desk. It will be the Library Aide's duty to check books in and out, sign new users up for library cards, help find titles on shelf, and place holds.
A volunteer must gain at least one month experience in shelving items and shelf reading and complete SIRSI training with the North Country Library System before becoming an aid. A library aide must be at least 17 years-old.

At the discretion of the Library Manager, a Library Aide may be allowed to open or close the building in cases of extreme emergency or staff sickness. A volunteer that is granted access to the building with the Library's Loan Key must sign the key in and out and bring it back within 3 days of their shift. Any staff member in need of coverage from a Library Aid must contact the Library Manager.

Building Key Policy

This key policy is intended to reduce the number of library keys that are in constant circulation and to improve the safety of the library staff and materials through the reduction of unauthorized use of the library. It also is intended to allow authorized use of the library for library or community purposes on a

scheduled basis by authorized users. Authorization is the responsibility of the Library Manager or Library Board President.

- This policy will begin when the front, side and rear doors of the library are rekeyed and the Library Board approves this policy.
- Once rekeyed, there will be seven (7) keys for the side and rear doors and two (2) keys for the front door. Keys will be numbered and marked “Do not duplicate”.
- There will be six (6) holders of the keys:
    1. Library Manager
    2. Library Associate
    3. Library Board President or a Library Board member on call.
    4. NCLS Transit Delivery
    5. Treasurer
    6. Cleaning Staff
- All other keys (one for side and rear doors, two for front door) will be kept in the key closet under the supervision of the Library Manager.
- Keys will be available on a 24 hour loan basis for library-approved activities (e.g., library work, community presentation). The Library Manager, with “as needed” advice from the Library Board President, is responsible for approving any loan of library keys.
- The Library Manager will develop a key borrowing procedure, including forms, and will report key borrowing to the Library Board at its monthly meeting.

Effective: May 19, 2016

Infectious Disease Policy

Hay Memorial Library will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Hay Memorial during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

Preventing the Spread of Infection in the Workplace

Hay Memorial will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, meeting rooms, door handles and railings. In the event of a full-building closure, staff may be requested to take on additional cleaning duties to minimize the amount of people in the building.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy continues to be frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. We will also provide alcohol-based hand sanitizers throughout the workplace and in common areas.

Unless otherwise notified, normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of child care should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

Staying Home When Ill

Many times, with the best of intentions, employees report to work even though they feel ill. During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills, and fatigue. Currently, the Centers for Disease Control and Prevention recommends that people with an infectious illness such as the flu remain at home until at least 24 hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications. Employees who report to work ill will be sent home in accordance with these health guidelines.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks

In the event of an infectious disease outbreak, Hay Memorial Library may implement these social distancing guidelines to minimize the spread of the disease among the staff.

Telework requests will be handled on a case-by-case basis. While not all positions may be eligible, all requests for temporary telecommuting should be submitted to your supervisor for consideration. *During the workday*, employees are requested to:

- Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
- If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
- Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
- Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
- Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
- Encourage members and others to request information and orders via phone and email in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

Outside activities, employees might be encouraged to the extent possible to:

- Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
- Avoid recreational or other leisure classes, meetings, activities, etc., where employees might come into contact with contagious people.

Reporting Medical Diagnoses

Staff that present with symptoms relating to an outbreak should immediately notify their supervisor and seek medical testing to confirm a positive or negative diagnosis. If an employee does test positive for an infectious disease relating to an outbreak, they must notify their supervisor immediately so proper precautions can be taken by the organization for the safety of other staff members and patrons.

Staff are also required to disclose if they have come into direct or indirect contact with a person who has been diagnosed with an infectious disease during an outbreak. The library may request the employee to quarantine and work remotely during this time.

Pandemic Pay/Quarantine Leave Policy

Paid Leave During Emergency Closure

When the library temporarily closes due to a declared state of emergency, and all or some employees are instructed not to come in to work, upon a vote of the board, compensation shall continue as follows:

- Full-time staff shall be paid at their regular rate of pay, and part-time staff shall be paid for their regularly scheduled shifts.
- To be eligible for compensation during a time of emergency closure or reduced hours, employees must be ready, willing, and able to work remotely on projects identified by the library director during their regularly scheduled working hours unless alternate hours have been approved by a supervisor, and must complete such duties as assigned.
- When performing tasks remotely, employees should note the time worked through the process agreed on for logging hours.

Quarantine Leave

If a full or part-time employee who is not personally ill is required to remain absent because of quarantine imposed by a governing authority, or if during a declared emergency an employee determines to self-quarantine and such employee presents a written statement of the attending physician or local health officer proving the necessity of such absence, such employee shall be granted leave with pay for the period of the required absence.

Such pay shall cover the employee's routine hours (part-time hours will be based on an average of the most recent three pay periods, or as set by the board). Prior to return to duty, such employees may be required to submit a written statement, from the local health officer having jurisdiction, that return to duty will not jeopardize the health of other employees.

To be eligible for compensation during quarantine leave, employees must be ready, willing and able to work remotely on projects identified by system leadership during their regularly scheduled working hours unless alternate hours have been approved by a supervisor, and must complete such duties as assigned. When performing tasks remotely, employees should note the time worked through the process agreed on for logging hours.

Pandemic Emergency Closure

The Purpose of the Pandemic Response Policy is to provide the staff and trustees of Hay Memorial Library the guidance needed in order to effectively prepare and respond to health pandemic while ensuring the safety of staff, trustees and patrons.

Definition of Pandemic
A pandemic is an event in which a new virus emerges, infects people and spreads between people sustainably. Because there is little to no pre-existing immunity against the new virus, it spreads worldwide.

Response Service Plan (three-phase approach)

I. Precautionary Measures
In the event of an increased communicable illness, the library will add precautionary measures to help prevent the spread of disease. These measures will be taken during common seasonal outbreaks of infectious diseases while the library remains open and provides normal service. Precautionary measures to include and not limited to:

- Performing additional routine cleaning of high touch points.
- Promoting healthy habits among employees and patrons.
- Reducing contact with difficult to clean items or areas. (Toys, games, puzzle and other hard
- to-clean items).
- Additional precautionary measures will be taken as needed as outlined in the library's **Infectious Disease Policy.**

II. Reduced Hours and Services

The library strives to provide the best service possible to our community. However, the safety of staff and patrons is the library's highest priority. In addition to adhering to the above precautionary measures, the library reserves the right to reduce library hours, suspend programming, Interlibrary Loan service, and community room use as necessary to reduce disease exposure to staff and patrons.

Decisions about the suspension and continuation of services will be made based on guidance from local health officials.

III. Closure

The library may completely close the building to the public and suspend all in-person programs, services, and events. The Library Board of Trustees will approve a closure through a formal vote of the board. Reasons for closing may include, but are not limited to:

- Safety of employees or patrons is at risk.
- Employees are too ill to work, have self-quarantined, or are under mandatory quarantine by health officials.
- Employees are under a stay-at-home order by government agencies.
- Recommendations by recognized library organizations such as the New York Library Association (NYLA) and/or the American Library Association (ALA).
- Recommendations or mandates by local, county, state, or federal agencies.

Pandemic Response Committee

Upon or after closing the library, the library board will appoint a Pandemic Response Committee. This committee will be designated to monitor and coordinate events around the pandemic, as well as to create work rules that could be implemented to promote safety through infection control. This committee will also meet periodically throughout the closure and will advise the library board on pandemic best practices and re-opening procedures based on guidance from the library system, local health officials and state mandates. The Pandemic Response Committee will consist of the library Director, the Board President and other trustees who wish to be on the committee. A committee will be designated to monitor and coordinate events around an infectious disease outbreak, as well as to create work rules that could be implemented to promote safety through infection control.

Working Remotely During a Pandemic

Library staff may be able to work remotely during a pandemic, whether from home or another approved location. Working remotely allows for the library to maintain a connection to the community and also allows for a continuation of work flow for projects, programs, services, continuing education, and other tasks that do not directly involve the public through in-person or face-to-face contact.

Resuming Partial and Full Service Following a Pandemic

The library will resume regular operations on a partial and full basis as soon as reasonably possible, depending on recommendations by government officials, library trustees, library manager, and the library system. In an effort to provide services while mitigating risk to staff and patrons, the library will resume services using a phased approach.

Both board and staff should refer to the approved reopening plan as submitted and voted upon after the library's closure.

It will also be expected that employees will follow precautionary measures outlined in the library's **Infectious Disease Control Policy** when they are permitted to return to work.

In all phases, the health, wellness, and safety of library employees, library patrons, and the greater community must be balanced with the programs and services offered by the library.

Communication

Changes in status will be communicated to the community via signage, the library's website, social media, and news outlets.
The library Director shall maintain regular contact with staff and trustees for the duration of the pandemic. The library Director will also maintain contact with library system staff in order to receive timely updates and system information related to the pandemic.

Any temporary changes in patron services will be reflected in the corresponding service policies. This may include, and not limited to, the library Circulation Policy, Meeting Room Use Policy, Printing/Photocopier Use, etc. Any policy changes and updates will be communicated via the library's website and library signage.

Health and Safety Equipment

The library will provide personal protective equipment (PPE) as recommended or mandated by law and as each situation warrants, and to the extent possible. This may include gloves, masks, and/or other appropriate health and safety equipment.

Employees must wear appropriate health and safety equipment according to library policy, when required by health and safety officials, or when mandated by local, state, or federal regulations or laws.

In an effort to keep patrons and staff safe while in the library, patrons may be required to wear masks and may be subject to other safety precautions such as temperature checks and social distancing.

Any measures affecting patron conduct while using library services will be outlined in the library's **Patron Code of Conduct Policy** if warranted necessary.

Paid Leave During Emergency Closure

When the library system temporarily closes due to a declared state of emergency, and all or some employees are instructed not to come in to work, upon a vote of the board, compensation shall

continue as follows:

Full-time staff shall be paid at their regular rate of pay. Part-time staff shall be paid for their regularly scheduled shifts; part-time staff who work on a substitute basis with variable schedules will not be paid during the closure.

To be eligible for compensation during a time of emergency closure or reduced hours, employees must be ready, willing and able to work remotely on projects. The scope of remote work will be identified by the library manager and approved by the board of trustees. When performing tasks remotely, employees should note the time worked through the process agreed on for logging hours.

Social Media Policy

Hay Memorial Library engages customers through many digital outlets, including our website, digital newsletter, Facebook page, Instagram, and other communications tools. Hay Memorial's digital presence is maintained by employed staff.

The Purpose of Digital Communication

Hay Memorial's social platforms provide a public forum to facilitate the sharing of ideas, opinions, and information about library-related subjects and issues. Hay Memorial's social platforms are intended to create a welcoming and inviting online space where library users will find useful and entertaining information that relate to the library's mission and can interact with library staff and other library users. Staff will respond, as necessary, to constituent questions and/or comments.

Social Media Guidelines

By choosing to comment or post on Hay Memorial Library's social media accounts, you agree that we reserve the right to remove content and/or block you from the page if your posts are deemed inappropriate due to the following:

- Profane or vulgar language or content
- Content that degrades others on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability, or sexual orientation
- Threatening or harassing posting
- Personal attacks against other public users of Hay Memorial social media
- Images and links to graphic images
- Copyright, trademark, and intellectual property violations
- Solicitations for commerce or fundraising

If you violate one or more of these guidelines, you may have your content removed or be blocked

from further participating on the page. All removed content that results in banning a user from a page must be documented and filed.

Sexual Harassment Policy

Hay Memorial Library is committed to maintaining a workplace free from sexual harassment. Sexual harassment is a form of workplace discrimination. The Library has a zero-tolerance policy for any form of sexual harassment, and all employees are required to work in a manner that prevents sexual harassment in the workplace. This Policy is one component of Hay Memorial Library's commitment to a discrimination-free work environment.
Sexual harassment is against the law. All employees have a legal right to a workplace free from sexual harassment, and employees can enforce this right by filing a complaint internally with Hay Memorial, or with a government agency or in court under federal, state or local antidiscrimination laws.

Policy:

1. Hay Memorial Library's policy applies to all employees, applicants for employment, interns, whether paid or unpaid, volunteers, board members, contractors and persons conducting business with Hay Memorial.

2. Sexual harassment will not be tolerated. Any employee or individual covered by this policy who engages in sexual harassment or retaliation will be subject to remedial and/or disciplinary action, up to and including termination.

3. Retaliation Prohibition: No person covered by this Policy shall be subject to adverse employment action including being discharged, disciplined, discriminated against, or otherwise subject to adverse employment action because the employee reports an incident of sexual harassment, provides information, or otherwise
assists in any investigation of a sexual harassment complaint. Hay Memorial Library has a zero-tolerance policy for such retaliation against anyone who, in good faith complains or provides information about suspected sexual harassment. Any employee of Hay Memorial Library who retaliates against anyone involved in a sexual harassment investigation will be subjected to disciplinary action, up to and including termination. Any employee, paid or unpaid intern, or non-employee working in the workplace who believes they have been subject to such retaliation should inform a supervisor, manager, or board of trustee. Any employee, paid or unpaid intern or non-employee who believes they have been a victim of such retaliation may also seek compensation in other available forums, as explained below in the section on Legal Protections.

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

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

6. All employees are encouraged to report any harassment or behaviors that violate this policy. Hay Memorial Library will provide all employees a complaint form for employees to report harassment and file complaints.

7. Managers and supervisors are required to report any complaint that they receive, or any harassment that they observe to the library to the Board of Trustees.

8. This policy applies to all employees, paid or unpaid interns, and non-employees and all must follow and uphold this policy. This policy must be posted prominently in all work locations and be provided to employees upon hiring.

What Is "Sexual Harassment"?

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

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

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

A sexually harassing hostile work environment consists of words, signs, jokes, pranks, intimidation or physical violence which are of a sexual nature, or which are directed at an individual because of that individual's sex. Sexual harassment also consists of any unwanted verbal or physical advances, sexually explicit derogatory statements or sexually discriminatory remarks made by someone which are offensive or objectionable to the recipient, which cause the recipient discomfort or humiliation, which interfere with the recipient's job performance.

Sexual harassment also occurs when a person in authority tries to trade job benefits for sexual favors. This can include hiring, promotion, continued employment or any other terms, conditions or

privileges of employment. This is also called “quid pro quo” harassment.

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

Examples of sexual harassment

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

- Physical assaults of a sexual nature, such as:
- Touching, pinching, patting, grabbing, brushing against another employee’s body or poking
- another employees’ body;
- Rape, sexual battery, molestation or attempts to commit these assaults.
- Unwanted sexual advances or propositions, such as:
    - Requests for sexual favors accompanied by implied or overt threats concerning the victim’s job performance evaluation, a promotion or other job benefits or detriments;
    - Subtle or obvious pressure for unwelcome sexual activities.
    - Sexually oriented gestures, noises, remarks, jokes or comments about a person’s sexuality or sexual experience, which create a hostile work environment.
    - Sexual or discriminatory displays or publications anywhere in the workplace, such as: o Displaying pictures, posters, calendars, graffiti, objects, promotional material, reading materials or other materials that are sexually demeaning or pornographic. This includes such sexual displays on workplace computers or cell phones and sharing such displays while in the workplace.
    - Hostile actions taken against an individual because of that individual’s sex, sexual orientation, gender identity and the status of being transgender, such as:
    - Interfering with, destroying or damaging a person’s workstation, tools or equipment, or otherwise interfering with the individual’s ability to perform the job; o Sabotaging an individual’s work; o Bullying, yelling, name-calling.

Who can be a target of sexual harassment?

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

Where can sexual harassment occur?

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

What is "Retaliation"?

Unlawful retaliation can be any action that would keep a worker from coming forward to make or support a sexual harassment claim. Adverse action need not be job-related or occur in the workplace to constitute unlawful retaliation.

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

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

Reporting Sexual Harassment

Preventing sexual harassment is everyone's responsibility. Hay Memorial Library cannot prevent or remedy sexual harassment unless it knows about it. Any employee, paid or unpaid intern or nonemployee who has been subjected to behavior that may constitute sexual harassment is encouraged to report such behavior to a supervisor, manager or [person or office designated]. Anyone who witnesses or becomes aware of potential instances of sexual harassment should report such behavior to a supervisor, manager or the board of trustees

Reports of sexual harassment may be made verbally or in writing. A form for submission of a written complaint is attached to this Policy, and all employees are encouraged to use this complaint form.

Employees who are reporting sexual harassment on behalf of other employees should use the complaint form and note that it is on another employee's behalf.

Employees, paid or unpaid interns or non-employees who believe they have been a victim of sexual harassment may also seek assistance in other available forums, as explained below in the section on Legal Protections.

Supervisory Responsibilities

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

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

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

Complaint and Investigation of Sexual Harassment

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

An investigation of any complaint, information or knowledge of suspected sexual harassment will be prompt and thorough, and should be completed within 30 days. The investigation will be confidential to
the extent possible. All persons involved, including complainants, witnesses and alleged perpetrators will be accorded due process to protect their rights to a fair and impartial investigation.

Any employee may be required to cooperate as needed in an investigation of suspected sexual harassment. Employees who participate in any investigation will not be retaliated against.

Investigations will be done in accordance with the following steps:

- Upon receipt of complaint, the board of trustees will conduct an immediate review of the allegations, and take any interim actions, as appropriate. If the complaint is oral, encourage the individual to complete the "Complaint Form" in writing. If he or she refuses, prepare a Complaint Form based on the oral reporting.
- If documents, emails or phone records are relevant to the allegations, take steps to obtain and preserve them.
- Request and review all relevant documents, including all electronic communications.
- Interview all parties involved, including any relevant witnesses;
- Create a written documentation of the investigation (such as a letter, memo or email), which contains the following:
    - A list of all documents reviewed, along with a detailed summary of relevant

documents;
- A list of names of those interviewed, along with a detailed summary of their statements;
- A timeline of events;
- A summary of prior relevant incidents, reported or unreported; and
- The final resolution of the complaint, together with any corrective action(s).
- Keep the written documentation and associated documents in the employer's records.
- Promptly notify the individual who complained and the individual(s) who responded of the final
- Determination and implement any corrective actions identified in the written document.
- Inform the individual who complained of their right to file a complaint or charge externally as outlined below.

Legal Protections and External Remedies

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

Aside from the internal process at Hay Memorial Library, employees may also choose to pursue legal remedies with the following governmental entities at any time.

New York State Division of Human Rights (DHR)

The Human Rights Law (HRL), codified as N.Y. Executive Law, art. 15, § 290 et seq., applies to 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 DHR or in New York State Supreme Court.
Complaints with DHR may be filed any time within one year of the harassment. If an individual did not file at DHR, they can sue directly in state court under the HRL, within three years of the alleged discrimination. An individual may not file with DHR if they have already filed a HRL complaint in state court.

Complaining internally to Hay Memorial Library does not extend your time to file with DHR or in court. The one year or 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 discrimination has occurred. Probable cause cases are forwarded to a public hearing before an administrative law judge. If discrimination 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 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, (718) 741-8400, 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.

United States Equal Employment Opportunity Commission (EEOC)

The 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.

If an employee believes that he/she has been discriminated against at work, he/she 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 (1-800-669-6820 (TTY)), visiting their website at www.eeoc.gov or via email at info@eeoc.gov.

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

Local Protections

Many localities enforce laws protecting individuals from sexual harassment and discrimination. An individual should contact the county, city or town in which they live to find out if such a law exists.

Contact the Local Police Department

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

Defense of Intellectual Freedom Policy

Defense of Intellectual Freedom Statement

Hay Memorial Library upholds the principle of intellectual freedom and resists all efforts to censor library materials. We affirm the American Library Association's Library Bill of Rights, Freedom to View, and Freedom to Read policy statements in support of acquiring and managing collections.

Libraries are institutions of education and knowledge that provide access to materials that reflect a broad range of subjects, ideas, and opinions. In doing so, all libraries contain some materials which parents may not want their children to read, view, or borrow. While parents have the right to set restrictions for their own children, no person or group has the right to deny an entire community access to library materials.

Therefore, Hay Memorial Library stands firmly opposed to the restriction, removal, and/or censorship of books and other library collection materials, and rejects any attempts to limit freedom to read or to obstruct intellectual freedom.