

# Adamstown Area Library Policies

## Table of Contents Section 3

### Contents

Board Officers .....	2
Committees of the Board.....	3
Committee authority.....	3
Committee accountability .....	4
Appointment of committees .....	4
Ex officio committee members .....	4
Duties of committee members.....	4
Guidelines for the committee chairperson.....	4
Board Member Job Description .....	5
Human resources: .....	5
Planning:.....	5
Finance:.....	5
Community relations:.....	5
Organizational operations:.....	6
Performance expectations for Board member .....	6
Friends of the Library Group .....	7
Memorandum of Understanding between Friends.....	7
of the Adamstown Area Library & the Library .....	7
Bylaws of the Friends of the Adamstown Area Library .....	8
Emergency Procedures Policy.....	11
Patron Code of Conduct .....	12
Managing Disorderly Patrons Policy .....	14
Employee Code of Conduct.....	15
Volunteer Policy.....	16
Volunteer Code of Conduct.....	17
Unattended Child Policy .....	18
Code of Service .....	19

## Board Officers

*Officers of the Board will be a president, vice-president, secretary and treasurer elected by a majority vote of the Board. All officers must display a commitment to AAL and develop an understanding of the AAL organization, principles, mission, goals, and services. Recognize the responsibilities and relationships of governance and management.*

The **President** of the Board will (in collaboration with the Director) prepare Board meeting agendas, preside at Board meetings, appoint committees, sign official documents requiring signature and may represent the Board in public and official capacities as instructed by the Board. The president will also:

- Chair the Executive Committee.
- Make special assignments and appoint representatives to other organizations.
- Act as liaison between Board and Director.
- Encourage the Board to do long-range planning.
- Assist Board members to build their Board skills.
- Act to discipline Board members who violate the ethical standards of the Board.
- Encourage all Board members to participate in Board activities.
- Ensure that all Board members' views are represented in Board meetings.

The **Vice-President** will preside at Board meetings in the absence of the president and assume the office of president if the Board determines that the president can no longer serve. The vice-president will also:

- Serve on the Executive Committee.
- Work with the president to be prepared to assume that office if necessary.
- Manage special assignments as requested by the Board president.

The **Secretary** will oversee the records of the Board, including meeting minutes, the charter and any historical documents. When required, the secretary will also sign notes, contracts and other official agreements on behalf of the AAL and at the direction of the Board. The secretary will also:

- Serve on the Executive Committee.
- Ensure that all official documents are safely passed to the next secretary.
- Research AAL records when necessary for information for the Board.

The **Treasurer** ensures that current records are maintained, reflecting the financial condition of AAL. These records will include cash, outstanding advances, investments, accounts receivable and other assets, accounts payable, and fund balances (net assets). Key responsibilities include

- Participate in the preparation of the budget.
- Serve as the chair of the finance committee.
- Ensure that accurate books and records on financial condition are maintained.
- Ensure that the assets are protected and invested according to library policy.
- Ensure that AAL complies with library and reporting requirements.
- Ensure that comprehensive financial reports to the Board are prepared in a timely and accurate manner.
- Ensure that the complete records of the organization are available to the individual or individuals preparing the annual financial statements.

The treasurer must display a commitment to AAL and an understanding of the AAL organization, principles, mission, goals, services, and the responsibilities and relationships of governance and management and paid and volunteer staff.

## **Committees of the Board**

*The Board may establish or abolish standing or special committees as necessary.*

### **Committee authority**

Any committee established by the Board will have the powers specifically delegated to it by the Board. Functions of each committee will be recorded in the minutes of the meeting at which the committee was established.

## **Committee accountability**

Committees are a subsidiary of the Board, and will be expected to report their work to the full Board on a regular basis.

## **Appointment of committees**

The president of the Board will appoint the chairperson and all committee members of standing committees. The Board will annually review the work of each committee.

Ad hoc committees will be appointed in the same manner. They are dissolved when the purpose for which they are created has been served.

## **Ex officio committee members**

The president of the Board will be an ex-officio member of all committees, but will only vote on the committee to which he/she is assigned. If desired, the Director or delegated representative will be a nonvoting member as a resource to the committee.

## **Duties of committee members**

Duties of the members of individual Board committees will vary, but certain basic committee member responsibilities remain the same for all committees. Those responsibilities include:

- Attend meetings of the committee to which the Board member is assigned.
- Prepare for committee meetings.
- Follow through promptly on any assignments for the committee.
- Support committee recommendations before the full Board.

## **Guidelines for the committee chairperson**

The committee chairperson will be expected to lead the committee just as the Board president is expected to lead the Board. The committee chairperson is accountable for ensuring the productivity of the committee by:

- Planning the agenda for the committee.
- Ensuring that all members of the committee are notified of committee meetings.
- Convening committee meetings, and keeping meetings on track.

- Ensuring that reports and recommendations for action from the committee are presented to the full Board.

## **Board Member Job Description**

*Board members are responsible for determining AAL policy in the areas of human resources, planning, finance, community relations and organizational operations.*

### **Human resources:**

- Recruit new Board members, recognize and nurture existing Board members to grow and develop as leaders.
- Hires, disciplines, evaluates and terminates the Director.
- Establishes personnel policies relating to the Director's employment.
- Ensures that the Director has complete and up-to-date policies for management and staff.

### **Planning:**

- Establish and review the AAL mission/philosophy/goals.
- Review and evaluate services, programs and operations.

### **Finance:**

- Ensure financial accountability of the AAL.
- Oversee an ongoing process of budget development, approval and review.
- Ensure that adequate funds are available to support AAL's services and programs.
- Oversee properties or investments of the AAL.

### **Community relations:**

- Ensure that AAL's programs and services appropriately address the needs of those we serve.
- Advocate for AAL's services/programs in the community.
- Collaborate with other community organizations.

## **Organizational operations:**

- Ensure AAL's management systems, operations and legal structures are adequate and appropriate.
- Ensure that the AAL and its Board members meet all applicable legal requirements.

## **Performance expectations for Board member**

Every Board member is expected to:

- Demonstrate a strong commitment to AAL's mission.
- Devote the necessary time to prepare for and participate in Board and committee meetings.
- Exhibit high ethical standards and integrity in all Board actions.
- Take responsibility and accountability for AAL and all decisions made by the Board.
- Spend the necessary time to learn the job, including continuing education.
- Demonstrate willingness to work as a team member with other Board members and the Director.

# Friends of the Library Group

## Memorandum of Understanding between Friends of the Adamstown Area Library & the Library

The following will constitute an operating agreement between the Friends of the Adamstown Area Library and the Adamstown Area Library. It will stand until and unless it is modified by mutual agreement of the Friends executive board and the Adamstown Area Library Trustees.

*The Friends mission is to raise money and public awareness in the community to support the services and programs of the Library.*

As a non-profit, 501(c)(3) organization, however, the Friends group is a legally distinct entity and is not a part of the Library.

**The Library** agrees to include the Friends in the long-term planning process to ensure that the Friends are aware of the goals and direction of the Library.

**The Library** agrees to share their strategic initiatives and discuss with the Friends how their resources and support might help.

**The Library** agrees to supply the Friends with a “wishlist” that indicates the anticipated needs for Friends support.

**The Library** agrees to provide the Friends with support, to assist them with the newsletter, meeting coordination, promotional materials, technical assistance, events, and other areas as needed.

**The Library** agrees to provide public space for Friends membership brochures and promotional materials.

**The Library** agrees to provide the Friends with space in the Library for book storage and sorting, book sales, and office needs.

**The Friends** agree to publicly support the Library and its policies.

**The Friends** agree to include a member from the library's administration as a non-voting presence at all Friends' meetings and to allow room on the agenda for a library report.

**The Friends** agree to include a member from their organization as a non-voting presence at all AAL board meeting. The Trustees will allow room on the agenda for a Friend's report.

**The Friends** agree that any and all profits raised will be spent exclusively for library programs, services, and other Library defined needs unless otherwise agreed to by both the Friends and the Library.

**The Friends** agree that the library Trustees has the final say in accepting or declining any and all gifts made to the library.

**The Friends** agree to engage in advocacy efforts on behalf of the Library under the guidance of the Library and the Trustees.

**The Friends** agree that if they cease to actively fundraise and promote the Library, they will disband, allowing for a new Friends group to be established in the future. In the event that the Friends disbands, the Library Trustees and director shall be notified in writing and all monies shall be turned over to the Library in accordance with the Friend's by laws.

## **Bylaws of the Friends of the Adamstown Area Library**

### Article I (Name)

The name of the organization shall be The Friends of the Adamstown Area Library.

### Article II (Purpose)

The purpose of this organization is to support the Adamstown Area Library by raising funds, educating the public, promoting volunteerism and providing advocacy for the ongoing needs of the Adamstown Area Library.

### Article III (The Board)

Section 1. The affairs of this organization shall rest with the Board of Directors (Board). Each Board member shall be entitled to one vote. A majority shall constitute a quorum for the transaction of business.



Section 2. Recommendations for vacancies on the Board shall be made by the nominating committee and presented for approval by the remaining Board members to maintain a Board no greater than fourteen.

#### Article IV (Officers)

Section 1. The officers shall be president, vice president, secretary, corresponding secretary and treasurer. Their terms of office shall be for two years and no more than two consecutive terms.

Section 2. The officers shall be known as the executive committee.

Section 3. The officers shall be elected at the November Board meeting and will take office effective January 1.

#### Article V (Committees)

Section 1. Committees may be formed as needed and shall be appointed by the president.

Section 2. There shall be a standing nominating committee of three Board members appointed by the president annually responsible for selecting officer and Board candidates. The slate of officers shall be presented at the October meeting. No one shall be nominated without his/her consent.

Section 3. The president shall be an ex-officio member of all committees with the exception of the nominating committee.

#### Article VI (Meetings)

Section 1. A monthly Board meeting will be held as established at the January meeting unless agreed upon by the Board.

Section 2. Special meetings may be scheduled as recommended by the president or a majority of the Board members.

Section 3. A general public meeting shall be held in January.

#### VII (Dues and Fiscal Year)

Section 1. Annual dues, if desired, shall be determined by the Board.

Section 2. The fiscal year of this organization shall begin January 1 of each year, and end December 31 of the same year.

#### Article VIII (Funds)

Section 1. Adequate books of accounts shall be maintained by the treasurer, who shall be responsible for them.

Section 2. The Board shall appoint two persons neither of whom shall be an officer to audit the treasurer's books at the close of the fiscal year.

Section 3. The Board shall approve expenditures in excess of \$200. Routine expenses shall be disbursed at the discretion of the treasurer.

Section 4. In the event of dissolution of organization, all assets will be turned over to the Adamstown Area Library.

#### Article IX (Amendments)

The bylaws may be amended by the Board at any regular meeting of the Board by two thirds of the members present, provided that notice of the proposed amendment(s) shall have been given to all Board members at least two weeks before said meeting.

#### Article X (Conduct of Business)

All meetings shall be conducted according to Robert's Rule of Order, Revised, except when in conflict with Bylaws or with the laws of the State of Pennsylvania.

#### Article XI (Job Descriptions)

##### President

The president shall preside at all meetings of the Board. He/she shall submit an annual report to the Board.

##### Vice -President

The vice-president shall be vested with all the powers and perform all the duties of the president during the absence of the latter.

##### Secretary

The secretary shall take minutes at the meetings of the Board.

##### Treasurer

The Treasurer, under the direction of the Board, shall have charge of the funds of this organization and shall deposit the same in the name of this organization in a bank or other Board approved financial instrument. He/she shall pay all invoices properly presented, and shall present a written report of the finances of the organization at each Board meeting. He/she will present a complete account and report every January of the previous fiscal year and at any other time upon request of the president or majority of the Board.

Grandfather clause: The terms of office begin on January 1st after adoption of these bylaws.

*Adopted September 2009*

## Emergency Procedures Policy

The Adamstown Area Library acknowledges that it is not within any of its employees' expertise to recognize the seriousness or immediacy of any threat made by an individual to the Library building, its staff or patrons, or his/herself. Employees of the Adamstown Area Library are therefore expected and encouraged to *call the local police or 911* in any circumstance in which an individual, be it a patron, volunteer, or employee, is making threats of harm to another person, his/herself, or is acting in threatening manner.

If a patron, volunteer, or coworker is in any way violating the Library Code of Conduct for Patrons Volunteers & Employees, and they have been made aware that they are in violation of that Code and still refuse to desist the behavior or leave the premises, employees are expected and encouraged to call the local police or 911.

If there is an immediate threat to the Library's facility and/or occupants, including but not limited to, severe weather, bomb threat or fire, the staff member on the premises with the most seniority is authorized to close and/or evacuate the building and inform the appropriate authorities.

In the case of a large scale emergency, including but not limited to, severe weather, fire, release of bio-hazardous materials, or an attack, the Adamstown Area Library will follow the recommendations of local, state, and/or national authorities.

The Library has created a Disaster Plan that is located on the premises as well as in several off site locations. Employees should be aware of the existence of this plan and of how to obtain a copy if/when it is needed.

Employees are encouraged to utilize the Library's telephone, radio, Internet connection and/or television to monitor an emergency situation.

In the case of inclement weather, the Adamstown Area Library will close or delay opening until weather conditions have improved. During weekends, holidays, or summer vacation, the decision to close the Library due to inclement weather will be made by the Library Director or the staff member with the most seniority on the premises.

If a staff member is alone at the Library and must leave, patrons and volunteers must be told to vacate the premises and the staff member should close and lock the building. Under no circumstances should the Library be left open to the public without a member of the staff present.

*Approved by Board of Trustees September 17th, 2003*

## Patron Code of Conduct

The Adamstown Area Library Board of Trustees endorses the following code of conduct as it will be presented to patrons, staff and volunteers:

*It is the purpose of the Adamstown Area Library to provide free, open and equal access to ideas and information to all members of the community. To accomplish this purpose, a code of conduct is provided to assist staff, volunteers and patrons in promoting safe, healthy and barrier-free access to all the resources and facilities the Adamstown Area Library has to offer. The code is designed to foster an atmosphere of mutual respect and courtesy and applies to all patrons, volunteers and staff while on library property.*

### WHILE IN THE LIBRARY, YOU ARE ENCOURAGED TO:

- Ask the staff for help. Let the staff know when you are unable to find what you need so they can try to get the information for you. This also helps the library know what needs to be added to the collection.
- Inform the staff if you need accommodation or if assistance is needed for your full use of library services.
- Explore new ideas and interests by attending library programs.
- Be responsible for the safety, wellbeing and conduct of children in your care.
- Cooperate with the requests of library staff.

### WHILE IN THE LIBRARY, THE FOLLOWING IS PROHIBITED:

- Disorderly acts that create inconvenience, annoyance or alarm will not be tolerated in the Adamstown Area Library. Disorderly acts could include fighting, threatening and violent behavior, alcohol, use of illegal drugs or being under the influence, unreasonable noise, obscene language or behavior, or display of a weapon.
- Behavior which is unsafe or disturbing to other patrons, volunteers or staff such as loud talking, shouting, screaming, swearing or making other loud noises, pushing, running, shoving or throwing things.
- Verbally or physically harassing or threatening other patrons, volunteers or staff. Harassment may include, but is not limited to: initiating unwanted conversation; impeding access to or within the building; or other actions that an individual reasonably perceives to be hostile, threatening, intrusive or offensive.
- Entering the Library before the Library is open.

- Refusing to vacate the Library at closing time.
- Children or other persons in need of supervision may not be abandoned or left unattended in the library. Children under the age of 8 should never be left without adult supervision at the Library.
- Actions that damage library property or the property of others.
- Any behavior that is prohibited by law.
- Sexual misconduct, such as exposure, touching, verbal comments or unwanted sexual advances to patrons, volunteers or staff.
- Smoking or tobacco products or e-cigarettes
- Bringing animals, other than guide animals, into the library unless authorized by the Library staff.
- Access to staff or Library Friends' areas, unless accompanied by a library employee or member of the Friends' Board.
- Using the library for extended periods of sleeping.
- Inappropriate dress including no shirt or shoes.
- Tampering with the arrangement of library materials which makes finding or using them difficult.
- Use of radios, tape or CD players, cellular phones, or other personal listening or communication devices at a level that can be heard by others.
- Loitering
- Solicitation of funds, distribution of literature or promotional materials, or sale of goods by any person or agency without approval by the library.
- Use of library computers for anything other than their intended purpose. (See library's Internet policy.)
- Blocking aisles or passageways so as to make it dangerous, difficult or impossible to walk through. This includes placement of cords for electricity to electronic equipment, such as lap top computers.

#### CONSEQUENCES OF MISCONDUCT:

The Library Director will apply these rules in a fair and equitable manner for the benefit of all. The consequences of misconduct may be any of the following:

- verbal warning
- eviction

- loss or restriction of library privileges or prosecution to the full extent of the law. Citations may be issued by police. Parents will be called or notified in writing in the case of a minor (less than 18 years of age).

The library reserves the right to inspect all bags, purses, briefcases, packs, personal listening devices, computers and coats brought into the Library's premises.

*Approved at a regular and open meeting of the Board of Trustees of Adamstown Area Library on September 17, 2003*

*Revisions: November 10, 2006 & on June 6, 2007*

## **Managing Disorderly Patrons Policy**

### **Staff Guidelines**

It is the policy of the Adamstown Area Library to maintain a safe and orderly library setting that is conducive to study, reading and meeting.

Disorderly acts that create inconvenience, annoyance or alarm will not be tolerated in the Adamstown Area Library. Disorderly acts could include fighting, threatening and violent behavior, alcohol, use of illegal drugs, unreasonable noise, obscene language or behavior, or display of a weapon. (See Patron Code of Conduct for the full list).

Dial 911 or use Panic Button if you can't get to a phone. If you need to use the Panic Button, hold down the button for 10 seconds. When the alarm company calls and asks for a password, do not give them the correct one as that will alert them to contact the police. (Do give them correct password if the button was activated by mistake).

- If faced with a disruptive patron proceed as follows:
- Staff should calmly approach the individual and discuss the problem.
- If problem persists, call the police if behavior escalates and patron becomes threatening.
- Immediately Dial 911 (or use Panic Button). Advise dispatcher you have a disorderly person in the library.
- Please have an officer come as soon as possible.
- Staff should not attempt to restrain or eject individual.

- Staff should remain calm and avoid further contact with the individual.

### **Staff notification**

- Complete incident report as soon as possible.
- Inform Director of situation as soon as possible.
- Completed incident reports are maintained in the Director's office.
- Staff will receive yearly training sessions on how to effectively handle difficult patrons by the local Community Service Officer.

*Adopted by AAL Board of Trustees on March 22, 2004  
Revised and Approved: November 9, 2007*

## **Employee Code of Conduct**

1. Employees will be helpful, friendly and act in a professional manner towards patrons, volunteers and coworkers at all times.
2. All employees should report to work fit for duty, illegal drug and alcohol free. Fit for duty means being mentally and physically able to perform the job in a safe, efficient and reliable manner.
3. Employees will arrive on time for their scheduled shift. If an employee anticipates arriving late, the employee must immediately inform his/her supervisor, or, if a supervisor is unavailable, their coworker. Three or more instances of unexcused tardiness will be grounds for disciplinary action. Submitted timesheets should reflect the actual hours worked rounded to the nearest fifteen minutes. Employees may not make up time lost through tardiness by extending a later shift without the consent of the Director or the Assistant Director
4. Employees will refer all concerns regarding Library policies or procedures immediately to the Library Director. Employees will refrain from discussing concerns about Library policy or procedure with volunteers or patrons. If an employee is in receipt of a complaint or a concern, the employee should thank the individual for their input and immediately inform the Director.
5. Employees will dress to represent the Adamstown Area Library in a professional manner.
6. Employees will respect the confidentiality of all library transactions. Discussion of lending histories, material reserves, or other patron information, is strictly prohibited. Employees will never release patron

information, such as address, telephone number, etc. to a third party. The prohibitions in this paragraph apply except as required by law.

7. While working in the library, employees should engage in library business only. Participation in any unauthorized activity, including but not limited to, personal conversation, computer usage, or reading, especially if it distracts the employee from offering services to patrons, is prohibited. Employees may engage in any appropriate activity during breaks or lunch periods, but they must remember that they while they are on Library premises they will be seen by the public as representatives of the Library and should act accordingly.

*Approved by the Adamstown Area Library Board of Trustees September 23, 2003.*

*Reviewed and Approved: September 17, 2008*

## **Volunteer Policy**

1. Volunteers must be 16 years of age and, as of the approval date of this policy, subject to a background check paid for by the Library previous to beginning their volunteer activities.
2. Individuals under the age of 16 may fulfill community service or volunteer projects at the Library with the approval, and under the supervision, of Library staff. These individuals **may not** utilize the circulation terminals, answer the phone or assist library patrons.
3. Children who accompany adult volunteers may not stay behind the circulation desk or enter staff areas of the Library.
4. Volunteers are welcomed at the Library during regular hours of operation. Under no circumstances should a volunteer be in the Library without a staff member present.
5. Volunteers are required to abide by the loan rules for all materials including timely return of Library materials and payment of all fined owed.
6. Volunteers may only complete those tasks approved for them by Library staff.
7. Volunteers may not interpret policy or procedure.
8. Volunteers who utilize the circulation terminals or who make phone calls on behalf of the Library must sign a privacy statement.

*Approved by the Adamstown Area Library Board of Trustees March 22, 2004*



## **Volunteer Code of Conduct**

The Adamstown Area Library recognizes the invaluable contribution made by its volunteers in supporting the paid library staff to provide quality library services and programs.

The follow guidelines will assist our volunteers when working in the library:

Volunteers provide services to the library without wages, benefits or compensation of any kind. Service volunteers may include members of the Friends of the Adamstown Area Library, and the Board of Trustees.

Volunteers are recognized by library patrons as full representatives of the library, and will be guided by the same professional work and behavior codes as employees. Volunteers will represent the Adamstown Area Library in a helpful, friendly and professional manner at all times.

Volunteers will be appropriately dressed at all times, and will wear their name tags.

Volunteers will be directly supervised by paid employees, and will be guided by decisions made by those employees. Questions regarding library business must be promptly referred to an Adamstown Area Library employee. When in doubt about library procedure, refer the question to a paid library employee.

While working at the library, volunteers must engage in library business only. Participation in any unauthorized activity, especially on that distracts the volunteer from offering service to patrons, is prohibited.

Volunteers will respect the confidentiality of all library transactions. Discussion of lending histories, material reserves, or other patron information, is strictly prohibited.

Volunteers using prescription and non-prescription medications that might impair their ability to conduct library business should discuss the situation with the Library Director, or the Assistant Director, who will decide whether the volunteer should complete their scheduled assignment.

Volunteers unable to fulfill their scheduled assignment should contact the Associate Director as soon as possible to ensure continuity of coverage.

Alcoholic beverages and illegal drugs are absolutely prohibited on the premises at all times.

*Adopted by the Board of Trustees January 17, 2001.*

## **Unattended Child Policy**

The Adamstown Area Library welcomes children of all ages to participate in library activities. To ensure the safety of every child in the library, the following guidelines have been established:

- Any child under 8 years of age must be accompanied by a parent, legal guardian, or responsible adult while in the library.
- Any parent, legal guardian, or responsible adult who leaves a child under the age of 8 alone in the library will be notified of this policy by the Director. If the child is repeatedly left unattended in the library, the parent, legal guardian or responsible adult will be informed that the child may no longer use the library.
- Any child under the age of 8 attending programs at the library must be accompanied by a parent, legal guardian or responsible adult throughout the program. Children may not be dropped off for a program and then picked up later.
- If a child under 8 years of age is left alone at the library fifteen minutes before the regular closing time, the supervising staff member will attempt to telephone the parent, legal guardian or responsible adult to arrange for the child to be collected. If no arrangements can be made, the staff member will call the police and arrange for the child to be collected. Children left at the library after the regular closing time are not the responsibility of the library.
- Under no circumstances will any staff member offer to transport a child home, or place a child in their car.

*Adopted by the Board of Trustees on July 18, 2001*

## **Code of Service**

Everyone who enters the library or attends library events shall be welcomed promptly and courteously, without discrimination on the basis of race, color, national origin, age, disability, religion, sexual orientation, and political beliefs.

The public is entitled to easily accessible library collections in a well-organized, safe, clean, and pleasant environment, staffed by friendly, courteous people.

Service to the public takes precedence over the library's internal paperwork and internal communications.

Information given to the public will be based on verifiable, current sources, clearly communicated, and given in a timely manner.

*Approved at a regular and open meeting of the Board of Trustees of Adamstown Area Library on August 25, 1999*

*Revised and Approved: June 6, 2007*