

Grandview Heights Public Library Policy Handbook

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Definition of Terms

Purpose:

The following definitions are provided both here and within the specific sections of the Grandview Heights Public Library's (hereafter referred to as the Library) policy document. The policy document is adopted by a vote of the Library's Board of Trustees (hereafter referred to as the Board).

1. **ADA** – Americans with Disabilities Act
2. **ALA** – American Library Association
3. **Benefits** – Benefits are health and retirement plans that are either mandated by the State of Ohio or are carried as options by the Library's Board. Optional benefits that the Board elects to offer can be amended at any time.
4. **Board** – the Library's Board of Trustees. Consists of seven members appointed by Grandview Heights City School District Board of Education for staggered terms of seven years.
5. **COBRA** – An acronym for Consolidated Omnibus Reconciliation Act, the Federal Law offering the continuation of group health insurance coverage for up to 18 months to terminated employees and their dependents and offering coverage for up to 36 months to divorced or separated spouses and dependents of covered employees.
6. **CREW Method** – A method of maintaining the Library's collection of materials. It is an acronym for Continuous Review, Evaluation, Weeding.
7. **EEO** – Equal Employment Opportunity as defined by Federal Law.
8. **FMLA** – Family and Medical Leave Act – federally mandated method of leave
9. **Information Security** - The administrative, technical, or physical safeguards the Library uses to access, collect, distribute, process, protect, store, use, transmit, dispose of, or otherwise handle personal information.

10. **Person in Charge** – Also known as Staff in Charge. Staff member in charge of the Library while the Director, Patron Services Director, Support Services Director or Fiscal Officer are not in the Library.
11. **OPERS** – Public Employees Retirement System is a retirement fund provided by the State of Ohio for the purpose of managing and providing some retirement funds for all public employees in Ohio. Participation in OPERS is mandatory and automatically deducted from each payroll.
12. **PCI Compliance** – An acronym for Payment Card Industry Compliance. International payment card industry compliance standards for data security
13. **Personal Communication or Entertainment Devices** - Items such as, but not limited to, cellular phones, personal computers, portable listening devices, hand-held game consoles, pagers, and radios.
14. **Personal Transportation Items** – Items such as, but not limited to bicycles, skateboards, scooters, roller blades, shoes with wheels, roller skates, or other similar devices
15. **Policy** – Rule that is structured by local, state or federal law and will be changed as the law requires. Those not mandated by law will be subject to change by a voting majority of the Board to ensure smooth operation of the Library.
16. **Social Media** - Internet-based applications that allow social interaction among people in which they create, share or exchange user-generated content and ideas in virtual communities and networks.
17. **Surplus Materials** - Materials, furniture, or equipment that Library staff have determined is no longer functional or useful
18. **Volunteer** - Anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the Library

Public Services Policies

Introduction

Purpose of Policies

The Public Services Policies of the Grandview Heights Public Library explain and regulate the manner in which the Library directly interacts with Library patrons and the community it serves. These policies describe the variety, extent, and limit of services and materials offered by the Library, and ensure that patrons and staff alike may understand what those opportunities and limits are. Policies are approved by the Grandview Heights Public Library Board of Trustees and are reviewed and revised as necessary.

Service Philosophy

The Grandview Heights Public Library provides free, open, and equal access and service to all individuals and groups in the community. In the selection of Library materials and the use of the Library by the community, the Grandview Heights Public Library subscribes fully to the principles adopted by the American Library Association in *Libraries: An American Value*, and in *The Library Bill of Rights* and its subsequent interpretations. (See Appendices A & B).

PS 1 Operations Policies

PS 1.1 Service Area and Governance

The Grandview Heights Public Library (hereafter referred to as the Library) is organized as a school district Library subject to the boundaries of the Grandview Heights City School District. Its legally defined service area is with those boundaries though as a recipient of Public Library Fund monies from the State of Ohio, the Library extends its services to the inhabitants of Franklin County and to other residents of the State of Ohio. The Library is governed by a Board of Trustees (hereafter referred to as the Board) which consists of seven members appointed by Grandview Heights City School District Board of Education for staggered terms of seven years. The Library Board's operating policies are described in its bylaws.

PS 1.2 Location and Hours of Service

Grandview Heights Public Library
1685 W. First Avenue
Columbus, OH 43212
614-486-2951 phone
614-481-7021 fax
www.ghpl.org

The Library is open to the public:
Monday – Thursday: 9:00am-8:00pm

Friday: 10am-6pm
 Saturday: 10am-5pm
 Sunday: 1pm-5pm

PS 1.21 Holidays

The Library is closed for the following days:

New Year's Day, January 1
 Easter Sunday
 President's Day
 Memorial Day Observance, Sunday prior to and last Monday in May
 Juneteenth, June 19
 Independence Day, July 4
 Labor Day Observance, Sunday prior to and first Monday in September
 Veteran's Day, November 11
 Thanksgiving Day, 4th Thursday in November
 Christmas Eve, December 24
 Christmas Day, December 25
 New Year's Eve, December 31

In addition, the Library closes early on the day before Thanksgiving. The Library may be closed one day each year for Staff Development Day, the date will be chosen by the Library Director.

PS 1.22 Scheduled or Emergency Closings

The Board reserves the right to close the Library at additional times when appropriate. When possible, the public will be notified in advance of closings that fall outside the regular Library schedule. The Library Director or designee is authorized to close the Library in emergencies or exigent circumstances.

PS 1.3 Staff in Charge

The Board has the final responsibility for establishing policies for the Library. Daily operation and general supervision of the Library fall to the Library Director (hereafter Director), with the Patron Services Director, Support Services Director, and then the Fiscal Officer, acting as final decision makers in the Director's absence. A Person-In-Charge (PIC) will also be assigned daily. The PIC is a department manager, supervisor or very experienced staff person who, in the absence of administration, becomes the decision-maker in cases of emergencies. The PIC takes over as the upholder of policy and procedure and is the caretaker of the Library when needed.

PS 1.4 Public Information and Media Relations

PS 1.41 Library Spokesperson

In order to provide the most current and consistent information about the Library, the Director and the Public Relations Manager (hereafter referred to as PR Manager) are the official media spokespeople for the Library. In the event of an emergency, the Director, the PR Manager, or designee, will be responsible for all official statements to the public and the media. Questions from the public and media regarding the general operations or

direction of the Library should be referred to the Director, the Patron Services Director, or the PR Manager.

PS 1.42 Newsgathering in the Library

Members of the media who wish to conduct newsgathering in the Library (e.g., interviews, photographing, video recording, or audio recording patrons or staff), must ask permission from either the Director, the Patron Services Director, or the PIC. Staff members witnessing members of the media in this situation must inform them of the policy and ask that they request and gain permission from the Director before further conducting newsgathering in the Library.

PS 1.43 Photography or Video Recording in the Library

To protect the rights of individual patrons and to reduce distractions, photographing and video recording on Library property is restricted as follows:

- Photography or video recording inside the Library building is not permitted without approval by the Director or designated staff member. The Library is considered a limited public forum and may adopt reasonable limitations on photography and videotaping.
- The Library reserves the right to use any photograph taken on Library property or at any event sponsored by the Library without the expressed written permission of those included within the photograph. Photographs may be used in publications or other media material produced, used or contracted by the Library.

PS 1.44 Public Comment Policy

The Grandview Heights Public Library welcomes public participation and will accept input from any interested individual pursuant to the guidelines outlined in this policy. In order to ensure a fair opportunity for public comment as well as allow the Board to fulfill their meeting agenda, the Board has established the following methods for receiving public comments.

Oral Comments:

- A public comment period will be offered at all regularly scheduled monthly Board meetings
- Residents may address the Board only during that time period unless otherwise allowed by motion and approval of a majority of the trustees
- Members of the public who wish to speak are asked to sign up before the meeting begins, identifying themselves and providing their address and possible group/organization affiliation. Anyone refusing to identify themselves will be prohibited from speaking
- Each speaker is limited to five minutes unless otherwise authorized by motion and the approval of a majority of the trustees
- Speakers cannot cede their time to others
- A total of up to thirty minutes will be allotted per meeting for public comments

- Public comments will be addressed to the entire Board, and normally there will not be a response from either Board members or the Library Director. It is, however, at the discretion of the Board President whether to allow any response or discussion of public comments
- During the public comment session, additional agenda items shall not be accepted for that meeting
- Any member of the public wishing to propose an agenda item for the Board should contact the Library Director at least one week prior to the next Board meeting
- If at any time, persons appearing before the Board exceed the time limitation set forth in this policy or use inappropriate language or conduct, the Board President is authorized to declare that person out of order and refuse him/her permission to continue to address the Board. If disruptive conduct escalates said person shall be asked to leave the meeting
- Comments made during the public portion of the meeting shall become part of the meetings record. There is no guarantee that suggestions brought forth by the public during the public comment section of the meeting will be addressed by the Board at the current or a future meeting
- If numerous people wish to speak, the President may reduce the time allotted to each speaker or schedule a special meeting of the board to address the issue(s) in question
- Each speaker is allowed to comment only once during a meeting

Grandview Heights Public Library Board

Public Comment Request Form

This form must be completed and submitted to the Board Secretary before the start of the meeting if you wish to speak during the “Public Comment” section of the meeting agenda.

Full Name _____

Address _____

Group/Organization Represented _____

Subject of Comments _____

Date _____

PS 1.5 Meeting Rooms and Exhibit Spaces

PS 1.51 Meeting Rooms

PS 1.51a Purpose:

The primary purpose of the Library's meeting rooms is to provide a space for Library and Library-related activities. The needs of the Library, the Grandview Heights Public Library Foundation/Friends of the Grandview Heights Public Library will take precedence. The Library reserves the right to cancel or reschedule any meeting.

PS 1.51b Acceptable Use

Library meeting rooms are available to educational, cultural, civic, social, political, religious, professional, other non-profit organizations, or to persons volunteering as tutors as part of a non-profit program. Businesses may use the meeting rooms for training or other purposes as long as no commercial activity transpires. Meeting rooms are not available to non-Library groups or individuals for the promotion or sales of services or products, fundraising, cultivating of client names, or conducting classes for profit. No admission or attendance charge or required donation may be assessed by any non-Library group using a meeting room. Groups using the meeting rooms shall not be permitted entry to the room before the Library is open and shall return borrowed Library equipment and vacate the room by closing time of the Library.

The Library reserves the right to cancel any booking before it occurs which does not follow the Acceptable Use guidelines. The Library reserves the right to cancel a booking if the group or individual has not arrived within 30 minutes after the reserved start time (without notice). Groups or individuals who are not able to use their booking are expected to notify the Library of cancellation. Failure to cancel may restrict a group or individual's ability to book the room(s) in the future.

All activities (except Library-sponsored activities or programs) must maintain a noise level that cannot be heard outside the closed doors of the room(s). Room users and staff should refer to the complete list of room rules as presented on the Library's website.

PS 1.51c Selling Merchandise

The Library may permit presenters at Library-sponsored programs ONLY to sell merchandise related to the subject or activity of their programs. Also, a Library-sponsored program may have a registration charge to defray or reduce the cost of the program.

PS 1.51d Availability

Library meeting rooms are available during regular Library business hours only. They are not available when the Library is closed due to holidays, bad weather or other emergency conditions.

PS 1.51e Reservations

A group or individual is limited to five bookings per calendar month. The Library does not assume responsibility for scheduling ongoing activities. Each group must contact the Library or book online when it is time to reschedule. A meeting room may be reserved up to two months in advance of the meeting date. The Director or designee has the authority to approve recurring reservations from library partners beyond two months. The Director or designee must approve all reservations. A representative of the group should complete a meeting room request online or by phone prior to the meeting date. The time requested should include setup and breakdown time. The requester of the room reservation must be an adult, is responsible for the orderly conduct of the group, and in the event of any damage to Library property and/or equipment that individual will be liable. Reservations are not transferable. Personal property of any individual or organization may NOT be left in a meeting room overnight without the prior approval of Administrator or Office Manager.

PS 1.51f Fees

A Library-sponsored program may have a registration charge to defray or reduce the cost of the program to the Library. The Library charges no fees for use of the meeting room; however, the Library reserves the right to charge a fee to recover the cost of special cleaning, damage, or loss to Library property. Donations are encouraged and welcomed for the use of the rooms.

PS 1.51g Food and Refreshments:

Refreshments may be served in the meeting rooms. Smoking and alcoholic beverages are prohibited. A group serving refreshments is responsible for providing all serving utensils and for cleaning up following its meeting.

PS 1.51h Furniture and Equipment

Groups are responsible for arranging the chairs, tables, and other equipment to meet their own needs. Following their use of the room, groups must return the room to its original state. No decorations or other materials may be attached to the walls or ceiling of meeting rooms. Flammable materials such as candles, tea lights or canned heat (example: Sterno) are prohibited unless use has been approved by Library staff.

PS 1.51i Maximum Occupancy

The Meeting Room has a maximum capacity of 60 people if the room is set with only chairs or 50 people if the room is set with tables and chairs. Conference Room A has a maximum capacity of 12 around a large conference table. Conference Room B has a maximum capacity of 16-20 with tables and chairs.

PS 1.51j Liability

The Library makes no endorsement, express or implied, of any non-Library event or activity held in the meeting rooms. Non-Library events may not use Library contact information in their publicity. Publicity of such events must include a disclaimer to this effect. Non-Library groups may not post directional or promotional signs advertising their meetings on the Library doors, in the Atrium, or in any location inside or outside the Library without the approval of Administrators or Office Manager. The Board and the Library staff do not assume any liability for groups or individuals attending any meeting or program in the Library.

PS 1.52 Exhibits and Displays

PS 1.52a Purpose

Exhibit and display spaces are used primarily for the promotion of Library materials, programs, and services; to highlight current issues, events or other subjects of public interest; and to display arts, crafts, photographs, writings or collections that complement the mission of the Library.

PS 1.52b Approval

All exhibits and displays are subject to approval by the Library administration and may be declined at any time. The Library must approve all public relations announcements and advertising about the exhibit or display prior to dissemination.

PS 1.52c Endorsement

The presence of a particular display in the Library does not necessarily indicate that the Library either advocates or endorses the viewpoints of exhibits or exhibitors.

PS 1.52d Agreement

Exhibit artists and display owners will sign an agreement with the Library. (See **Appendix A: Exhibit Agreement**)

PS 1.52e Sales

The Library will not sell items from the display case. Materials exhibited primarily for commercial purposes will not be included.

PS 1.52f Storage

The Library will not provide storage for the property of exhibitors beyond the period specified on the Exhibit and Display Agreement. Exhibits left beyond this period will be considered abandoned property and will be disposed of accordingly.

PS 1.52g Challenges

If a display is challenged, Library Director or designee will review the complaint and decide if the display or item should be changed. Challenges may be reviewed by the Board.

PS 1.52h Non-Library Sponsored Exhibits

When display spaces are not in use by the Library, the Library may provide, at its discretion and subject to the stipulations listed above, space for outside individuals or organizations to display or exhibit collections or materials which are of general interest to the public. Displays or exhibits promoting local educational, cultural, or recreational opportunities are encouraged. A personal or private collection must be of interest and acceptable to the general public. The following categories of exhibit material are specifically excluded: displays which only serve to advertise active business or commercial ventures; and partisan materials which promote current political candidates, campaigns, parties, or issues except those political materials displayed and distributed in accordance with the Voter Information policy below. The Library reserves the right to approve the content and arrangement of all exhibits, and the Director shall make the final determination as to whether materials comply with these guidelines. The Library assumes no responsibility to publicize non-Library sponsored exhibits. The Library assumes no responsibility for the preservation, protection, or possible damage or theft, of any item exhibited or displayed. Items are placed on display in the Library at the owner's risk.

PS 1.52i Requests for Non-Library Sponsored Exhibits

Requests for display space will be made to the Director or designee. Display space is frequently booked months in advance, there may be a waiting list to obtain space. Length of time for display will be determined by the Director or designee. The Library reserves the right to, without notice, cancel the use of the display areas by outside groups or individuals if the space is needed for Library purposes.

PS 1.53 Holiday Decorations

The Library may decorate the building or grounds in an attractive manner to reflect the various holidays and celebrations of the community. In its decorations, it will refrain from using any symbols or items that are specifically religious. The following are examples of the types of decorations that may be used: Santa Claus, Easter bunnies, Easter eggs, candy canes, snowmen, wreaths, Christmas trees with ornaments that are not representations of religious figures or objects, Chanukah dreidels, happy holidays signs or banners. The following are examples of types of decorations that will not be used: nativity scenes, crosses, crucifixes, menorahs, or other clearly religious icons and symbols including those of other religions not specifically mentioned in this policy. Secular decorations may be displayed for other holidays such as Valentine's Day, the 4th of July, Halloween, Thanksgiving, etc.

PS 1.6 Display and Distribution of Non-Library Materials

PS 1.61 Bulletin Boards and Literature Racks

PS 1.61a Purpose

Some bulletin boards and display racks in the Library are set to allow community groups and individuals space to publicize information of general interest to area residents. Programs and events publicized through the Library's community-information areas should be compatible with the Library's purpose of providing educational, cultural, recreational, and information services to the community. The presence of a poster, brochure, flyer, or any other notice in the Library does not necessarily indicate that the Library either advocates or endorses the viewpoints expressed.

PS 1.61b Approval

Materials to be posted must be approved by the Director or designee. Materials posted without approval will be removed. Permission shall be given based upon the limitations of display space and the timeliness of the material. Local organizations and events may be given preference. The Library will not display personal advertisements, religious, or for-profit or commercial materials. Partisan political materials will only be displayed and distributed in accordance with the Voter Information policy below. Materials will not be excluded because of the origin, background or views of those contributing to their creation.

PS 1.62 Voter Information

To aid voters in becoming better informed about ballot issues and candidates, the Library may display and distribute literature representing all points of view. Prior to an election, the Library will display voter information and campaign literature for issues and candidates appearing on local ballots. The Library assumes no responsibility for contacting individuals or committees if appropriate campaign literature is not received by the Library. The Library will determine how and where such literature is displayed or distributed.

Campaign material that is not literature (including, but not limited to, bumper stickers, yard signs, and campaign buttons) will not be considered for display. Library staff will remove and discard all campaign materials from display on the day after the election.

PS 1.7 Gifts,-Donations and Sponsorships

The Library welcomes citizens and organizations to support its services and programs through contributions of new book or non-book materials for Library collections, contributions of appropriate gifts that will enhance the Library's physical environment, and bequests, trusts, or donations of monetary or other assets for Library purposes. Materials and equipment given to, and accepted by, the Library shall become the sole property of the Library to be managed as the Director or designee deems appropriate. The Library is unable to furnish appraisals of donated items, and reserves the right to refuse any donation. The library will only enter into sponsorships and collaborative partnerships that it determines to be in the best interest of the library. All sponsorships and collaborative partnerships will be subject to the approval of the Director or their designee.

PS1.71 Acceptable Gifts, Donations & Sponsorships

PS 1.71a Library Materials

The Library may accept gifts of books or other materials with the understanding that items not added to the Library's collection or no longer needed may be donated to other entities or provided for resale within the Library.

PS 1.71b Cash, Property & Other

Patrons or organizations who wish to donate gifts of a more specific nature, such as works of art, furniture, equipment, special collections, and real property, shall be referred to the Director who, in consultation with the appropriate committee of the Board, will determine whether or how to accept such gift. If a patron or organization wishes to donate funds for restricted purposes, the amount and nature of the expenditure must be approved by the Board before the gift is accepted; items so purchased become the property of the Library and may be disposed of accordingly.

PS 1.71c Sponsorships

The library welcomes the support of institutions, businesses, nonprofit organizations, and community groups to enhance or improve Library activities, services, events, and programs through the establishment of sponsorships or collaborative partnerships. Sponsorships that imply the library's support of, or affiliation with, any political party, partisan position, or religious belief will not be approved.

The library will enter only into sponsorships and collaborative partnerships it determines to be in the best interest of the library. All Sponsorships and collaborative partnerships will be subject to the approval of the Director or their designee.

PS 1.8 Disposal of Surplus Materials and Equipment

The Director or designee is authorized by the Board to dispose of Library materials, furniture, or equipment that staff have determined is no longer functional or useful. The designated staff person may sell or discard such items, or, when an item cannot be readily or practicably sold by the Library, may give such items to a non-profit organization or governmental unit. That organization or governmental unit's mission must be in line with the mission of the Library, and preference is given to qualifying agencies serving residents of the Library's service area.

PS 1.81 Sale or Donation of Surplus Items

Books and other materials from the Library's collection that are no longer deemed appropriate for the collection may be donated to other entities or provided for resale within the Library. Items for sale may be given a minimum price. In a case where the estimated market value of a surplus item to be sold is in excess of \$1,000, a written sealed bid procedure will be followed or the item will be sold at a live, publically announced auction. If only a few items are to be sold or there are severe space limitations, a price will be established by the Director's designee and these items will be sold to the first person presenting payment. Surplus property may be donated or sold to another Library or other non-profit organization. The price will be established by the Library based on negotiations with the other organization. Items that may be difficult to sell may be sold to recycling companies, scrap metal dealers, liquidators or auction houses. Surplus property may also be discarded if it is deemed to be in such poor condition that it is not worth selling. Proceeds from the sale of items will be deposited to the General Fund of the Library.

PS 1.82 Restrictions on Surplus Sales

The staff member who declares an item to be surplus, and any member of their immediate family, are not permitted to purchase any sale item. Purchases also will not be permitted by the Director, Patron Services Director, Support Services Director, Fiscal Officer, members of the Board and their immediate family members. If an item of surplus inventory is believed to have unusual, historic, or artistic value such items may be referred to the Board for determination of value; that evaluation process may require the services of a professional appraiser or outside expert opinion.

PS 1.83 Surplus Sale Notifications

Notification of items for sale may be posted on the Library's website, public bulletin boards in the Library, or in news releases to the community newspapers. The notification will advise potential buyers that items will be sold as is with no guarantees and must be removed at their own expense by a specified deadline.

PS 1.9 Recruitment and Use of Volunteers

The Library's volunteer program is designed to expand and enhance public service to the community. Volunteers generally provide support services to paid staff and/or work on special projects.

PS 1.91 Definition of a Volunteer

A volunteer is anyone who without compensation or expectation of compensation beyond reimbursement performs a task at the direction of and on behalf of the Library. A volunteer must be officially accepted and enrolled by the Library prior to performance of the task. Volunteers shall not be considered as employees of the Library. Library volunteers must be 11 years of age or older.

PS 1.92 Volunteer Agreement

The Library accepts the service of all volunteers with the understanding that such service is at the sole discretion of the Library. Volunteers agree that the Library may at any time for whatever reason, decide to terminate the volunteer's relationship with the Library. The volunteer may at any time, for whatever reason, decide to sever the volunteer's relationship with the Library. Notice of such a decision should be communicated as soon as possible to the volunteer's supervisor.

PS 1.93 Background Checks

As appropriate for the protection of clients, volunteers in certain assignments may be asked to submit to a criminal background check. Volunteers who do not agree to the background check may be refused assignment.

PS 1.94 Community Service Volunteers

When possible, in appropriate circumstances, and at the sole discretion of the Library, the Library may choose to assist the local courts and other social service agencies by providing community service and /or Library work experience for individuals.

PS 1.95 Volunteer Application

A person who would like to volunteer at the Library must complete a volunteer application. If volunteer opportunities exist, the volunteer coordinator or designee, will review the application, interview appropriate candidates, assign tasks, establish a schedule, and train and supervise the volunteer.

PS 2 Library Materials Evaluation and Selection

Building a library collection is an ongoing activity: the collection evolves as the needs of the community evolve and as changing technology provides additional or alternative resources. Because no library budget or building is large enough to permit the purchase of every worthy resource, this policy guides the Library staff in most effectively using the Library's financial resources to meet the present and anticipated needs of the community it serves.

PS 2.1 Responsibility to the Community

The Library plays an active and positive role in the community. The Board, Administration, and staff of the Library are committed to these tenets: (1) that free and open access to information is necessary for citizens who think and make choices for themselves; (2) that by providing access to a wide variety of facts, opinions, and ideas the Library helps to create a well-informed and enlightened populace. The Library fulfills its mission when it selects and makes available materials for the education, recreations, entertainment, and enrichment of the public: that public includes patrons of all ages, of many levels of interest and ability, and of differing views and opinions. The Library's collection should include materials that represent topics of both current interest, as well as those of enduring value that are appropriate to the needs of the community.

PS 2.11 Offensive materials

Material that inspires one patron may also sometimes offend another. However, by providing free and open access to diverse information and viewpoints, the public library may serve as a cornerstone of the principles of democratic society. Inclusion of materials in the Library's collection acknowledges the importance of a diversity of views and interests; it does not represent an endorsement or imply agreement with any particular viewpoint, or suggest approval or certification of the content of any item. All libraries are likely to contain some materials that some patrons may find objectionable. In addition, collections may not contain all materials that some patrons feel are important. In both cases, the Library has established procedures to hear the voices of the community. (See PS 2.6 and PS 2.7)

PS 2.12 Labeling Materials

The Library does not label materials except to aid the public in finding them in the Library. Labels or ratings that provide assessments such as "This material contains language which some may find offensive" are not applied by the Library.

PS 2.13 Children's Selections

The responsibility for monitoring a child's reading, listening and viewing rests with the parent or legal guardian. Selection of materials for the Library is not restricted by the

possibility that children may obtain materials that their parents or guardians consider inappropriate. The Library staff is willing to work with the parent or guardian to determine what materials are best suited for a child's needs, within the framework or guidelines established by the parent or guardian.

PS 2.14 American Library Association's Library Bill of Rights

The Board supports the latest revisions to the American Library Association's *Library Bill of Rights* and the interpretations of that document including: *The Freedom to Read Statement*; *The Freedom to View Statement*; *The Statement on Free Access to Libraries for Minors*; *The Statement on Labeling and Rating Systems*; *The Statement on Expurgation of Library Materials*; and *The Statement on Diversity in Collection Development*. Copies of these documents are in the appendices (see **Appendices B and C**).

PS 2.2 Material Selection

Library staff have a professional responsibility to be inclusive, not exclusive, in selecting materials for the Library collection and in providing access to materials through resource sharing. The Library should work to provide access to legally obtainable materials, and policies should not exclude access to materials even if such materials offend a Library staff member or some members of the community. When staff consider an item for addition or retention, that item is evaluated as a whole, not on the basis of a particular section or sections. An item will not be added to, or barred from, the collection solely because of:

- An author's race, religion, nationality, sexual orientation, or political or social views
- A work's depictions or descriptions of violence or sexual activity
- A work's controversial content
- An author or work's endorsement or disapproval by any individual or community group

PS 2.21 Selection Authority

The policies and mandates of the Board govern the inclusion of materials in the Library collection. Overall responsibility for the collection is delegated by the Director or designee to Library staff who are qualified by education, training, interest, and job classification to select materials.

PS 2.22 Collection Development Team

Under the authority of the Director, the Collection Development Team selects and deselects Library materials. Consideration is given to purchase suggestions from patrons, advisory Boards, educators, and staff. Library Collection Development Team may also consult citizens with areas of special expertise in developing the collections. Acknowledging that evaluation is an on-going process, the Director and the Library Collection Development Team will review the collection development plan at the end of every fiscal year and develop goals and objectives for the upcoming year.

PS 2.23 Selection Tools

Materials are selected primarily from reviews in professional journals and general publications; standard collection guides, annual selected bibliography of recent publications;

patron suggestions, publishers' and booksellers' catalogs and flyers and by inspection of materials at professional conferences, trade shows and retail outlets.

PS 2.24 Formats

The Library collects a variety of formats including but not limited to print, audio/visual and electronic.

PS 2.3 Criteria for Addition and Retention of Library Materials

In compliance with our constitutional rights of freedom of speech and freedom of the press, the Library will attempt to provide the widest range of viewpoints based on the quality, cost, budgetary constraints, availability of the materials for purchase, and the quantity of similar items available for interlibrary loan from within the Central Library Consortium. Because its ability to purchase and store materials is limited by the size of both its budget and its building, the Library has established criteria for the addition and retention of library materials. These criteria may be applied to all formats, and include, but are not limited to:

- Current interest
- Timeliness
- Purchase suggestions
- Educational significance
- Positive reviews
- Recommendations by professionals
- Accuracy
- Contribution to the breadth of representative viewpoints
- Availability of the material or information from alternative sources
- Local or national significance
- Date of publication
- Quality of the physical format
- Value commensurate with cost and/or need
- Reputation of author/publisher/producer

PS 2.4 Web Linking Policy

The Library Collection Development Team appointed by the Director will identify and recommend interesting and useful Internet destinations and resources from the Library's website, which support the Library's mission and service roles, as we do for the in-house Library materials collection. Links to information resources are based on staff's judgment of the best resources available and do not imply endorsement. Users should recognize, however, that the Library is not responsible for the content of linked sites, nor for the content of sources accessed through subsequent links. The Library cannot control nor monitor material that may be accessible from Internet sources because the Internet is a vast and unregulated medium with access points that can and do change frequently and unpredictably.

PS 2.5 Collection Maintenance

In order to maintain a collection that is current and relevant to the community's needs, Library staff will periodically evaluate the collection as a whole and specific items within it. When deciding what items to withdraw from the collection, staff may consider the material's condition,

use, timeliness, and accuracy, among other factors. Library staff follow the CREW Method (Continuous Review, Evaluation, Weeding) of maintenance to keep the collection current and in good condition. While the Library attempts to have copies of standard and important works, it does not automatically replace all materials withdrawn. Withdrawn materials are disposed of in several ways: they may be offered for resale, donated to Goodwill or to other local not-for-profit enterprises, or used for other purposes consistent with the Library's mission. Items that are worn out, damaged, or which contain outdated information may be sent to the trash or recycled.

PS 2.6 Purchase Suggestions

The Library strongly encourages input from the community concerning the collection. All suggestions for purchase are subject to the same selection criteria as other materials and are not automatically added to the collection. It is the Library's intent that suggestions for purchase be used to help the Library in developing collections that serve the interests and needs of the community. Suggestions for purchase can be made at any public service desk or emailed to the Library using the contact email provided on the Library's website.

PS 2.7 Request for Reconsideration

The Library serves a diverse public, and, on occasion, a resident patron may believe that a specific title or source should not be in the collection. If a resident of the Library's legal service area would like the Library to reconsider the title or source, they must fill out a "Request for Reconsideration of Material" form (**See Appendix D: Request for Reconsideration of Material**). Forms are available at the Library service desks. Because items are evaluated as a whole, a title will not be reconsidered unless the resident making the request has read/viewed/heard the entire item. A reconsideration form submitted without the name of the person making the objection will not be considered. If the material has been previously reconsidered, it will not be reconsidered again unless the more recent request is based on substantially different reasons than an earlier request. Also, removal of materials from the Library will not be based on the possibility that children may obtain materials that their parents or guardians consider inappropriate. The request will be referred to the Director or designee for review. The resident will be informed in writing of the receipt of the request and the decision made. If the patron is not satisfied with the decision, they may appeal in writing to the Board. The Board will make a decision and inform the resident in writing, usually following the next regularly scheduled board meeting. The title under consideration will remain in the collection throughout the process to support the freedom of other patrons to read, view, or listen.

PS 3 Circulation of Library Materials

PS 3.1 General Statement of Patron Responsibility

A library card is a valuable resource. A Library patron is responsible for all materials checked out on their Library card, and if such materials are returned late, damaged, or lost, the patron is responsible for paying fines or replacement fees. The parent or legal guardian of a minor patron is responsible for all materials checked out on the minor patron's card. Patrons must present a Library card or photo identification in order to check out materials.

PS 3.2 Library Card Registration

Patrons of any age may register for a Grandview Heights Public Library card in person in the Library's Circulation department or online at www.ghpl.org (click on My Account). Those patrons registering online may place requests. Patrons registering online cannot check out materials, or check out and download most of the Library's digital materials, until they come to the Library to complete registration in-person within 30 days.

PS 3.21 Adult Registration (18+)

To complete registration, adult patrons must:

- Be a resident of the State of Ohio
- Show a valid Ohio Photo ID.
- Proof of Ohio address is required only if patron presents an out-of-state license.
- Agree to be responsible for all items checked out on their card and any fines or fees associated with it.

PS 3.22 Juvenile Registration (under 18)

Library card applications for juveniles must be filled out by a parent or guardian who meets all requirements for Adult Registration and agree to be responsible for items checked out on their child's card and any fines/fees associated with it. Only one Library account is allowed per child. Parents/guardians cannot create multiple accounts for a child. Juveniles under 18 years of age must have parental permission for Internet access and to borrow R-rated movies or Mature-rated video games.

PS 3.23 Temporary Kids Card

The library does not offer Temporary Kids Cards

PS 3.24 Teacher Registration

The Library does not offer a teacher card. Teachers are welcomed and encouraged to apply for a regular patron card.

PS 3.25 Guest Cards

Temporary guest cards are available for use to sign on to the 15-minute express PCs. A guest card allows a guest 15 minutes of uninterrupted computer use.

PS 3.26 Probationary Period

Newly registered patrons are restricted to having ten items checked out at one time for the first thirty days after obtaining a Library card. There is no probationary period for staff cards.

PS 3.27 Authorized Users:

Patrons may allow others to access their account and pick up their holds by notifying staff. Authorized users will be added to the patron's account.

PS 3.3 Lost, Stolen, or Damaged Cards

A patron should report a lost or stolen Library card to the Library as soon as possible. The owner of a lost or stolen Library card is responsible for all material checked out on that card up to the time that they reported to the Library that it lost or stolen. The patron may request a

replacement for a lost or stolen card in person at the Library. A replacement card is free. (**See Appendix E: Fines and Fee Charges**) Badly damaged cards will be replaced upon request.

PS 3.4 Restriction of Borrowing Privileges

Unpaid overdue materials fines accrue on patron accounts. The Library limits the amount a patron may have on an account and still check out items. **See Appendix F: Borrowing Periods and Limits** for current limits.

PS 3.5 Borrowing Periods

See **Appendix F** for current loan periods.

PS 3.51 Borrowing Limits

See **Appendix F** for current borrowing limits.

PS 3.6 Fines and Fees

PS 3.61 Overdue Fines

Please see **Appendix E** for fines and fees.

PS 3.62 Fees for Lost or Damaged Materials

Patrons may be charged the full replacement cost for lost or damaged beyond repair items. The patron is also charged a \$5 processing charge. The Library may allow a patron to replace the lost/damaged item rather than paying replacement fees. When a patron pays replacement charges, any overdue fees attached to that item are waived. Lost or damaged individual audiobook discs are charged approximately \$10 per disc. Damaged video and audio cases and/or artwork are charged individually based on labor and materials; approximately \$1-2 for replacement cases, \$1-2 for replacement artwork.

PS 3.63 Refunds

The Library does not offer refunds for lost items that have been paid for and then returned later.

PS 3.64 Overdue and Billing Notices

- First Overdue Notice: sent four days after due date by email, phone or mail depending on patron's notification preference
- Second Overdue Notice: sent fourteen days after due date by email, phone or mail depending on patron's notification preference
- Third Overdue Notice: sent twenty-one days after due date by mail. Patrons are not able to check out additional materials until resolved.
- Billing Notices: Items 35 days overdue are marked lost and a bill for the replacement cost and processing fee is mailed. A notice is included informing the patron that if the item is not returned nor the account resolved within 30 more days, the patron's account will be turned over to a collection agency if the account is at \$25 or more.

PS 3.65 Collection Agency

In order to protect its investment of public money in Library materials and services, the Library contracts with a collection agency to retrieve long-overdue materials, fines and replacement costs. Please see **Appendix E** for current limits and charges.

PS 3.66 Bankruptcy

Once the Library is notified that a bankruptcy has been filed, collection activity is suspended on the patron's account and on the accounts of any minor children (to the extent that the charges existed prior to the date of the bankruptcy filing) until the Library is notified of the outcome. If a bankruptcy results in a discharge of debts all fines, fees, and collection agency charges on the account owed as of the date of the decree will be waived. Non-returned items must still be returned, or replacement costs must be paid. The Library will make arrangements for a payment schedule if needed.

PS 3.7 Placing Holds or Requesting Materials from other Libraries**PS 3.71 Placing Holds**

Patrons may place holds on most materials found in the Library's catalog. The Library belongs to the Central Library Consortium (CLC) and thereby shares a catalog and materials with other CLC libraries. There is no charge for borrowing materials from the other member libraries, and patrons may initiate their own requests through the Library catalog or website or ask for staff to help request materials from consortium member libraries. A patron may have up to 75 outstanding holds on their record at one time. All requested items will be held for 7 days.

PS 3.72 Interlibrary Loan

Materials may also be requested from libraries outside of the CLC (Central Library Consortium) through SearchOhio or OhioLINK.

PS 4 Public Access to Library Records**PS 4.1 Public Records Policy**

It is the policy of the Library that openness leads to a better informed citizenry, which leads to better government and better public policy. (See **Appendix G: Public Records Policy**)

PS 4.11 Definition of Public Records

In accordance with the Ohio Revised Code and applicable judicial decisions, records are defined as any item that (i) contains information stored on a fixed medium (such as paper, electronic – including but not limited to email – and other formats); (ii) is created or received by, or sent under the jurisdiction of a public office and (iii) documents the organization, functions, policies, decisions, procedures, operations or other activities of the office.

PS 4.12 Organization of Records

As required by Ohio law, records will be organized and maintained so that they are readily available for inspection and copying. Records will be available for inspection and copying at all reasonable times during regular business hours.

PS 4.13 Record Requests

The Records Custodian for the Library is the Library Director or designee. Each request for public records should be evaluated for a response using the following guidelines:

PS 4.13a Ambiguous Request

If a requester makes an ambiguous or overly broad request or has difficulty in making a request for copies or inspection of public records under this section such that the public office or the person responsible for the requested public record cannot reasonably identify what public records are being requested, the public office or the person responsible for the requested public record may deny the request but shall provide the requester with an opportunity to revise the request by informing the requester of the manner in which records are maintained by the public office and accessed in the ordinary course of the public office's or person's duties.

PS 4.13b Requester

The requester does not have to put a records request in writing, and does not have to provide their identity or the intended use of the requested public record. Those seeking public records will be charged only the actual cost of making copies. Requesters may ask that documents be mailed to them. They will be charged the actual cost of the postage and mailing supplies.

PS 4.13c Records Availability

Public records responsive to a request are to be available for inspection during regular business hours. Public records must be made available for inspection promptly. Copies of public records must be made available within a reasonable period of time. "Prompt" and "reasonable" take into account the volume of records requested; the proximity of the location where the records are stored; and the necessity for any legal review of the records requested.

PS 4.13d Time Estimate

Each request should be evaluated for an estimated length of time required to gather the records.

PS 4.13e Exempt Portions

If portions of a record are public and portions are exempt, the exempt portions are to be redacted and the rest released.

PS 4.2 Confidentiality of Library Records

PS 4.21 Confidentiality of Patron Records

The Library recognizes that Library records and patron information are confidential. Library records are defined as a record in any form that is maintained by the Library and that contains any of the following types of information:

- Information an individual is required to provide in order to be eligible to use Library services or borrow materials.
- Information that identifies an individual as having requested or obtained specific materials or materials on a specific subject.
- Information that is provided by an individual to assist a staff member to answer a specific question or provide information on a particular subject.

Information that does not identify an individual and that is retained for studying or evaluating the use of the Library is not considered confidential and is not subject to this policy.

PS 4.22 Exceptions to Confidentiality

Under Ohio law, a patron's Library records or information shall not be made available to any agency of federal, state, or local government, or to any spouse or other individual except as follows:

- For the records or patron information pertaining to minor children when requested by parents, guardians, or custodians.
- In accordance with a subpoena, search warrant, or other court order, or to a law enforcement officer who is investigating a matter involving public safety in exigent circumstances.
- Upon the request or with the consent of the individual who is the subject of the record or information.
- For Library administrative purposes as defined by Ohio Revised Code 149.432 including establishment or maintenance of a system to manage the Library records or to assist in the transfer of Library records from one records management system to another, compilation of statistical data on Library use, and collection of fines and penalties.

PS 4.23 Releasing Patron Information

PS 4.23a Adult Identification

Library staff will provide access to patron account information to a patron who has the Library card in hand for that account, who shows a valid photo ID, who is listed as an acceptable user on the account, or who can provide their Library card number and birth date. Staff may choose to ask for additional identification.

Library staff will provide access to patron account information over the telephone to a caller who can provide both the Library account number and the patron's birth date associated with that account. Because identification is difficult to verify over the telephone, Library staff will provide only limited access to patron account information to the caller who does not have the patron's Library account number but can provide the patron's name, address, and birth date.

PS 4.23b Minor Identification

Library staff will release Library information or Library records pertaining to a minor child to that child's parent, guardian, or custodian upon presentation of the child's Library card, or patron number, or sufficient information to both identify

the child's Library record, and to provide Library staff with a reasonable assurance that the person requesting the information is indeed the child's parent, guardian, or custodian.

PS 4.23c Lost Card

When a lost card is reported over the telephone, the patron account associated with that card will be blocked.

PS 4.24 Records Commission & Records Retention

In accordance with Ohio Revised Code Section 149.411, the Board hereby creates a Library Records Commission comprised of the Board members and the Fiscal Officer of the Library.

The Director of the Library who serves as the Custodian of the Records shall be an ex officio, non-voting member of the Library Records Commission. The records commission shall meet at least once every twelve months. The commission shall review applications for one-time disposal of obsolete records and schedules of records retention and disposition submitted by an employee of the Library. The commission may dispose of records pursuant to the approved schedule. The commission, at any time, may review any schedule it has previously approved and, for good cause shown, may revise that schedule. The commission shall be responsible for overseeing the Library's compliance with Ohio's Public Records Act. **(See Appendix H: Records Retention Schedule).**

PS 5 Reference and Information Services

PS 5.1 Service Standards

The Library recognizes and respects that each question is important to the patron who asks it. Library staff will use authoritative and appropriate sources to respond to all patron questions. In some cases, staff may refer a patron to other agencies that can more completely answer a question. The number of patrons waiting for help may restrict the time available to help a patron; however, staff will strive to provide effective service to all patrons. During busy periods, preference may be given to the patron in the Library over the patron on the phone.

PS 5.2 Service Limitations

PS 5.21 Legal and Tax Information

Staff provide legal definitions and specific citations from the codes, but do not interpret passages. Staff do not recommend specific attorneys, but may suggest the patron contact an attorney or the local bar association for further assistance. Staff assist patrons in locating specific tax forms and publications. Staff do not interpret tax regulations or provide tax advice.

PS 5.22 Medical Information

Staff will assist patrons in finding information about diseases, medical conditions, tests, and treatments in print and electronic resources. Staff do not interpret the information found in these medical resources. Staff do not make diagnoses, give advice, or recommend specific health care professionals.

PS 5.23 Research Requests

If the information needed to answer a question is very lengthy or must be compiled from several sources, staff will help the patron to locate appropriate materials, show the patron how to use them, and check periodically to make sure the patron is progressing well. When a research request is phoned in, staff will encourage the patron to come to the Library in person if the appropriate materials are accessible in the Library. Staff may recommend electronic resources and borrowing from other libraries, and may make referrals to other libraries and organizations when those collections would better meet the patron's needs.

PS 5.3 Fees for Research Services

Library Reference staff will provide help to patrons in all research areas free of charge. In certain cases, staff may refer patrons to other libraries and organizations that may charge research fees.

PS 6 Technology

PS 6.1 Internet Use Policy

The Grandview Heights Public Library offers access to information resources in many formats. Internet access is one component of the Library's objective to acquire, organize and preserve materials which advance human knowledge, stimulate ideas and provide education, information and research.

PS 6.11 Statement of Data Accuracy and Appropriate Nature of Internet Use

- Through the Internet, the Library will provide a variety of reference databases contracted by local or state providers as well as general Internet access.
- General access points cannot be warranted to be authoritative, factual or complete.
- The availability of any information via the Library and its providers does not constitute endorsement or ratification of the information.
- The Library and its providers are not responsible for the content of networked information.
- The use of the Internet to engage in any activity which constitutes a violation of local, state and/or federal laws is strictly prohibited.
- All users of the service agree to hold harmless the Library and its service providers from all claims, losses, damages, obligations and liabilities directly or indirectly related to use of the Internet.
- The displaying or sending of sexually explicit or suggestive material is prohibited. Users may not use Library computers or Internet services for any activity that is reasonably construed as obscene or as creating an intimidating or hostile environment.
- The Library reserves the right to suspend or terminate the Internet privileges of any patron who violates the Library's Internet policy.
- As with all materials, the Library cannot be responsible for a child's use of the service, but will encourage children to select appropriate sites. Final responsibility will rest with the parents, guardians & caregivers.

The Internet provides easy access to a massive body of information which expands Library resources beyond traditional collection and electronic resources. Some resources, as with books, may be offensive. The Library cannot monitor and has no control over the information accessed over the Internet and cannot be responsible for the content.

PS 6.12 Statement of Confidentiality of Internet Use

Users of online services should be aware that security is technically difficult to achieve and electronic communications could become public.

PS 6.2 Library Website

The Library maintains a website to further communication with its patrons and to provide remote access to its resources. In choosing resources to link directly to its website, the Library follows its materials selection policy. However, the Library does not monitor or control information accessible through the Internet and is not responsible for the content of that information.

PS 6.21 Social Networking Software

The Library may use social networking software to facilitate communication and encourage collaboration between Library staff and Library patrons. The Library reserves the right to monitor content before it is posted on all of its social networking software websites and accounts, and to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service. The Library also reserves the right to edit or modify any submissions in response to requests for feedback or other commentary. Notwithstanding the foregoing, the Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

PS 6.3 Wireless Internet Access

The Library provides wireless Internet access. Wireless networks provided by the Library are unsecured and patrons should use caution when transmitting information.

PS 6.4 Equipment Available for Public Use

PS 6.41 Available Equipment

The Library provides basic equipment that patrons using the Meeting Rooms are permitted to use in-house. Available equipment may include:

- Digital Projector (mounted to ceiling)
- Pull-down screen
- Podium
- Wireless and wired internet
- Dry erase boards with markers
- Kitchenette equipped with counter, sink, microwave, small under-counter refrigerator, and coffeemaker (Large Meeting Room only)

PS 6.42 Use of Workstations

- The Library's computers are normally available on a first come, first served basis. If all computers are in use, patrons can reserve a computer at the reservation station.

- Patrons need a Library card and pin number to log in to the public computers.
- Patrons are permitted one hour computer sessions. Computer time may be extended in one-hour increments if other patrons are not waiting. Maximum computer time per patron, per day, is 4 hours.

PS 6.43 Laptop Computers for Borrowing

For Library card holders age 18 or older with cards in good standing and a valid state issued ID

- Laptops are available on a first come, first served basis
- Laptops are for in-Library use only. Leaving the Library with the laptop or related equipment will be considered theft.
- Laptops must be returned to a Reference staff member 30 minutes before the Library closes.
- Patrons must not leave laptops unattended.
- Microsoft Word, Excel and PowerPoint and PDF printing is available. Please see a Reference staff member for assistance.
- Patrons must leave their state issued ID at the Reference Desk during the laptop use. Their ID will be returned when laptop and all related equipment is returned in satisfactory condition.
- All information entered on the laptop will be removed from the laptop when shut down; users should save all work on their own flash drive, etc.
- The Library is not responsible for damaged or lost work due to virus or malfunction of equipment.
- No changes to the laptop's operating system or system files are allowed.
- The Library's Internet Policy must be followed. You may access a copy on the laptop's screen or ask for a paper copy at the Reference Desk.

PS 6.5 Use of Personal Technology

PS 6.51 Plugging In

A limited number of electrical outlets are available near several seating areas, and patrons are welcome to plug in their laptops or other personal electronic devices. Power cords and other cables may not obstruct traffic, seating, or tables and patrons may not unplug any Library connections.

PS 6.52 Personal Communication or Entertainment Devices

Items such as, but not limited to, cellular phones, personal computers, portable listening devices, hand-held game consoles, pagers, and radios, should be kept at a volume that does not disturb other patrons or staff in the Library. In general, headphones or similar equipment should be used by patrons who wish to listen to broadcast or recorded materials inside the Library. Cellular-phone users are asked to converse quietly and briefly on them while inside the Library, and to hold longer, louder conversations in the entryways or atrium or outside the building.

PS 7 Patron Conduct and Library Security

In order to protect the safety and rights of users and employees, to preserve and protect Library materials and facilities, and to maintain the environment and atmosphere essential to the proper operation of the Library facilities, the following Code of Conduct has been adopted by the Board.

PS 7.1 General Code of Conduct

The Board authorizes the Director or designee to revoke or restrict Library privileges of any individual who violates the rights of the Library users or Library staff. The Board also authorizes the Director to file charges against individuals who continually transgress these rules. Upon awareness of a violation, Library employees are authorized to bring any act or omission that violates these rules or detracts from the decorum of the Library to the individual's attention. If a change in behavior to conform to the rules is not evident or forthcoming, that individual will be asked to leave the Library building and property. Library property includes all Library-owned or leased buildings and surrounding areas, such as sidewalks, walkways, parking lots and driveways. If necessary, the police may be called for assistance. Depending on the severity of the behavior, an individual may be barred from returning to the Library by the Director. To be re-admitted, an individual, or a juvenile and parent/guardian, must meet with the Director to seek re-admittance. The Director may present the request to the Board for a determination on whether the individual will or will not be re-admitted. Any misconduct that hinders the use of Library materials or services is prohibited. Such misconduct includes but is not limited to:

- Loud or boisterous behavior.
- Conversation that is disturbing to other individuals or employees.
- Profanity or other abusive language toward other Library patrons or toward employees.
- Abusing Library furniture, equipment, or materials.
- Running in the Library.
- Harassing others, either verbally or through actions. Harassment may include but is not limited to initiating unwanted conversations; impeding access to the building; or other actions another individual reasonably perceives to be hostile, threatening or offensive.
- Sleeping in the Library or on the Library's property.
- Having bodily hygiene that is so offensive as to constitute a nuisance to other persons.
- Fighting on Library property.
- Using tobacco in any form or e-cigarettes while on Library property. Smoking may be permitted in designated areas on Library grounds if no Library programming is taking place in the vicinity.
- Possession, sale, or use of alcoholic beverages, illegal substances, or weapons on Library property.
- Excessive or loud use of cell phones in the Library. Unless otherwise posted, cell phones may be used in all public spaces of the Library except the Quiet Reading Room or where it may be disruptive, such as a program or presentation.
- Buying, selling, or soliciting for personal or commercial gain.
- Using radios, tape players, or other personal listening equipment at a level that can be heard by other individuals.
- Skateboarding anywhere on Library property.

- Neither soliciting nor pan-handling is permitted on Library property. Petitions or surveys may not be displayed, nor signatures or information collected, inside the Library building. (see PS 7.17)
- Bringing animals other than guide dogs and service animals and the like into the Library.
- Not wearing a shirt or shoes.
- Using the emergency exits at times other than during an emergency.
- Possessing firearms, handguns, or other weapons further defined by Ohio statute or local ordinance, on Library property is prohibited.
- Other unlawful activities not specified above.

Further, the Board gives the Director and staff the right to:

- Limit the number of individuals who may gather together based on facility safety and capacity issues
- Inspect all bags, purses, briefcases, packs, personal listening equipment, personal computers and overcoats for Library materials.

If an individual is asked to leave the building, the staff member involved with the patron must complete an incident report.

PS 7.11 Refusal to Leave the Library

Library staff may ask a patron who violates the policies regarding patron conduct to leave the Library. Any patron refusing to leave the Library at the request of Library staff or after the hours of business set by the Board for closing is considered in violation of Ohio Revised Code 2911.21 regarding trespass. Staff may ask police officers to assist them if the situation warrants.

PS 7.12 Dress and Attire

Patrons must be fully clothed at all times including wearing shoes and a shirt.

PS 7.13 Food and Drink

Food and drink are allowed in the Library. Food is prohibited from public computer workstations. Should a patron abuse the privilege of eating or drinking in the Library, that patron may be prohibited from eating or drinking in the Library at the discretion of the Director or designee.

PS 7.14 Personal Transportation Items

For public safety, movement within the Library by skateboard, scooter, roller blades, shoes with wheels, or roller skates, or other similar devices is not permitted. The only wheeled vehicles that can be used in the Library are strollers, or other similar devices, or wheelchairs and other assistive devices for the disabled. Bicycles are to be parked outside of the Library building in the bike rack.

PS 7.15 Animals in the Library

Patrons may not bring animals, except guide or service animals as defined by Ohio law, into the Library. A guide or service animal must stay with its owner while in the Library.

Guide or service animals that are disruptive may be removed from the building at the staff's discretion. Animals may be used in Library programs.

PS 7.16 Possession of Weapons

Weapons are prohibited in the Library. A weapon is defined as a handgun, rifle, and/or any other object whose purpose or use is to inflict physical harm to another individual.

The brandishing or use of any object, including knives, to threaten or intimidate others, or in an unsafe manner that could reasonably result in personal injury or property damage, is prohibited.

PS 7.17 Soliciting, Surveying and Signature-gathering

Neither soliciting nor pan-handling is permitted on Library property. Petitions or surveys may not be displayed, nor signatures or information collected, in the Library. Petitions or surveys may be collected outside the Library on Library property as long as patrons and traffic are not obstructed and Library operations are not hindered. Exceptions will be surveys performed by the Library or its designees.

PS 7.2 Eviction and Suspension of Library Privileges

A patron who has violated the Library's Patron Conduct Policy may be evicted from the Library and refused further admission to the Library for a set time. The Library recognizes the patron's right to contest the eviction and present their side of the story. The patron may request to speak to the Director or designee in order to hear the reasons for eviction and to present any counter-arguments. If possible, such a discussion may take place prior to the patron's eviction or denial of service. However, the Library reserves the right to take immediate action if necessary to answer an ongoing threat to the operation of the Library, or a continuing danger to the health or safety of patrons or staff; in these circumstances, the patron may schedule a discussion at a later date.

The Director, or designee, may, when possible, send written confirmation stating the period during which the patron may not enter Library property. This letter may also include the reasons for the patron's barring and any conditions under which the patron will be re-admitted to the Library. Notices regarding the barring of a minor patron from the Library will be sent to the minor patron's parent or legal guardian.

PS 7.21 Reinstatement of Library Privileges

A patron who has been evicted from the Library and permanently refused admission may request both a re-evaluation of the banning and the reinstatement of their Library privileges. Requests must be submitted in writing to the Director and should include a statement demonstrating that the patron understands why the conduct that resulted in the loss of privileges is unacceptable in the Library or on Library grounds, and a statement from the patron that they understand the Library's Code of Conduct. The Director may consider any of several factors when deciding to reinstate Library privileges including: the details of the incident that led to the suspension; the length of time since the initial eviction and suspension; the patron's completion of any requirements imposed by the court as a result of the incident; and any other information provided by the patron that suggests that they are unlikely to engage in the conduct that led to the suspensions of

privileges. The Director will make decisions about reinstatement of privileges in all cases except those based upon threats or physical harm to another person or possession of a weapon within the Library or on its grounds. Decisions of the Director may be appealed to the Board. Decisions to reinstate privileges of customers banned for possession of a weapon or because of threats or physical harm to another person will be made by the Board.

PS 7.3 Unattended Minors

Children under age 10 should be closely supervised by a parent or responsible caregiver. Responsibility for the safety and behavior of minors always rests with the parent, guardian, or assigned adult caregiver, and not with Library staff. Staff cannot act in loco parentis, nor can Library staff supervise unattended youth. Parents or guardians will be held responsible for damage to items or equipment caused by their minor child.

It is important for staff to take note of disruptions caused by children who are apparently unaccompanied. Children displaying inappropriate or destructive behavior will be informed of the rules. If inappropriate behavior continues, the child may be asked to leave the Library. If a child is unaccompanied by an adult or appropriate-aged caregiver, and, in the judgment of the staff, is too young to travel the streets alone, the staff will attempt to contact a parent, guardian, or assigned caregiver. Police officers may be asked to intervene if the situation warrants.

PS 7.31 Unattended Minors at Closing Time

No stranded child under the age of twelve shall be ejected from the Library at closing time. The Library staff will attempt to contact a parent or guardian or assigned caregiver up to 15 minutes after closing. After that time, staff may call the police and ask them to assume responsibility for the unattended child. At no time may Library staff take the child off Library property.

PS 7.4 Personal Property Disclaimer

Patrons should be attentive to their property while in the Library or on Library grounds. The Library is not responsible for a patron's lost, damaged, or stolen property. Persons may not leave their belongings unattended. Persons or their belongings may not block entrances, exits, stairs, ramps, restrooms, or access to Library materials.

PS 7.5 Video Surveillance and Recording

The purpose of video surveillance is to deter crime and to aid in protecting the safety of individuals and the property of the Library. Video surveillance of areas for security purposes is conducted in a manner consistent with other existing Library policies, and is limited to uses that do not violate the reasonable expectation of privacy. Areas under surveillance may include those of public use, staff work areas, parking lots, and grounds. Targeted video surveillance is prohibited if such observation is based on the characteristics and classifications that would be considered discriminatory under law (e.g., race, gender, sexual orientation, national origin, disability, etc.). The existence of this policy does not imply or guarantee that any or all cameras are recording images, or are monitored in real time, 24 hours a day, seven days a week.

PS 8 Outreach Services and Interagency Relationships

PS 8.1 Bookmobile Service

The Grandview Heights Public Library does not have traditional bookmobile service. The Library has a book cart (the “PopUp Library”) which circulates books and offers basic services such as registrations and holds on a limited basis at local events, Library programs, and local institutions such as schools. The PopUp Library is active from April through October.

PS 8.2 Home Delivery of Library Materials

The Library’s homebound delivery program provides material delivery to individuals in Grandview Heights and Marble Cliff who cannot visit the Library due to age, illness or disability. Participants will receive Library materials delivered to their home on a regular schedule. Library staff members can assist individuals in filling out a profile to help them choose Library materials that match the participant’s interests. The number of items delivered is subject to the Borrowing Limits described in PS 3.4 and PS 41.

PS 8.3 Services to Educators

PS 8.31 Teacher or Educator Card

The Library does not provide teacher cards. A teacher may obtain a regular Library card based on Library card registration rules (see PS 3.2 and PS 3.21). All patrons (teachers included) will be able to renew most items up to 5 times, if no one else has requested them.

PS 8.32 Teacher or Educator Collections

A Library patron who is a teacher may request a collection of materials on a particular topic or subject area by completing a *Teacher Collection Request Form* and requesting the materials with a minimum of three business days advance notice. In some cases, materials may be shipped from other libraries in our consortium, which can require *three to five additional business days*. No requests will be taken for seasonal and holiday books, due to high demand. Seasonal and holiday items will be on display and available for check-out on a first-come, first-served basis.

PS 8.33 School Visits and Off-Site Programs

Library staff are happy to work with local educators to enrich children’s learning. The Library offers programs to Grandview Heights City Schools, local parochial schools, area preschools and childcare centers in the Library and through staff visits. Visits by school classes to the Library or visits to schools by Library staff will be scheduled as time and staffing permit. Visits are subject to change based upon scheduling and staff needs at the Library.

PS 8.4 Services to Other Institutional Borrowers

PS 8.41 Institutional Cards

Under the direction of the Circulation Manager or Patron Services Director, the Library will issue a Library card in the name of an institution or facility to the activities Director or an educator of the institution or facility. The institution assumes the same responsibilities as an individual cardholder regarding fines or bills for overdue or lost items.

PS 8.5 Friends of the Grandview Heights Public Library

In 2017, the Friends of the Library dissolved and their members became volunteers of the Grandview Heights Public Library Foundation. They will continue to assist with activities related to fundraising.

PS 8.6 Library Foundation and Endowment Funds

The Grandview Heights Public Library Foundation (hereafter known as the Foundation) is an independent, non-profit, 501(c)(3) organization established to enhance the quality and range of Library service at the Library beyond the level that is the responsibility of the tax payer. The Foundation manages the Grandview Library Endowment Fund. The Director is the official Library liaison to the Foundation and may suggest ways the Foundation can further support and enhance the Library's services.

PS 9 Special Services

PS 9.1 Printing and Related Services

(See Appendix E: Fines and Fee Charges)

PS 9.11 Photocopiers

The Library provides a photocopier for public use.

PS 9.12 Printing from Public Workstations

The Library provides networked printers so that patrons may print documents from the Library-provided computers. No refunds are given for patron printing errors.

PS 9.13 Scanning Service

A self-service FAX-scanner is available for patron use. The scanner allows scanning to a flash drive uploading to a cloud service, or sending scanned documents to an email account; all are free.

PS 9.14 Fax Service

Patrons may send faxes to locations in the United States and Canada through the Library's self-serve FAX-scanner. There is no charge for faxing. **See Appendix E.** Patrons cannot receive incoming faxes at the Library.

PS 9.15 Mobile Printing

The library provides a mobile printing service that patrons can access remotely or in the library.

PS 9.2 Exam Proctoring

The library does not offer exam proctoring.

PS 9.3 Notary Service

The Library may offer free limited Notary Public services based on the availability of a Notary on staff. Patrons should call ahead to determine when the notary is available, and to confirm that they and their documents can meet the Library's requirements for notary service.

- a. The requestor must provide the Notary with a valid form of photo identification such as a current driver's license issued in the United States or a U.S. passport. All parties involved in the notarization process must have a valid form of photo identification.
- b. If a witness is needed, the requestor must bring them along.
- c. The Library may provide only basic Notary Public Services
- d. For documents without full notarial language, patron must specify whether the document is an acknowledgement or an affidavit.
- e. Documents to be notarized must be in English.
- f. All blanks on the form must be filled in.
- g. Library notaries reserve the right to refuse the following documents: real estate transactions, wills, and corporate documents.
- h. The Notary cannot certify photocopies of documents as "true copy" documents.
- i. Documents must be signed in the presence of the Notary in order to be valid.
- j. Notaries will not provide service if the requestor, document or circumstance of the request for Notary Public Service raises any issue of authenticity, identity, ambiguity, doubt or uncertainty. In this event, the Notary Public may, at their sole discretion, decline to provide Notary Public Service.
- k. The Notary has the right to refuse services for documents of excessive size due to time constraints.

PS 9.4 Forms and Registration Services

PS 9.41 Voter Registration

The Library provides Voter Registration and Absentee Ballot Request forms and will send them to the Ohio Secretary of State's Office or the Board of Elections for patrons when completed. (Patrons who are submitting forms less than 10 days before the deadline may wish to deliver the form(s) to the Board of Elections themselves to insure timely delivery).

PS 9.42 Golden Buckeye Cards

Ohio residents who are at least 60 years old and did not live in Ohio before turning 60, or who are 18-59 and disabled can register for a Golden Buckeye card at the Library. Staff members must verify proof of age or disability in accordance with the instructions on the registration form. Completed forms are faxed to the State of Ohio at no charge to the patron; no copies of completed forms are retained at the Library.

PS 9.43 Income Tax Forms

The Library provides a basic selection of Federal, State, and local Income Tax forms free of charge during tax season. Availability of forms is dependent on forms given to the Library by the tax departments or available on their web sites. If a patron wishes to print tax forms from the Internet, printing charges will apply.

Personnel Policies

Introduction

The employees of the Grandview Heights Public Library (hereafter referred to as the Library) are its most important asset, and contribute directly to the growth and success of the Library, and to the satisfaction of all who use it. These Personnel Policies describe the expectations the Library has of its staff, the policies which govern their employment, and the benefits which accrue to them as employees of the Library. Library Administrative staff develops and implements practices, procedures, and regulations to carry out the policies.

These policies supersede any formerly published personnel policies of the Library. Library policies are always subject to modification as conditions change, and the Library's Board of Trustees (hereafter referred to as the Board) may, at its discretion, change policies and employee benefits at any time. Future revisions of these policies approved by the Board will take precedence.

It is the responsibility of all employees, and a condition of their employment, to abide by current Library policies and procedures. It is the responsibility of each supervisor to administer these policies in a consistent and impartial manner. If the meaning of a particular policy or procedure is unclear, employees should consult their immediate supervisor or Administrative staff. In cases where interpretation is necessary, the Director will make the final judgment in interpreting the policies.

P1 Organization of the Library

The Library is a school district library governed by a Board consisting of seven members who are appointed by the Board of Education of the Grandview Heights City School District. According to Ohio Revised Code 3375.40, responsibility for the Library is vested in the Library's Board. The Board is the policy-forming body of the Library, and its responsibilities include selection and hiring of the Director; appointment of the Fiscal Officer; promotion of Library interests, securing of funds adequate for a progressive, expanding program; and control of Library funds, property and equipment. Subject to existing statutes and ordinances, it has power to determine the rules and regulations governing the Library.

The Director is appointed by the Library's Board and is responsible to them for the administration of the Library. The Fiscal Officer is also appointed by the Board and is responsible for the financial administration of the Library. As chief administrative officer, the Director is empowered to carry out the policies and decisions of the Board as they affect both the public and the employees. All employees of the Library, with the exception of Fiscal Officer, are under the authority of the Director either directly or indirectly through department managers.

P1.1 Organization Chart

(See Appendix I: Organization Chart)

P 1.2 Chain of Command

In the absence of the Director, the Patron Services Director, Support Services Director, and/or the Fiscal Officer shall have the authority to apply discretionary judgements in interpreting Board and administrative policy with regard to special or emergency situations. In the event that the Director, Patron Services Director, Support Services Director, or Fiscal Officer are not available, Managers, in consultation with other senior staff members, shall have discretionary authority to interpret policy and assume administrative duties for the Library until such time as the Board of Trustees or its officers, acting as an executive committee, shall take such action as it deems necessary or appropriate. A Person in Charge (PIC) is assigned daily. The PIC upholds policy and procedure and is the caretaker of the Library when needed.

P 2 Employment

P2.1 At-Will Employment

Nothing in the Library's Personnel Policy creates, or should be interpreted to create, an employment contract for any specific length of time between the Library and any employee. The Library is an at-will employer.

This means that every employee has the right to terminate their employment at any time without cause, and that the Library has the right to terminate the employment of any employee at any time with or without cause. Unless authorized by a written agreement, signed by the President of the Board, no manager or other representative of the Library has the authority to enter into any agreement for employment for any specified period of time.

P 2.2 Opportunity for Employment

The Library is an equal opportunity employer providing employment opportunities for all applicants and employees without regard to race, color, religion, sex, gender identity and expression, marital status, sexual orientation, family status, age, disability, national origin, veteran/military status, genetic information, or any other characteristic protected by law. In compliance with the Americans with Disabilities Act, the Library will provide reasonable accommodation to employees who are qualified individuals with a disability as long as it does not cause undue hardship for the Library. Employees should request accommodations from the Director.

P 2.3 Hiring

P 2.31 Open Positions

Most open positions will be posted internally for one week, and then outside applicants may be considered. It may be in the best interest of the Library to advertise some positions externally simultaneously with posting them in-house. The Library accepts employment applications at all times and will keep them on file for one year whether or not there are open positions.

P 2.32 Nepotism

Appointment of an immediate member of a family of Board members, Administrative officers, or other staff is made only with the approval of the Board of Trustees and only when such immediate family member is the most qualified candidate for the position.

P 2.33 Employment of Minors

Ohio law prohibits employment of anyone less than fourteen years of age. Employees who are 14 and 15 will not be scheduled for work more than 3 hours per day on a school day or 18 hours per week during a school week.

P 2.34 Background Checks

Prior to extending an offer of employment, or at other times during employment with the library, as appropriate, the library may conduct a detailed reference/background/credit/criminal check of an applicant or employee. All reference/background/credit/criminal checks will be in compliance with the Fair Credit Reporting Act.

P 2.35 Appointment

Except for the positions of Director and Fiscal Officer, hiring and termination of Library staff are made by the Director.

P 2.4 Job Performance Evaluation

Job performance evaluation is designed to provide an opportunity for open discussion between the employee and their immediate supervisor concerning job performance and work relationships. Each employee's performance is evaluated periodically by their immediate supervisor. Informal performance feedback should be a routine part of the supervisor/employee relationship. An employee with substandard performance may be considered for remedial action or dismissal.

Evaluations are completed by the employee's immediate supervisor, reviewed with that person's supervisor and the Director prior to any discussion with the employee about the evaluation. If an employee works in more than one department, each supervisor will evaluate the employee individually. The completed evaluation form is reviewed by the supervisor and the employee together. Employees are encouraged to openly discuss their performance and goal attainment with their supervisors.

Completed performance evaluations are to be signed by the employee and the supervisor. By signing the evaluation form, the employee indicates that they have read and discussed it with the supervisor, not necessarily that the employee agrees with the evaluation. The employee also may attach written comments to the evaluation form; all such comments will be read and initialed by the Director. Further, the employee may appeal an evaluation rating through the proper channels for explanation and possible re-evaluation. The Director is the final decision maker in all cases. The evaluation will be maintained in the employee's official personnel file.

P 2.5 Disciplinary Policy

P2.51 Disciplinary Actions

Discipline is intended to serve as corrective action and provide an employee notice of a problem and an opportunity to improve. The Library hopes that employees will exercise self-discipline so that it will be unnecessary for the Library to impose discipline.

However, objectionable and unsatisfactory conduct or performance will not be permitted

and may result in disciplinary action, including but not limited to one or more of the following, depending upon the severity of the infraction:

- Verbal warning
- Written warning
- Final written warning
- Probation and/or suspension
- Termination of employment

Any documentation pertaining to a disciplinary action that is placed in an employee's permanent personnel folder must be initialed or signed by the employee as indication of the employee's knowledge of the document (the employee's signature does not necessarily imply agreement). The employee may write a response to any material in the file; the response will be attached to the file copy of the material at the written request of the employee.

P 2.52 Unsatisfactory Conduct

Certain infractions may warrant immediate suspension or termination. Repeated infractions of a less serious nature may result in progressively more serious disciplinary actions, up to and including termination. At all times, the Library may take the disciplinary action it believes is appropriate under the circumstances. Behavior which will result in disciplinary action includes, but is not limited to:

- Unsatisfactory work performance;
- Violation of the Library's ethics policy;
- Theft or inappropriate removal of Library property;
- Falsification of timekeeping or any other Library records;
- Misrepresentation on any Library document, including resumes and employment applications;
- Working under the influence of alcohol or illegal drugs or controlled substances;
- Possession, distribution, purchase, or sale of alcoholic beverages, or illegal drugs, while on duty;
- Working on your personal matters while on duty;
- Disruptive activity in the workplace;
- Negligent or improper conduct leading to damage of Library property;
- Excessive absenteeism and tardiness;
- Absence without notice or any unauthorized absence;
- Unauthorized use or possession of Library documents or property;
- Disregard of safety rules or practices;
- Creating or contributing to hazardous, unhealthy, unsafe, or unsanitary conditions;
- Fighting, provoking a fight or altercation, engaging in any act or threat of violence, or any conduct that causes any individual to reasonably fear for their safety or the safety of their family, friends, or property;
- Sleeping during working hours;
- Insubordination;
- Possessing weapons on Library premises;
- Unauthorized disclosure of confidential information;

- Violation of the Library's policies regarding use of computers, e-mail, telephone, or other electronic communications equipment;
- Smoking in unauthorized areas;
- Refusing to cooperate with a Library investigation;
- Failing to make work accident reports;
- Unlawful or inappropriate harassment or discrimination.

Nothing in this policy limits the Library's or employee's right to terminate employment at any time.

P 2.6 Separation from Service

Employees are required to turn in all Library property prior to last day worked. At the time of separation, employees are entitled to vacation pay accrued. They are also entitled to receive pay for accrued compensatory time. **See P 4.31b Sick Leave Payout** for unused sick leave payment policy.

P 2.61 Termination

All employees of the Library serve at-will, which means that the employment relationship may be terminated at any time with or without cause by either the employee or the Library.

P 2.62 Resignation

A minimum of four weeks written notice is requested from administrative and professional staff and two weeks written notice is requested from all other personnel. The reason for resigning and the date upon which the resignation will take effect should be included in this notice.

P 2.63 Retirement

The Library is a member of the Ohio Public Employees Retirement System (OPERS). All employees of the Library must become members of OPERS upon employment. Under the Ohio Public Employees Retirement System (OPERS) the age of retirement and years of service credit required for retirement benefits are determined by the Ohio Legislature. To determine eligibility for retirement and to determine the best means to maximize benefits, employees should contact OPERS directly for information on retirement options. Employees who have retired may be considered for re-employment in compliance with the rules of OPERS.

As members of OPERS, state legislation is in place which may impact the amount of Social Security benefits that a retiree of OPERS may receive. Social Security benefits may be impacted by the Windfall Elimination Provision or the Government Pension Offset Provision. Staff members should consult with the Social Security Administration to determine if these two provisions may affect their retirement benefits.

P 2.64 Abandonment

Unless an employee is on an approved leave, failure to report to work or contact the employee's work location regarding their absence from work for two consecutive

scheduled work days shall constitute job abandonment. Job abandonment shall be grounds for termination of employment, effective retroactively to the end of the employee's last work shift prior to the unexcused absence. Extenuating circumstances will be taken into consideration.

P 2.65 Death

In the event of the death of an employee, final wage payment shall be made to the estate of the deceased. Payment of accrued vacation leave, compensatory time and unused sick leave according to P. 4.31b shall be made to the estate of the deceased.

P 2.66 Exit Interview

An employee leaving employment may be given an exit interview by the Director or designee. At the exit interview an employee may be asked to complete an exit interview questionnaire and discuss their answers during the exit interview. Information gathered in exit interviews will be used to evaluate Library practices and identify areas requiring action to improve the Library. Exit interviews may not be confidential.

P 2.7 Reductions in Force

In the event that the Board determines that there is a financial emergency or needed retrenchment, it may be necessary to terminate the services of some employees by eliminating certain positions or by declaring certain positions vacant. Positions may be declared vacant by the Director. In these situations, as much advance notice as possible will be given to the affected employees.

P 2.8 Employee Information

The Library recognizes the expectations of employees that information about them stored in personnel records is accurate, relevant, and safe from improper disclosure. Federal and state laws and sound personnel decisions require that certain information be gathered and maintained in personnel records. Because the Library is a public institution, many personnel records are available to the public upon request, in accordance with the Public Records Policy and Ohio Law. Disclosure of personal employee information will not be made to any third party except by the Library records custodians.

The following documents are retained separately from public personnel files: medical records, confidential investigatory records, and intellectual property records.

Additionally, the following information is not public record and will be removed from any record inspected or released in response to a public record request:

- Social Security number
- Employee address and phone number
- Bank account number for direct deposit

The Library has the right to verify information (e.g., employment status and job title) without notifying the individual involved, and to cooperate with law enforcement investigators, public safety, or medical officials. Internal access to personnel files, which are stored in a locked filing

cabinet, is limited to Library Managers and to other officials who have a legitimate need to know. All other internal requests will be treated as public records requests. When a public records request is made to examine an employee's personnel file, that employee will, when practical, be notified in advance of the release of the record, and if possible, be informed of the name of the person making the request. Any violation of this policy is grounds for discipline and could result in dismissal for cause.

P 3 Hours and Wages

P 3.1 Types of Positions

Regular employees work in one of five types of positions.

- a. Full-Time Hourly Exempt; the employee's regularly worked hours are forty hours per week. Exempt employees are not subject to overtime.
- b. Full-Time Hourly Non-Exempt; the employee's regularly worked hours are forty hours per week. Time worked over forty hours a week is considered overtime for Non-exempt employees.
- c. Part-time Hourly with Full Benefits; the employee's regularly worked hours are thirty to thirty-nine hours per week. Time worked over forty hours a week is considered overtime.
- d. Part-time Hourly with less than Full Benefits; the employee's regularly worked hours are less than thirty hours per week. Time worked over forty hours a week is considered overtime. **See Section P4: Employee Benefits for description of benefit coverage for less than thirty hours per week employees.**
- e. Part-time Hourly with No Benefits; the employee's regularly worked hours are less than 20 hours per week. Time worked over forty hours a week is considered overtime.

P 3.2 Position Classifications and Descriptions

Positions in the Library are in classifications that are generally equivalent in the following respects: kind, complexity, and difficulty of duties; responsibility involved; and qualifications required, including education, technical training and experience, are grouped in the same classification. A position description is a written statement of the essential functions of the position. These descriptions also contain information regarding the skills and abilities required in order to perform the essential functions of a position as well as information concerning reporting relationships and working conditions. Current position descriptions, classifications and pay ranges are available from the Administration office.

P 3.3 Work Schedules

A work week is Sunday through the following Saturday. An employee's schedule may vary with daytime, evening, and weekend hours. When Saturday or Sunday hours are scheduled the full-time hourly employee will be scheduled off during the same work week. Exceptions will be made only for pressing operational needs, for example maintenance or computer staff, whose positions may require unusual working hours. Evening and weekend work may be required of any staff member. Employees are scheduled to meet the staffing needs of the Library, and schedules may change from week to week. An employee may arrange to trade an occasional day or evening off with another staff member, subject to the approval of the employee's supervisor, and provided that the trade does not interfere with the routine of the Library.

P 3.4 Payroll

All employees are paid semi-monthly. For security, financial, and administrative reasons, the library requires that all employees use electronic direct deposit. An employee may designate multiple depository accounts among which to split up the employee's deposit.

P 3.41 Timekeeping

The Library currently uses online timekeeping. It is the responsibility of each employee to complete their online timesheet. Falsification of timesheets may be considered grounds for dismissal. Once an employee completes their timesheet, the employee's supervisor will verify the employees' recorded time, including time off for which an employee is entitled to be paid. When necessary, an employee's timesheet may be completed by the supervisor or corrected by the Fiscal Office in consultation with the supervisor. Actual work time is compensated, either in pay or compensatory time, at a minimum of quarter hour increments. Unapproved absences will not be considered as hours worked for pay purposes. Employees are not permitted to begin work before their scheduled starting time or to work after their scheduled quitting time without the prior approval of their supervisor or the Person-in-Charge.

P 3.42 Wage Structure

Except for the Library Director and Fiscal Officer, each position classification corresponds to a range of pay. Employees' compensation will fall within the pay range for their position. Compensation is reviewed annually by the Board. Pay ranges may be adjusted for the upcoming year and employees may receive an increase as approved by the Board. The Board may also make changes to pay ranges at their discretion at any time during the year. The Library's current pay schedule is available from the Fiscal Office. The Library Board sets the Library Director's and Fiscal Officer's rate of pay by Board motion. The Director is authorized to hire open positions within the Board approved pay ranges and will report new hires to the Board at the regular monthly meeting.

P 3.43 Deductions from Wages

Automatic deductions from employee wages include the following:

- City Income Tax (where applicable)
- School District Income Tax (where applicable)
- Federal Income Tax
- State Income Tax
- Medicare for employees hired after 4/1/86
- OPERS
- Court ordered garnishments, including child support payments (as required by law)

Voluntary automatic deductions may be made for:

- Dental Insurance (as eligible)
- Medical Insurance (as eligible)
- Supplemental Insurance (as eligible)
- Vision Insurance (as eligible)
- Ohio Public Employees Deferred Compensation Program

- Voluntary Life Insurance and Accidental Death & Dismemberment (AD&D) (as eligible)

P 3.44 Annual Raise Eligibility

Employees working in their current position less than 90 days are not eligible to receive annual raises as determined by the Library Board of Trustees.

P 3.5 Overtime and Compensatory Time

The week is defined as the seven days beginning with Sunday and ending with Saturday. There shall be no pyramiding of hours or pay. Non-exempt employees should be scheduled in such a way as to avoid the necessity of overtime pay or compensatory time off. Supervisors are expected to maintain employee work schedules so that, whenever possible, the employee is not scheduled more than 40 hours per workweek. Adjustments in an employee's normal schedule should be made by a supervisor to keep hours worked within the 40-hour limitation. A written record of employee schedule adjustments due to unusual circumstances should be maintained. Working excess hours above 40 hours requires approval from their department manager for all non-exempt employees. Only in an emergency situation will an employee be allowed to work without prior approval, and when that occurs, the employee will be required to notify their supervisor, or the Director, at the earliest possible time.

P3.51 NonExempt Employees

Employees who are not exempt from the overtime provisions of the Fair Labor Standards Act and whose actual hours worked are more than 40 per week are entitled to be compensated for the extra hours worked. A non-exempt employee, who has received the required prior approval to work hours in addition to those regularly scheduled in a week, may elect to receive compensation either in wages or additional time off. Time worked in excess of 40 hours in one week will be compensated at time and one-half of an employee's regular rate of pay.

P 3.52 Exempt Employees

An exempt employee, who has received the required prior approval to work hours in addition to those regularly scheduled in a week, may also elect to receive compensation either in wages or additional time off. Time worked in excess of 40 hours in one week will be compensated at a pay rate of one to one.

P 3.53 Maximum Accrual of Compensatory Hours

An employee who elects to receive compensatory time off may accrue up to 80 hours of compensatory time. When 80 hours have accrued, any non-exempt employees will be compensated in wages for hours worked over regularly scheduled time. All employees will be paid at the exempt and non-exempt rates described in the paragraphs above.

P 3.6 Honoraria

Library staff members who are requested to speak at job-related meetings or workshops must have approval in advance to participate in such programs during time they would normally be

scheduled to work. If the staff member presents the program on Library time, any cash honoraria paid to the staff member shall be turned in to the Fiscal Officer. If the program preparation and presentation is done on the employee's own time, the employee may keep the honorarium. Staff members may keep any non-monetary material gift received (e.g., pen and pencil set) which is \$25 or less in value regardless of whether the program is presented on Library time or not. All employees of the Library are required to comply with Ohio Ethics Law.

P 3.7 Frequent Flyer and Hotel Rewards

All frequent flyer travel and hotel reward points earned by Library employees on trips paid for by the Library must be accumulated by the Library and thus used by the Library for the benefit of the Library.

P 4 Employee Benefits

As described below, regular full- and part-time employees working thirty hours per week or more are eligible for the following benefits: group health, dental & vision insurance; paid holidays, vacation and sick leave; bereavement leave.

As described below part-time employees regularly working twenty to twenty-nine hours per week are eligible for the following benefits: may elect to purchase group dental and vision insurance but will pay for the full premiums through payroll deduction; paid holidays, vacation and sick leave; bereavement leave.

Part-time employees regularly working under twenty hours per week are not eligible for benefits.

P 4.1 Retirement

P 4.11 Ohio Public Employee Retirement System

All library employees are required by Ohio Law to be members of the Ohio Public Employee Retirement System (OPERS).

Under this system both the employee and the employer make contributions. The employee pays their portion of the contribution through payroll deduction the amount required by law. These payments are on a deferred pre-tax basis. In addition, the library pays to OPERS an amount required by law.

P 4.12 Deferred Compensation

The Ohio Public Employees Deferred Compensation Program is a voluntary supplemental retirement plan regulated by section 457 of the Internal Revenue Code and available to Ohio public employees. Any employee who meets the qualifications established by the plan and chooses to enroll may elect to have part of their pay withheld and deposited with the Plan.

P 4.2 Insurance

Participation in the Library's group insurance plans is available only to eligible employees as defined and described below. Insurance plans offered by the Library to its employees are

regularly reviewed by the Library Administration and Board which may choose to change insurance providers or change the plans offered to employees. No additional adjustment or compensation will be given to those employees not covered by the plans.

P 4.21 Health Insurance

Full-time staff and part-time staff regularly working thirty hours or more per week are eligible to participate in a Major Medical Insurance Plan. The Library will pay a percentage of the current Medical Health Insurance Premium. The plan options and percentage paid by the Library will be determined each year by the Board. Spouse or family medical insurance coverage may be purchased by any employee regularly working thirty hours or more per week, the employee will pay the full spouse or family premium through payroll deductions.

P 4.22 Dental Insurance

Full-time and part-time staff regularly working a minimum of twenty hours per week are eligible to participate in a Dental Insurance Plan. The plan options and percentage paid by the Library will be determined each year by the Board.

P 4.23 Vision Insurance

Full-time and part-time staff regularly working a minimum of twenty hours per week are eligible to participate in a Vision Insurance Plan. The plan options and percentage paid by the Library will be determined each year by the Board.

P 4.24 Supplemental Insurance

The Library may offer supplemental insurance. If offered, the employee pays 100% of the premium based on the current plan's guidelines.

P 4.25 Life Insurance

Full-time staff and part-time staff who regularly work thirty or more hours a week are eligible for term life and accidental death and dismemberment (AD&D) insurance coverage. The library pays 100% of the premium for \$50,000 of term life insurance and AD&D coverage for eligible staff. Employees may purchase additional term life insurance and AD&D coverage, including insurance for their spouse and/or child(ren), through payroll deduction. Additional coverage is dependent on approval by the insurance company.

P 4.3 Paid and Unpaid Leave

P 4.31 Sick Leave

Each full-time or part-time employee regularly working 20 hours or more per week earns sick leave at the rate of .05769 hours for each hour worked during the pay period, to a maximum accumulation of 960 hours for full-time (40 hours per week) 720 hours for part-time employees working 30 to 39 hours per week and 480 hours for part-time employees working 20 to 29 hours per week. This sick leave with pay is granted only after the leave has been earned. Part-time employees who work less than 20 hours per week do not qualify for sick leave. These employees may take up to 40 hours per

calendar year of unpaid leave for events covered by sick leave as described below. Unpaid sick leave is managed in the same manner as paid sick leave.

Employees who transfer from full-time to part-time status shall retain only the maximum amount of accrued sick leave that is allowed for the part-time position. All other accrued sick leave is forfeited. For example, employees who work 20 hours a week may accrue up to 480 hours of sick leave. Employees who work under 20 hours accrue no paid sick leave.

Inability to report for duty because of illness or injury must be reported to the appropriate supervisor at least one-hour prior to scheduled work time. Daily reporting may not be necessary in cases where the employee has been approved for sick leave for a specific time period for an extended illness or injury. Sick leave is recorded on the time sheet.

Sick leave will be granted for the following reasons:

- Employee illness or injury.
- Illness or injury of someone in the employee's immediate family for which the employee's presence is needed. Immediate family for sick leave purposes includes child, spouse, father, mother, brother, sister, domestic partner, stepchild, stepparents, grandparents, grandchild, mother/father-in-law, son/daughter-in-law, or a person living in the same household.
- Medical or dental appointments which cannot be made on the staff member's own time. Absence for medical or dental appointments or treatment must be reported to the employee's immediate supervisor prior to the absence.
- Sick leave may be used to supplement bereavement leave when approved by the employee's supervisor.

Sick leave may be used in increments of no less than one quarter hour. If time lost through illness exceeds the accumulated sick leave, the overage must be deducted from the employee's vacation allowance or compensatory time. At no time may a staff member borrow against future sick leave. The Director or employee's supervisor may review sick leave usage with any employee and may request a doctor's certificate to substantiate use of sick leave.

A supervisor may request a release from the doctor concerning the fitness of an employee to return to work.

Sick leave is not to be construed as a form of compensation. Rather, it is intended to protect the income of the employee in case of illness or injury serious enough to prevent the employee from reporting for work. Abuses of the sick leave benefit will not be tolerated and may lead to suspension or termination.

P 4.31a Sick Leave Credit—New Employees

A new employee hired by the Library from another Ohio public employer shall be credited with the unused balance of their earned, unused sick leave from that previous employer up to 160 hours provided that no more than 1 year has elapsed

since the employee left the previous employer, and provided that the employee was not compensated in any way for the sick leave being credited by the Library. This credited sick leave may be used any time after the employee has completed 240 work hours for the Library. The employee is responsible for obtaining written proof of sick leave balance from the transferring employer.

P 4.31b Unused Sick Leave Payout

An employee who leaves the Library for any reason other than dismissal and has ten or more continuous years of service with the Library will receive payment for one-fourth the value of their unused sick leave up to a maximum of 240 hours payable at the employee's current rate of pay.

Only years of employment with the Library will be counted in determining an employee's ten years of eligibility for payment of unused sick leave. Such payment shall be made only once to an employee and payment for sick leave on this basis shall be considered to eliminate all sick leave credit accrued by the employee at that time.

P 4.31c Catastrophic Sick Leave Donation

Beginning August 20, 2014 an employee may submit a written request for extra sick leave hours for unexpected, catastrophic medical needs only. The employee must have exhausted all of the employee's own paid leave (sick, vacations, personal, floating holiday, compensatory leave).

It is not to be used for permanent disability. Employees are to apply for disability (federal/state/OPERS), where applicable. An employee must submit a written request to the Director that includes the number of hours being requested and a doctor's statement of the employee's need for the sick time. If the request is approved by the Director, the Director's designee will solicit donation of sick leave hours from other staff members. An employee may donate twenty sick leave hours per year as long as the donation does not bring that donating employee's balance below the equivalent of 4 weeks of sick days. Total time off, with the requesting employee's own paid leave as described earlier in this paragraph, plus the donated hours may not exceed the equivalent of 3 months in a 12-month period.

All donations are strictly confidential and in no instance will the donors' names be revealed without their written approval.

Employees do not accrue paid vacation or sick leave on the donated hours.

P 4.31d Replacement of Supplemental Leave Bank Policy

On August 19, 2014 the Supplemental Leave Bank policy was replaced with the Catastrophic Sick Leave Donation policy. Hours donated to the Supplemental Leave Bank from January 2012 thru August 19, 2014 will be returned to the donating employee if the employee has not reached the maximum accrual of sick

leave hours, the hours will be forfeited if the employee has reached the maximum accrual of sick leave hours. Hours donated prior to 2012 will be forfeited. Hours donated to the Supplemental Leave Bank by individuals no longer employed by the Library will be forfeited.

P 4.32 Vacation

Vacation with pay is granted to all employees who are scheduled to work at least 20 hours per week. Employees who work fewer than 20 hours per week do not qualify for vacation with pay, but may arrange with their supervisors for up to ten days unpaid vacation leave per year. Unpaid vacation leave is scheduled in the same manner as paid vacation leave. Vacation leave may not be used in quantities less than one quarter hour.

P 4.32a Vacation Leave Accrual Rate

Management team, full-time staff in positions requiring an MLS, and full-time staff who were hired prior to 2014 and had an MLS at that time, shall earn 22 vacation days per year with a maximum accrual of 216 hours. All other full-time employees earn 20 days per year with a maximum accrual of 200 hours. Regular part-time staff receives a prorated amount of vacation and have a prorated maximum vacation hour accrual based on the number of hours worked each month. Upon termination of employment employees will receive payment for all earned, unused vacation at the employee's current rate of pay. Employees working under 20 hours per week are not eligible to earn vacation.

P 4.32b Scheduling Vacation

All vacation must be approved by the employee's manager. Approval should be two weeks prior to the vacation unless otherwise approved by the employee's manager. Managers hold the right to deny vacation requests based on departmental need.

P 4.32c Change in Employment Status – Effect on Accrued Vacation Leave

Employees who transfer from full-time to part-time status and who have vacation hour balances above the maximum amount authorized for a part-time employee, will be paid for all leave balances that exceed the maximum allowed for part-time employees. This lump sum payment will be made after the employee's employment status changes.

P 4.33 Unpaid Personal Leave

Other than an FMLA leave, a request for leave (medical or non-medical) without pay in excess of three weeks must be approved by the Director. Length of leave, beginning and ending dates, and reason for leave request must be given. Leave will be granted based upon the needs of the Library. During leave no vacation or sick leave will accrue and no benefits will be covered by the Library. The employee taking leave will be eligible to carry medical benefits by personally paying for them as permitted by the Consolidated Omnibus Budget Reconciliation Act (COBRA). See Section 4.39 for Family and Medical Leave Act.

P 4.34 Holidays (Library is Closed)

Paid:

New Year's Day
 Martin Luther King Day
 President's Day
 Memorial Day
 Juneteenth, June 19
 Independence Day, July 4
 Labor Day, 1st Monday in Sept
 Veteran's Day, November 11
 Thanksgiving Day, 4th Thursday in November
 Christmas Eve December 24
 Christmas Day December 25
 New Year's Eve December 31

Unpaid: (Employees may make up hours the same week)

Easter Sunday
 Sunday prior to Memorial Day
 Sunday prior to Labor Day

- Full-time staff receives compensation for eight hours for each holiday.
- Part-time staff working thirty to thirty-nine hours per week receive compensation for six hours
- Part-time staff working twenty to twenty-nine hours per week receive compensation for four hours
- Part-time staff working under twenty hours a week are not paid for holidays

In addition, the Library closes early on the day before Thanksgiving and on New Year's Eve. The Library may be closed each year for Staff Development Day, the date will be chosen by the Director.

If an employee is eligible for holiday pay, and the holiday falls on the employee's normal day off, eligible employees will receive a holiday to be used either 2 weeks before or 2 weeks after the holiday.

If a holiday occurs during an employee's paid leave, an employee who qualifies for paid holiday leave will receive pay for the holiday rather than using a day of other paid leave.

P 4.34a Floating Holidays

The Library does not offer floating holidays

P 4.34b Birthday Holiday

The Library does not grant Birthday holidays. Employees may use one of their or vacation days.

P 4.34c Religious Observances

Employees who wish to use leave time to observe religious events on a day the library is open may request use of vacation time approved from their supervisor.

P 4.35 Non-scheduled or Emergency Closings

The Director, the Patron Services Director, the Support Services Director, the Fiscal Officer, or the Person-in-Charge if the Director cannot be reached, will make all decisions concerning the closing of the Library in emergency situations (e.g., weather, failure of the heating system, disruption of utility services, environmental or safety hazards, etc.) These administrative closings shall be restricted to the immediate and short-term requirements of the Library. Extended closings shall be handled on a case-by-case basis.

Staff members scheduled at the Library on the day of an unscheduled closing shall be paid for the remainder of their scheduled shifts for that day. Staff members scheduled for vacation, sick leave, floating holidays, on the day of an unscheduled closing must use the time benefit as planned. If staff members are given permission to leave early due to weather conditions, and the Library is not closing, any time not worked may be taken as vacation or compensatory time, or with the permission of the supervisor, made up within the pay period.

P 4.36 Bereavement Leave: The Library shall permit all employees to be absent from work with pay on an authorized, short-term basis due to the death of a family member, or another person close to employees. Employees may receive the following paid bereavement leave:

P 4.36.a Family or Household Member:

- Due to the death of spouse, domestic partner, child (including step-relations), parent, parent-in-law, sibling or any other person living in the employee's household, the employee may receive up to the average number of hours the employee works in a week during the last three months.
- Due to the death of a grandchild, grandparent, child-in-law, or sibling-in-law, the employee may receive up to three scheduled shifts.
- Due to the death of an uncle, aunt, niece, nephew or cousin, the employee may receive up to two scheduled shifts.

P 4.36.b Non-family and Non-household Member:

- In the event of a death of other individuals not listed above, the employee shall be granted use of accrued vacation not to exceed three (3) day per bereavement event.

P 4.36.c Notification: An employee may choose when to start paid bereavement leave within a reasonable time period of being notified of the death. This is to accommodate for potential travel time to spend time with loved ones and attend funeral services. The

employee must notify their supervisor, or the current Person-In-Charge prior to the start of their next shift; or, if already at work, prior to leaving the building.

P 4.36.d Additional Time Off: If an employee requires more than the time allowed for bereavement leave, they must use any accrued vacation leave with supervisor approval.

P 4.37 Jury Duty

Employees are asked to provide notice of jury duty immediately. While serving jury duty, a full-time employee or part-time employee working twenty or more hours per week will receive full wages for the time the staff member was usually scheduled to work, the employee must pay the amount of jury compensation received for those days to the Library. Employees may keep paid reimbursement for parking and/or mileage. If employee is released from jury duty early, employee should contact their supervisory to determine if they should return to work.

Staff members will be granted excused absence from work without loss of pay when:

- the staff member is summoned for jury duty or
- the staff member is subpoenaed to appear before any court or other legal body authorized to compel the attendance of witness, provided that the staff member or a family member is not party to the action and will not directly nor indirectly benefit from the outcome of the case

Employees may be required to provide proof of jury service or witness service as required by the Library Director.

Any staff member who is appearing before a court or other legal body in a matter in which the staff member is a party may utilize accrued vacation time or take unpaid leave for that absence. Examples would include civil or criminal cases, traffic court, divorce proceedings, custody or appearing as directed as a parent or guardian of a juvenile.

P 4.38 Military Leave

The Library complies with state and federal law regarding a military leave of absence. Prior approval for military leave must be obtained from the Director. The request for such leave must be accompanied by a copy of all military orders.

P 4.39 Family and Medical Leave Act

Eligible employees may take time off in compliance with the Family and Medical Leave Act (FMLA). Because FMLA leave is defined and includes specific administrative requirements, staff should request detailed FMLA information from the Administrative Office.

P 4.40 Parental Leave

P 4.40.1 Procedures: The Library will provide Paid Parental Leave to eligible employees. This policy will run concurrently with Family and Medical Leave Act (FMLA) leave, if

applicable. The Library policy for FMLA will apply for Paid Parental Leave except as otherwise provided in this policy.

P 4.40.2. Eligibility: All staff are eligible for Paid Parental Leave, regardless of part- time or full-time employment status. Employees must be employed for twelve (12) continuous months to be eligible.

P 4.40.3. Qualifying Events: The qualifying events for FMLA leave will apply to Paid Parental Leave and includes loss of pregnancy. Adoption of a child will also be a qualifying event for purposes of Paid Parental Leave.

P 4.40.4. Amount of Leave: Eligible employees will receive a maximum of up to three (3) weeks paid time off paid at 65% of their regular hourly rate of pay for the regular scheduled hours of work. Eligible employees must request and utilize Paid Parental Leave within 12 months of a qualifying event as provided in this policy. In the event that a second qualifying event occurs within that 12-month period, a separate 12-month period will begin at that time and will have no impact on the first 12-month period. If multiple qualifying events occur at the same time (i.e., twin births or twin adoption placements), Paid Parental Leave will be granted for only one qualifying event. The Employer may request appropriate medical documentation.

P 4.40.5. Parental Leave Pay: Eligible employees will receive 65% of their regular weekly earnings for up to three (3) weeks. An eligible employee is not required to use any other accrued time off prior to receiving Paid Parental Leave. Upon termination of an eligible employee's employment with the Library, the employee will not be paid for unused Paid Parental Leave.

The Library calculates regular weekly earnings based on the employee's base earnings (regular hours worked times regular hourly rate) just prior to the beginning of leave. Regular weekly earnings do not include income an employee received from overtime pay, or any other pay received from the Library or another source.

P 4.40.6. Parental Leave Utilization: Paid Parental Leave must be requested and used within the first 12 months of a qualifying event. Eligible employees must take Paid Parental Leave in one continuous period. In the event that the Library employs both parents that experience the same qualifying event, each parent may take up to three (3) weeks, but at different times. One spouse will not be permitted to take Paid Parental Leave while the other spouse is on Paid Parental Leave.

P 4.40.7. Coordination with Paid Sick Leave: An employee may elect to utilize sick leave in place of parental leave. An employee who is the birthing parent or can otherwise provide medical documentation from a healthcare provider as to the need for additional paid sick leave may use accrued sick or vacation leave to extend their parental leave benefit

to a maximum of twelve (12) weeks after the qualifying event. The employer may request additional medical documentation to the extent necessary to substantiate the need for the use of paid sick leave.

An employee on paid parental leave will maintain access to all previous benefits for employees during the parental leave period as if they were taking any other form of paid leave.

P 4.40.8. Coordination with FMLA Leave: If, at the time an employee begins Paid Parental Leave that employee is also entitled to take a leave under the Family Medical Leave Act, Paid Parental Leave will run concurrently with unexhausted Family Medical Leave.

P 4.40.9. Holidays during Paid Parental Leave: If an employee is out on Paid Parental Leave on a holiday for which the employee would otherwise be entitled to holiday pay, the day will be recorded as Paid Parental Leave. The employee will receive Paid Parental Leave in lieu of holiday pay. The occurrence of a paid holiday will not extend the total parental leave to which an employee is entitled.

P 4.40.10. Notice Requirements for Paid Parental Leave: An eligible employee should provide at least 30 days' notice when requesting Paid Parental Leave. If it is not reasonable to provide 30 days' notice, the employee should provide the Library with as much notice as possible.

P 4.40.11. Paid Parental Leave Documentation: Documentation from an employee's healthcare provider is required before an employee may take Paid Parental Leave. An employee must provide the requested documentation to management within 15 days of submitting their leave request, unless unreasonable given the employee's circumstances. An employee must make a good faith effort to provide the Library with the requested documentation as soon as reasonable.

P 4.40.12. Application Requirements: To request Paid Parental Leave, an employee must contact management and provide them with relevant information concerning the employee's qualifying event, the requested leave period, and the documentation that will be provided to accompany the requested Paid Parental Leave.

P 4.40.13. Questions: Any questions regarding this policy should be directed to Library management.

P 4.4 Leaves of Absence without Pay

See section *P 4.33 Unpaid Personal Leave*

P 4.5 Other Miscellaneous Benefits

P 4.51 Meal & Rest Breaks

The Library allows for a 30-minute to one-hour unpaid meal period for employees working more than five hours consecutively. Employees working a shift of four to up to seven hours may take a fifteen minute break during the shift; employees working seven to eight hours consecutively (not counting a lunch break) may take two fifteen minute breaks. Meal and break times must be approved by the department manager who schedules breaks in accordance with the needs of the library.

Employees under 18 years of age who work more than five consecutive hours are required by law to have at least a 30-minute break; this time is unpaid.

During breaks, the employee must be completely relieved of all duties and be free to leave the duty post. In the rare instance that Library needs dictate that the employee remains available during breaks to answer the telephone or serve the public, the time becomes compensable.

P 4.52 Borrowing Privileges

Library employees, like other patrons, are not charged daily incremental fines for overdue materials. They are expected to be considerate in returning borrowed library materials on or before the due date. Staff members are charged for replacement of damaged, lost, or unreturned items, as any patron would be, including any processing or service charges. Staff members may use the request system as any other library patron does. Staff members may not borrow new library materials before they have been cataloged and processed.

P 4.53 Personal Use of Library Photocopiers and Computer Printers

Staff members may make up to 20 personal copies on library photocopiers or computer printouts per month at no cost.

P 4.54 Tuition Reimbursement for staff in non bargaining unit positions

The Library will budget an amount per calendar year to be used for tuition reimbursement.

Employees pursuing an ALA-accredited Masters degree in Library Information Science (MLIS) or other qualifying graduate level education will be eligible for reimbursement for the cost of tuition up to a maximum of \$2,000 per calendar year for coursework completed within the calendar year.

Requests for reimbursement shall be submitted to the Library's Fiscal Officer.

Eligibility Requirements: Any employee with at least twelve (12) months' service with the Library is eligible for tuition reimbursement for courses which will increase competency in the employee's current position or help them become eligible for advancement at the Library, subject to the approval of the Director, in their sole and absolute discretion.

Employees who have received discipline of a written warning or more and/or an annual performance review of "unacceptable" in any category in the last year are not eligible.

Reimbursement will be paid out on a first-come, first-served basis. To receive tuition reimbursement, eligible employees must receive pre-authorization, submit proof of completion along with a paid receipt or other proof of tuition payment to the Library's Fiscal Officer. The employee must achieve at least a "B" or passing grade in a pass/fail course.

If an employee is terminated, or they resign their position, they will be required to pay back any tuition reimbursement they have received in the past twelve (12) months.

P 4.55 Membership Dues

The Library has limited funds to pay individual membership dues to the Ohio Library Council and other professional organizations. Membership requests must be reviewed and approved by the Library's Director.

P 4.56 Workers' Compensation/Work-Related Injuries

As required under Chapter 4123 of the Ohio Revised Code, all employees of the Library are covered by the Ohio Workers' Compensation Program. Any employee who experiences a work-related injury must immediately report such injury to their supervisor or Person-in-Charge as soon as possible. Appropriate forms, information regarding covered Providers and submittal requirements are kept in every department and the Administrative Office.

P 4.57 Consolidated Omnibus Reconciliation Act (COBRA)

The Library adheres to Federal Law (COBRA) offering the continuation of group health insurance coverage for up to 18 months to terminated employees and their dependents and offering coverage for up to 36 months to divorced or separated spouses and dependents of covered employees. Beneficiaries provided continuation of coverage under COBRA must pay the full cost of the premium plus an administrative fee. The Library does not pay any portion of the premium. COBRA payments must be made in accordance with the procedure and timeline outlined in the COBRA Election Form mailed to the employee. Covered employees will receive an initial COBRA notice when enrolling in health and/or dental coverage.

P 5 Employee Conduct

P 5.1 Ethics

P 5.11 Ohio Ethics Law

Library employees are public employees and as such are subject to the Ohio Ethics Law and related statutes. Each employee will receive a copy of the Ohio Ethics Law for review, and will sign an Acknowledgement of Receipt of Ohio Ethics Law. The signed Acknowledgement will be kept in the employee's permanent file. The "General Prohibition" section of Ohio's Ethics Law is reproduced below. Although not a substitute for the entire text, the "General Prohibition" provides some guidance for public employees.

P 5.12 General Prohibitions

The Ohio Ethics Law contains provisions restricting conflicts of interest that involve nepotism, post-employment, representation, influence peddling, confidentiality, and supplemental compensation. Among other restrictions, the law provides that each public official and employee is prohibited from:

- Authorizing, or using their position to secure authorization of a contract, for themselves, a family member, or a business associate;
- Authorizing, or using their position to secure the authorization of, the investment of public funds in any kind of security to benefit themselves, a family member, or a business associate;
- Receiving any benefit from a contract entered into by their public entity;
- Hiring or securing any contract benefits for their spouse, parents, grandparents, children, grandchildren, or siblings, or any other people living with them;
- Soliciting or accepting substantial and improper things of value, including gifts, or travel, meals, and lodging;
- Participating in matters where something of value will result for the public official or employee, their family, business associates, or others with whom the employee has a close tie that could impair their objectivity;
- Disclosing or using information deemed confidential by law;
- Representing parties, before any public agency, in a matter in which the employee was involved as a public servant, both during and for one year after leaving public service.

P 5.2 General Staff Conduct

The Board expects that all Library employees will conduct themselves in a professional manner in relation to the following general principles. This conduct will be demonstrated in the ways in which employees interact with each other and with library patrons. Disciplinary action may be taken as warranted.

P 5.21 General Conduct

- **Cooperation:** All employees are expected to work together as part of a team to accomplish the goals and purposes of the library.
- **Service:** Prompt, courteous, and friendly assistance to the public and to coworkers is essential. All employees are expected to avoid, eliminate, or report situations or practices which may cause irritation to or discomfort for the public.
- **Maturity:** All employees are expected to exercise self-restraint at all times and demonstrate emotional maturity, tact, and sensitivity in dealing with the public and with coworkers.
- **Respect:** All employees are expected to treat patrons and coworkers with respect and consideration in the performance of their duties.
- **Approachability:** All employees are expected to be approachable, alert to the needs of all patrons, and to provide service to the public without regard to any factor which is not pertinent to the nature of the service being rendered.

P 5.22 Dress Code and Personal Appearance

All employees are expected to be well groomed and suitably dressed for work. Cleanliness and good personal hygiene are expected of all employees as well as clothing that is neat, clean and appropriate for the duties performed.

P 5.23 Attendance

Punctuality is essential to the smooth functioning of the Library. Employees are expected to be at their work stations and ready to undertake the day's tasks promptly at the time their work day is scheduled to begin.

P 5.23a Prior Approval for Absence

An employee shall obtain prior approval for any absence at least one day prior to the desired time off. Approvals are handled on a case by case basis and are dependent on department needs. Switching work hours with a co-worker must be pre-approved by the department manager.

P 5.23b Unscheduled Absence

An unscheduled absence is defined as one or more consecutive days for which an employee has called off but did not obtain prior approval from their immediate supervisor. An unscheduled absence includes any incident of two hours or more that the employee did not obtain prior approval. Unplanned absences of less than two hours would be treated as tardiness (*see section P5.23 Tardiness*). Unless an employee is on an approved leave, failure to report to work or contact the employee's work location regarding an absence from work for two consecutive scheduled work days shall constitute job abandonment. *See Section P 2.64 Abandonment.*

P 5.23c Tardiness

There may be occasions when tardiness is unavoidable due to some emergency or unusual situation. If an employee expects to be late, the supervisor should be notified as early as possible. If an employee is late, she or he should report to the supervisor immediately upon arrival, and make arrangements with the supervisor to make up the time during the day or week. Chronic tardiness will not be permitted. Repeated tardiness will result in the initiation of formal disciplinary action up to and including dismissal.

P 5.24 Confidentiality

All employees who create or who have access to circulation records and other records identifying the names of library users with specific materials are directed to become fully conversant with, and to rigidly adhere to, the Library's policy regarding confidentiality of library records. [*see PS 4.2 (4.21 – 4.22) Confidentiality of Library Records*]

P 5.25 Smoking

Smoking is prohibited inside the Library and on Library grounds in the vicinity of outdoor programming. Smoking may be permitted in designated areas on library grounds if no Library programming is taking place in the vicinity.

P 5.26 Weapons

Firearms, handguns, or other weapons further defined by Ohio statute or local ordinance are prohibited on Library property or in Library vehicles. During working hours or while conducting library business, employees are strictly prohibited from possessing any firearm or weapon. Library property includes all Library-owned or leased buildings and surrounding areas, such as sidewalks, walkways, parking lots and driveways. This policy applies to all employees and other persons entering the Library's property at all times regardless of whether the employee or person is licensed to carry the weapon. The only exception to this policy will be police officers, security guards, or law enforcement officials.

P 5.3 Social Media

This policy addresses the use of social media by employees when the communication may relate to or have an impact on the Library. For purposes of this policy, the term "social media" is used broadly and includes social networking sites (e.g., Facebook, Twitter, LinkedIn and Goodreads), video and photo-sharing sites (e.g., Flickr, Instagram, YouTube), blogging on internet forums and discussion boards, and all other similar internet/smart phone communication platforms. Violation of this policy could result in discipline up to and including termination.

P 5.31 Library Sponsored or Developed Social Media

All Library maintained social media accounts are owned by the Library and are considered Library property. This includes not only the social media account, itself, and any on-line personas created for and/or associated with the account, but it also includes any "followers," "connections," "friends," "likes," or similar associations generated through or associated with that account. Should an employee terminate employment with the Library, they may not take social media accounts or the followers, connections, friends, likes or similar associations with them. Employees who are designated to communicate through the Library's social media platforms or who participate in social media activity on behalf of the Library must conform to all Library policies and Ohio law.

The Library will choose the log-in information for each account, including the password, user name, persona, and, if applicable, images. No log-in information, persona, and/or image(s) may be changed without the Library's express written permission. The Library may change the account name, privacy settings, password, user name, log-in information, and any and all other account settings at any time and without notice. All log-in information, on-line personas, and images associated with the Library's social media accounts must be relinquished at the end of employment and no employee has the right to post information on the Library's social media accounts after separation from employment. Employees should never divulge the Library's password.

P 5.32 Using the Library's Name or Other Identifiers

- Only staff authorized by the Director may speak on behalf of the Library on social media platforms and web sites.

- If an employee chooses to identify themselves as an employee of the Library on social media venues, the employee should clearly state that they are stating their own opinion and that they are not expressing the views of the Library.
- If an employee chooses to express support or endorse Library's services, the employee should disclose that they are employed by the Library.
- If an employee believes inaccurate or false information about the Library appears on the internet, they should not respond themselves. Employees should bring the information to the attention of the Director or designee.
- Employees are prohibited from displaying the Library's logo on social media for any commercial or promotional purpose without express prior written permission from the Director.
- Employees are permitted to connect and network with others via LinkedIn (or other similar business networking sites). Employees may not provide employment references for current or former Library employees using such business networking sites.

P 5.4 Harassment

Each employee has the right to work in an environment free of harassment of any sort by co-workers and the general public. Sexual harassment is a unique form of gender discrimination and is defined as unwelcome advances, requests for sexual favors and other physical, verbal or visual conduct based on gender under any of the following circumstances:

- Submission to the conduct is an explicit or implicit term or condition of employment.
- Submission to, or rejection of, the conduct is used as the basis of an employment decision.
- The conduct has the purpose or the effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment, or any other behavior which is discriminatory, will subject the offending employee to disciplinary action up to and including termination. Employees who believe they have been discriminated against or witnessed discrimination based on any of the circumstances listed above should file a grievance with their immediate supervisor, the Director or the Patron Services Director. If the problem lies with the Director, the employee is urged to speak to the President of the Board.

All grievances and investigations of alleged harassment will be investigated promptly and thoroughly and the employee will be advised of the findings and conclusion; grievances and investigations will be kept as confidential as possible. The Library will take appropriate corrective action, up to and including dismissal, to remedy all violations of this policy by Library employees. Members of the public who engage in such harassment may be denied access to Library buildings. No reprisal, retaliation, or other adverse action will be taken against any employee who in good faith reports harassment, or assists in the investigation of any such matter.

P 5.5 Drug Free Workplace

The Library complies with the provisions of the Drug Free Workplace Act of 1988. The manufacture, possession, use, distribution, or dispensation of illegal or unauthorized drugs, as defined by law or of alcoholic beverages while conducting business is prohibited. Employees shall not work, or report to work, under the influence of illegal drugs, nor under the influence of controlled substances, including alcohol; an exception may be made for prescription drug therapy as described below. Violation of these prohibitions may subject an employee to dismissal.

Under the terms of the Drug Free Workplace Act, employees must notify the Director of any conviction for a violation of a criminal drug statute occurring on library premises or while conducting library business no later than five days after such a conviction. Failure to report a conviction may result in disciplinary action up to and including dismissal.

P 5.51 Prescription or Over-the-Counter Medications

Prescription or over-the-counter drugs shall be used in the manner, combination, and quantity prescribed or recommended. An employee who will be using prescription drugs while conducting Library business will determine by consulting with the prescribing physician whether the prescribed drug may impair physical and/or mental abilities. If the medication could affect the employee's ability to perform any aspects of the job, including affecting the employee's behavior, the employee must notify the supervisor. Failure to report may result in disciplinary action up to and including dismissal.

P 5.52 Drug Testing

If the Library has a reason to believe that an employee is using illegal drugs or alcohol in violation of the Library's policies, the Director may require that employee to submit to a drug or alcohol test.

P 5.53 Drug or Alcohol Dependency Treatment

An employee may request to use their accrued sick leave, vacation or compensatory time or request an unpaid leave of absence to receive the recommended treatment for a drug or alcohol problem. Employees are urged to request assistance with any drug or alcohol problem before disciplinary action is necessary. The cost of treatment is the responsibility of the employee and may be covered by the employee's health insurance.

P 5.6 Workplace Violence

Acts or threats of physical or verbal violence (including intimidation, harassment, or coercion) which involve or affect the Library or its employees or which occur on Library's property will not be tolerated. Such conduct will be met with the strongest disciplinary action by the Library, up to and including termination, the use of law enforcement, and the use of criminal prosecution measures.

P 5.7 Library Equipment and Property

Employees may be issued or allowed the use of Library property or resources such as keys, computers, e-mail, etc. Employees in possession of this equipment are expected to protect it from loss, damage or theft, and to use it in an appropriate manner. Upon separation of employment, employees are required to turn in all Library property by their last day worked.

P 5.71 E-mail

E-mail provided by the Library is Library property, provided for conducting Library business and is not to be used for personal communication. All employees are expected to follow the Internet Access Policy. Any violation of this policy is grounds for discipline up to and including dismissal. The Library has the right, but not the duty, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited by employees on the Internet, reviewing material downloaded or uploaded by users to the Internet, and reviewing E-mail sent and received by users.

P 5.72 Software

It is the policy of the Library to utilize all software in accordance with its individual licensing agreement. Unless otherwise provided in the license, any duplication of copyrighted software, except for backup and archival purposes, is a violation of the law. Unauthorized duplication of copyrighted computer software is contrary to the library's standard of conduct.

P 5.73 Mobile Phones

The Library does not furnish personal mobile phones to employees.

P 5.74 Keys

In order to protect the security of Library buildings and property, and for staff safety, the distribution of keys or key cards/fobs to employees or other parties is limited and restrictive. The Director or Support Services Director issue keys/cards/fobs with the assistance of the Technology Coordinator. Upon separation from Library employment, staff members are required to return all assigned keys/cards/fobs. Staff persons who lose a key/card/fob must report it immediately to one of the above.

P 5.75 Credit Cards

1. This policy applies to all (i) payment cards, checks or other payment instruments associated with a credit account issued by a financial institution or a retailer, and (ii) payment cards related to the receipt of grant funds. All such cards and instruments are referred to herein as "credit cards".
2. This policy does not apply to procurement cards (P-cards), or to gas cards or other payment cards that are capable of use only for the purchase of certain limited types of goods.
3. The Library will not obtain or maintain any debit cards.
4. The Fiscal Officer will work with the appropriate financial institutions that issue credit cards to determine the best type of credit card accounts for the Library and also to determine which store credit card accounts the Library will utilize.
 - a. The Fiscal Officer is responsible for working with the issuing financial institution to determine the dates when credit cards expire and the re-issuance of replacement cards.

- b. The Fiscal Officer is responsible for determining, when necessary, the need to cancel a credit card account and any adjustment to credit limits on the credit cards (subject to credit limits in #6).
 - c. The Fiscal Officer is responsible for notifying the issuing financial institution of a lost or stolen card.
- 5. Credit cards will be established in the name of the Grandview Heights Public Library and the specific name of an individual with a maximum credit limit for each set by the Library. The Library may also have a credit card in the name of the Library only.
- 6. Credit cards may be issued to:
 - a. Library Director with a credit limit up to \$25,000
 - b. Fiscal Officer with a credit limit up to \$25,000
 - c. Acquisitions Coordinator with a credit limit up to \$10,000
 - d. Librarian-Collection Development with a credit limit up to \$10,000.
 - e. IT Coordinator with a credit limit up to \$25,000
 - f. Central Library Consortium Executive Director with a credit limit up to \$20,000
 - g. Central Library Consortium Help Desk and Membership Coordinator with a credit limit up to \$20,000
 - h. Grandview Heights Public Library (in Library's name only) credit limit up to \$25,000

For Library cards issued in the name of an employee and the Library, a credit card may not be used by anyone other than the individual to whom it is issued.

- 7. Prior to initial receipt of a credit card, each employee must agree to and sign the Credit Card Responsibility and Use Procedures.
- 8. A credit card in the name of the Library only will be kept in the Fiscal Officer's office and may be signed out to authorized personnel as necessary. The credit card must be returned promptly to the Fiscal Officer's office once the purchases for which the card was checked out have been made.
- 9. A credit card in the name of the Library only may be signed out to the following Library personnel:
 - 1. Library Director
 - 2. Fiscal Officer
 - 3. Support Services Director
 - 4. Patron Services Director
 - 5. Office Manager
 - 6. A Library employee who has been pre-authorized by the Library Fiscal Officer and/or Library Director
- 10. The Board authorizes the use of Library credit cards only for use in connection with Board- approved or Library-related activities, and for only those types of expenses that are for the benefit of the Library that serve a valid and proper public purpose shall be paid for by credit card. Credit cards will be used for travel expenses to conferences and/or

workshops and pre-payment of materials when required by a vendor. In any event, credit cards may be used only for expenditures that are within the applicable budget and departmental guidelines.

11. For each purchase made using a credit card, an itemized detailed receipt indicating the amount paid, the vendor, and the goods/services purchased must be submitted to the Fiscal Officer promptly following the purchase.
12. Use of a credit card for personal expenditures, for expenditures in excess of the applicable credit limit, or otherwise in violation of this policy constitutes a misuse of the credit card. Any Library personnel engaging in misuse of a credit card will be responsible to immediately reimburse the Library for any unauthorized expenditures and may be subject to disciplinary action up to and including termination of employment.
13. The Library Board of Trustees will appoint a Compliance Officer to review all credit card accounts every six months, including: the number of accounts and issued/active cards, account expiration dates and credit limits. The Fiscal Officer may not serve as the Compliance Officer.
14. The Compliance Officer may use a credit card only with the prior authorization of the Fiscal Officer, except that the Library Director serving in the role as Compliance Officer may use a credit card as otherwise authorized in this policy.
15. The Compliance Officer may not authorize Library personnel to use a credit card, except that the Library Director serving in the role as Compliance Officer may authorize such use in accordance with this policy.
16. If a credit card is lost or stolen, or if Library personnel become aware of unauthorized or fraudulent use of any of the Library's credit card accounts, the same must be reported immediately to the Fiscal Officer and Compliance Officer.
17. All monthly credit card statements and other correspondence associated with the credit card accounts will be sent to the Grandview Heights Public Library. Payment of the monthly statements must be made in a timely fashion so that finance charges and late payment fees are not incurred.
18. If the Compliance Officer is authorized to use a credit card, on a monthly basis, the Fiscal Officer (or the Fiscal Officer's designee, who may not be the Compliance Officer) will review the credit card statements and will sign an attestation to such review.
19. On an annual basis, the Fiscal Officer (or the Fiscal Officer's designee) will submit a report to the Library Board of Trustees regarding all credit card rewards received by the Library.

P 5.76 Lockers:

The library provides lockers for staff and volunteers during their shift. Lockers need to be emptied daily and no items are permitted overnight. The library's housekeeping staff will periodically clean the lockers. The library is not liable for theft of personal property and the lockers remain library property.

P 5.8 Vehicle Usage

This policy is applicable to all full or part-time employees, volunteers, and individual contractors of the Library who drive a motor vehicle in the course of their employment or activities on behalf of the Library. For purposes of this policy, the above-listed categories of persons are referred to as "Drivers". This policy applies to vehicles titled to, purchased or leased by, or insured by or through the Library and also applies to privately-owned vehicles operated by Drivers in the course of their employment or activities on behalf of the Library. No Library vehicle may be used for personal reasons.

P 5.81 Driver Requirements

A Driver whose position requires the operation of a Library vehicle or a personal vehicle on Library business must possess a valid driver's license and maintain insurance on their vehicle. This insurance should include incidental or occasional business use. A Driver must notify the Director or a supervisor within one business day in the event that the Driver is cited for any driving violation that limits the Driver's driving privileges. The Library has the right to conduct a driver's license and an insurance check for any Driver who operates a vehicle on Library time. Unless required by business necessity, passengers are prohibited from riding in any of the Library's vehicles or in a Driver's personal vehicle while the Driver is on Library-related business.

P 5.82 Mileage Allowance and Reimbursements

Drivers who use personal vehicles for approved Library business will receive the standard mileage allowance at the current IRS rate. The standard mileage reimbursement covers gas, maintenance, repairs and insurance. Because Drivers only collect the standard mileage rate for the work related miles they drive, these payments are not meant to cover the entire cost of owning, insuring, and operating a vehicle, but rather the portion of these expenses that the Drivers incur through work related driving. Drivers may claim reimbursement for parking fees and tolls incurred. Claims for mileage and parking reimbursement must be submitted on the *Library's Request for Reimbursement Form*. The form should be signed by the Driver's supervisor and be given to the Fiscal Officer. In the event that carpooling arrangements can be made to a work destination and space is available, employees are expected to travel in a group. Employees electing not to carpool will not be reimbursed for mileage, parking, tolls or any other driving related expenses. No compensation is made for commuting mileage.

P 5.83 Safety

All Drivers must follow all Ohio motor vehicle laws. The Driver and any passengers must use seat belts, as already required by state law. This requirement pertains to both the use of Library vehicles and the use of personal vehicles while on Library business. Drivers are not permitted to operate Library vehicles, or personal vehicles on Library business, when any physical or mental impairment may cause them to be unable to drive

safely. This also includes temporary incapacities such as illness, medication or intoxication.

Use of a cell phone or other mobile device while driving a vehicle for or on behalf of the Library is prohibited. Texting is prohibited at all times while operating a vehicle for or on behalf of the Library. Noncompliance may be subject to discipline up to, and including, suspension or termination on the first offense.

P 5.84 Driving Violations and Accidents

A Driver must notify the Director or a supervisor within one business day in the event that the Driver is cited for any driving violation or is involved in an accident while on Library-related business using a Library or personal vehicle. A Driver who is cited or deemed responsible by official records for a vehicular accident, parking, speeding, or other violation while on Library business will be required to pay for the ticket (violation).

If involved in an accident, no matter how minor, the employee must report all accidents to the law enforcement agency having jurisdiction. The Driver must not make statements admitting responsibility nor advise other parties that the Library will pay for the damage resulting from the accident. Unsafe vehicles should not be driven from the scene of an accident.

P 6 Workshops and Conferences

Staff members are encouraged to attend and participate in a variety of professional forums, seminars, workshops and meetings of library-affiliated organizations when that participation directly benefits the Library. The Library shall make full reimbursement of necessary and routine expenses incurred by staff members attending and participating in approved meetings as part of their Library duties. This policy does not apply to travel to a Library work site that occurs as part of the routinely assigned duties of a position; for example, attendance at monthly staff meetings.

P 6.1 Attendance Procedure

Staff members must submit a written request and secure written approval prior to attending any meeting for which time allowance and/or reimbursement are expected. Members of the Board who wish to attend conferences or workshops shall notify the Director or the Fiscal Officer of their interest so that adequate funds can be made available for reimbursement of their expenses.

P 6.11 Attendance Criteria

The authority to administer this policy rests with the Director, who shall use the following criteria:

- The staff member's participation should be clearly related to Library goals and interests.
- Attendance at professional meetings normally requires organizational membership. Exceptions would include meetings the staff member is attending at the request of the Library administration.
- Public service schedules and staffing commitments must have priority.

- Adequate funds must be available to cover expenses incurred through workshop attendance while maintaining sufficient margin for routine travel requirements.

P 6.2 Fees

Any registration fees are reimbursed by the Library at the “member” rate unless the Library has specifically requested that the employee attend. Travel costs from the Library to the conference site are reimbursed at the rate for the least expensive form of transportation.

Employees may be reimbursed for up to a pre-approved amount for documented out-of-pocket expenses associated with approved conference and meeting attendance. These expenses may include meals, lodging, parking fees, and other incidental travel expenses. Except for instances when meals are reimbursed according to Federal per diem allowances, receipts must be submitted and accompany appropriate documentation. The Library does not reimburse for alcoholic beverages, personal telephone calls, in-room movie rentals, nor meals/ expenses for relatives and/or friends. Tips over 15% are not reimbursable unless levied by the restaurant.

P 6.3 Travel Time for Nonexempt Employees

Time spent traveling to and from work is generally excluded from hours worked. However, any time spent traveling during the workday, as part of an employee’s job duties, will be counted as hours worked.

P 6.31 Rules for Day Trips Out of Town

If an employee who normally works at a single location (e.g., a library) is sent out of town for one day and returns that same day, all time spent traveling to and from that assignment is compensable work time. However, time spent traveling to and from the employee’s home to the point of departure is not counted as hours worked.

P 6.32 Rules for Trips Requiring an Overnight Stay

The Library adheres to the Ohio Department of Administrative Services Directive #HR-D-07, effective date September 1, 2009. If an employee is sent out of town overnight, any time spent traveling that corresponds to the employee’s normal working hours is compensable time. This includes hours traveled on days the employee normally does not work (e.g., Sunday). If an employee travels during a time that they would not normally be working, the time is not counted as hours worked. Meal time is not compensable.

- Exception: If the employee is the driver rather than the passenger, all time spent driving is compensable, regardless of when it occurs.
- Exception: Any time spent performing work during travel time (e.g., working on a plane) is compensable, regardless of when it occurs.

Example: Joe normally works Monday through Friday, 8 a.m. to 5 p.m., but travels out of town on a flight leaving at 6 p.m. and arrives at his destination at 9 p.m. Joe would not be paid for these three hours because they do not correspond to his normal working hours. However, if Joe travels out of town on any day of the week (including Saturday and Sunday) on a flight leaving at 2 p.m. and arriving at 5 p.m., he would be paid for those three hours because they correspond to his normal work hours.

Example: Same situation, but Joe drives his car from 6 to 9 p.m. instead of flying. Joe would be paid for those three hours because he was the driver and not a passenger.

P 6.4 Required Training

In some cases, the Library may require that employees undertake course work or training that is necessary for them to do their jobs effectively. When this is the case, the Library pays fees directly, and the training sessions or classes may be attended on Library time.

P 6.5 Certification

The Library has limited funds to pay individual membership dues to the Ohio Library Council and other professional organizations. Membership requests must be reviewed and approved by the Library's Director.

P 7 Security Policy-Update 2016

Federal and State Laws prohibit the unauthorized use or access to staff or patron personal information which could result in substantial harm or inconvenience to library employees and customers. As a state funded and locally tax supported government agency, the Grandview Heights Public Library is entrusted with the duty of collecting sensitive and personal information about library staff and customers. The Library shall use personal information only in a manner that is consistent with the purposes of collecting the information. When obtaining personal information for the business of the library, the Library assumes responsibility for safeguarding that data from unauthorized use. "Personal information" means any information that describes anything about a person or that indicates actions done by or to a person or that indicates that a person possesses certain personal characteristics, and that contains, and can be retrieved from a system by a name, identifying number, symbol, or other identifier assigned to a person.

The Library will strive to maintain a comprehensive information security program that contains administrative, technical, and physical safeguards to:

1. Ensure the security and confidentiality of personal information collected by the Library for any purpose;
2. Protect against threats or hazards to the security or integrity of such information; and
3. Protect against unauthorized access to or use of such information that could result in substantial harm or inconvenience to any customer or employee

In addition, the Library endorses and accepts the standards and requirements set forth in the Central Library Consortium Security Policy including the Security Practice Rules, the Security Incident Response Plan, the Security Calendar, the Domain and Polaris User Password Standards, the Account Decommissioning Standard and the Equipment Disposal Standard (see **Appendix J: Central Library Consortium Security Policy including the Security Practice Rules, the Security Incident Response Plan, the Security Calendar, the Domain and Polaris**

User Password Standards, the Account Decommissioning Standard and the Equipment Disposal Standard).

P 7.1 Information Security

Information security is defined as the administrative, technical, or physical safeguards the library uses to access, collect, distribute, process, protect, store, use, transmit, dispose of, or otherwise handle personal information.

The Library has a responsibility to ensure that the accessing, handling, sharing and disposing of Confidential Personal Information (CPI) data complies with Ohio Revised Code Chapter 1347 and the CLC Security Policy. Within the Credit Cardholder Data Environment, the Library will also comply with the latest revision of the Payment Card Industry Data Security Standards (PCI DSS).

P 7.2 Collection of Confidential Personal Information (CPI)

The collection of CPI data is used to enable the Library to enforce policies and provide services to library patrons. The Library adheres to the Central Library Consortium (CLC) Security Practice Rules; Collection of Confidential Personal Information to determine what information is gathered from patrons.

In addition to the CPI data outlined in the CLC Security Practice Rules, the Library also collects the following personal information:

- Dates and times you access library resources, including but not limited to: websites, electronic databases, public PC usage and wifi access.
- Details about questions asked, (for example, in person, over the phone, through the library's website, the library's email address or using the text a librarian service).
- Details about purchase requests submitted using paper or electronic medium, including but not limited to: the library website, the library's email address or using the text a librarian service.

To ensure updated contact information for both customers and staff, verification of CPI data will occur no less than every 5 years. This update may be done internally or via an outside vendor specializing in data verification.

P 7.3 Roles and Responsibilities

The Technology Coordinator and Circulations Manager will be designated to oversee the Library's Information Security Program as the Information Security Team (IS Team). In tandem with the Central Library Consortium (CLC), they will address potential internal and external risks to the security, confidentiality, and integrity of personal information that could result in a compromise as follows:

P 7.4 Internal Risks

P 7.4a CPI data Deliberately or Inadvertently Given to Someone Via Library Staff

Risk is addressed through employee training and management. Upon employment, employees will be informed of information security policies. Refreshers in Information

Security training and policies will be conducted according to the Central Library Consortium (CLC) Security Practice Rules; Security Calendar.

Disciplinary action up to and including termination may be applied when a breach of confidentiality in regard to CPI data is discovered. The Library may also file criminal charges or pursue civil damages to full extent provided by the law.

P 7.4b Access to Personal Information Via a Staff Computer

Prior to employment, all potential candidates are subject to a criminal background check. When applying for a promotion within the library, current employees are also subject to a criminal background check. Employment applications and background checks will be stored according to the Retention and Disposal of Records Policy and Procedure. Any criminal activity related to identity theft or similar crimes will be justification to refuse employment or promotion.

Staff accounts will be assigned according to the guidelines in the Central Library Consortium (CLC) Security Practice Rules; Accessing Confidential Personal Information section. Staff access will be removed according to the Central Library Consortium (CLC) Security Practice Rules; Account decommissioning guidelines.

Under no circumstances shall patrons be allowed access to staff terminals.

P 7.4c Physical Access to Equipment

The Library addresses this risk by adhering to the Central Library Consortium (CLC) Security Practice Rules; Physical Security Guidelines section.

In addition to the devices listed in the Physical Security Guidelines in the CLC Security Practice Rules, the Library also takes steps to protect the physical security of these devices:

- Access logs on SelfCKO machines
- Access logs on PC Management devices

P 7.5 External Risks

P 7.5a Access to CPI data Via an Outside Computer (Hackers) or Other Outside Source

The Library addresses this risk by adhering to the Central Library Consortium (CLC) Security Practice Rules; Network Security Guidelines section.

In addition to the Network Security Guidelines in the CLC Security Practice Rules, the library also post appropriate warnings about sharing confidential information over the open public WiFi connection.

P 7.5b Outside Service Providers

The Library will only contract with outside service providers who are capable of maintaining appropriate safeguards for CPI data as defined by the Central Library Consortium (CLC) Security Practice Rules; Vendor Compliance section.

P 7.6 Security Incident Response

Upon real or suspected information leaks or intrusions, the Library will follow the steps in the Central Library Consortium (CLC); Security Incident Response Plan.

P 7.7 Disposal of Media Containing CPI Data

The Library will ensure that any media that contained CPI data (either staff or patron data) will be destroyed according to the Central Library Consortium (CLC) Security Practice Rules; Disposal of Confidential Personal Information section.

Leased equipment (such as copiers) which may store confidential information will require contracts which establish the right of the Library to retain the hard drive upon return of the equipment at the end of the lease period.

P 8 Telecommuting Procedure

In limited circumstances, when it will benefit the Library, the Library will consider allowing employees to perform assigned duties at an alternate workplace other than the employee's office during a portion of or all of their working hours. Telecommuting is a management option and not a universal employee benefit.

P 8.1 Rational and Authorization for Program Participation

Employees who wish to be considered for telecommunicating must submit a Telecommuting Application to their supervisor. The Application must clearly identify the need and justification for the request. All applications will be considered by the employee's supervisor; they will be approved or disapproved on an individual basis paying specific attention to needs, individual job duties and the requesting employee's record of past performance.

P 8.2 Telecommuting Agreement

All telecommuting agreements must specify the duties to be performed by the employee and the employee's scheduled work hours. A telecommuting agreement may be entered into for an unlimited or a limited duration of time, and may encompass either a portion of or all of an employee's working hours. The authorization to telecommute may be rescinded at any time by the employee's supervisor.

P 8.3 General Employment Rules of Telecommuting Employees

- A telecommuter's salary, benefits, and essential functions of their job do not change as a result of the telecommuting arrangement.
- The employee's supervisor will determine which job duties are and are not suitable for telecommuting.
- Performance evaluation requirements do not change
- The employee must come to the office or training/meeting site for any operational need as determined by the employer.

- Standards regarding confidentiality of information and security of the Library's equipment and documents must be maintained at the alternate workplace.

P 8.4 Telecommuting Work Accountability

The telecommuting employee must keep detailed records of daily activities while working at the alternate location. The telecommuting employee may be required to list calls handled, emails handled, cases and issues addressed and to furnish copies of work produced.

P 8.5 Communication

Telecommuters must be accessible, via telephone and/or email, to their supervisor, co-workers, and customers during their approved scheduled work hours. Alternate workplace phones will be answered in a business-like manner during approved scheduled work hours and the voice mail message must convey a professional image.

P 8.6 Alternate Work Space Safety

A telecommuter is covered by the Library's Workers' Compensation laws while in telecommuting status. A telecommuter's alternate work space is considered an extension of the office workspace only during the telecommuter's approved schedule work hours. The same safety, ergonomic and professional standards applicable at the office must be maintained at the alternate workplace. The Library has the right to schedule on-site inspections of the alternate work area at a mutually agreed upon time. The Library is not liable for any damages, accidents and/or injuries resulting from the telecommuter's failure to comply with all safety and healthy rules and regulations and any violations of the Library's telecommuting policy.

P 8.7 Workspace Equipment, Software and Supplies

The Library may provide equipment depending on the nature of the job, equipment availability, and available funds. The telecommuting agreement must specify if the Library must install or provide any equipment, software, furniture or materials at the alternative workplace. The Library is responsible for the maintenance and support of all equipment provided to telecommuting employees however the employee may be required to transport the equipment to the repair/maintenance location. Any items purchased by the Library remain the property of the Library. Telecommuters may use their own equipment if it meets the standards established by the Library. The Library assumes no liability in regard to damage or loss of property owned by the employee at the alternate workplace. Supplies required to complete the telecommuter's assigned duties should be obtained from the office and the employee must receive prior approval before incurring business expenses, including long distance telephone charges.

P 8.8 Telecommunications Allowance

The Library will provide a telecommunications allowance for employees that are required to have a cell phone and/or are required to have data services available at the employee's home, as part of their job responsibilities. The use of a cell phone and/or data services must be properly justified and approved by the Director. The allowance will be paid via payroll once a month, and will be taxable income to the employee. The allowance is not considered earnable wages for the Ohio Public Employees Retirement System.

The allowance must be reviewed and reapproved by the Library Director each year.

Administrative Policies

Purpose of Policies

The Administrative Policies of the Grandview Heights Public Library (hereafter referred to as the Library) explain and regulate certain internal operations of the Library, many of which are the responsibility of the Fiscal Officer. Policies are approved by the Grandview Heights Public Library's Board of Trustees (hereafter referred to as the Board) and are reviewed and revised as necessary.

AP 1 Purchasing

The Board approves the Annual Appropriations each year. Expenditures must not exceed the amount listed in the approved appropriations. All expenditures of Library funds require a receipt, invoice, or bill of purchase.

AP 1.1 Tax Free Status

Ohio's public libraries are organized under Chapter 3375 of the Ohio Revised Code as political subdivision of the State of Ohio. The Library does not pay sales tax on purchases. Upon request, the Fiscal Office will provide vendors a completed Ohio Department of Taxation Sales and Use Tax Blanket Exemption form. Employees will not be reimbursed for sales tax payments.

AP 1.2 Petty Cash

Petty cash, not to exceed \$250, shall be established for the Library for the purchases under conditions requiring immediate payment, in cash, in amounts less than \$25.

The Board shall appoint the Library's Fiscal Officer to be the custodian for the Library's petty cash, and the Fiscal Officer shall administer and be responsible for the security of the money and the control of disbursements.

The following guidelines shall be followed for the management of Petty Cash:

- Receipts and cash-on-hand must always remain within the authorized amount. All disbursements are to be supported by receipts or other evidence documenting the expense.
- Individual payments from petty cash may not exceed \$25.
- The Library does not pay sales tax on purchases.

AP 2 Requesting Price Quotes for the Provision of Goods or Services

For those purchases not falling under the requirements of sections 3375.41 (bidding) and 153.65-153.71 (professional design services) of the Ohio Revised Code, quotations for prices are required for the purchase of any good or service over **\$25,000** in total. Contracts with one vendor for a similar good or service cannot be split in order to override this requirement. Price quotations from multiple vendors are preferred. However, if it is determined by the Director that there is only one vendor that specializes in this type of good or service, a quotation from only one vendor will be acceptable. Final selection of quotations for goods and services will be those that are in the best interest of and/or represent the best value to the library. The only exceptions to the \$25,000 threshold are:

- Telecommunications services which are governed through the Universal Services Administrative Company (USAC) federal E-rate program for public libraries.
- Proprietary software systems and support agreements used by the library.
- Ongoing purchases of library materials.
- Legal services for library administration.
- Utilities
- Insurance

AP 3 Contracts

The Director or designee is authorized to negotiate contracts or agreements for the purchase or lease of goods or services for the library. The Director, designee, or the Fiscal Officer is authorized by the Board to sign contracts that fall within the approved appropriations.

AP 3.1 Independent Contractors

Independent contractors are not Library employees. Before they are retained by the Library, all independent contractors shall file appropriate documentation with the Library's Administrative Office.

AP 4 Use of Library Credit Cards

See P 5.75

AP 5 Use of Electronic Signatures

The Fiscal Officer, Deputy Fiscal Officer, and any officer of the Board who is authorized to affix their signature on checks issued by the Library for payment of money, may adopt a facsimile of that signature, as defined by the Ohio Revised Code, and that facsimile may be affixed to Library checks in lieu of a manual signature. The Library shall give notice of the adoption of any such facsimile to the depository from which funds are to be withdrawn.

AP 6 Investment Policy

AP 6.1 Policy Statement and Scope

The Library will invest all public funds in a manner which will provide maximum safety and preservation of principal, while meeting all the liquidity and operating demands, at the most reasonable market interest rates available. All investments made will conform to all applicable laws and regulations governing the investment of public moneys, including Section 135 the Ohio Revised Code.

AP 6.2 Investment Objectives

- To invest all moneys in accordance with the guidelines of ORC 135.14, with the priorities being: Safety, Liquidity, and Yield, in that order. Primary objectives are the preservation of capital and the protection of investment principal.
- To limit market risk and ensure reliable return on investments through diversity and management of securities held in the investment portfolio.
- To safeguard Repurchase Agreement transactions so as to avoid all security risk, and to limit and track the market risk.
- To ensure that all entities conducting business with the investing authority are knowledgeable of ORC 135 and this investment policy.
- To ensure that the portfolio remain sufficiently liquid to enable the investing authority to meet those operating requirements which might be reasonably anticipated.
- To ensure that the portfolio is not for speculation and will not be leveraged under any circumstances.

AP 6.3 Maturity Guidelines

To the extent possible, the Fiscal Officer will attempt to match investments with anticipated cash flow requirements to take best advantage of prevailing economic and market conditions. The maximum maturity of any eligible instrument is five years from the settlement date, unless the investment is matched to a specified obligation or debt of the subdivision.

AP 6.4 Permissible Investments

The Fiscal Officer may invest in any instrument or security authorized in ORC 135.14, as amended. Permissible investments include:

- a. United States Treasury bills, notes, bonds, or any other obligation or security issued by the United States Treasury or any other obligation guaranteed as to principal and interest by the United States. Stripped principal or interest obligations of such eligible obligations are strictly prohibited.
- b. Bonds, notes, debentures, or any other obligations or securities issued by any federal government agency or instrumentality, including but not limited to, the Federal National Mortgage Association, Federal Home Loan Bank, Federal Farm Credit Bank, Federal Home Loan Mortgage Corporation, Government National Mortgage Association, and Student Loan Marketing Association. All federal agency or instrumentality securities must be direct issuances of the federal agency or instrumentality.
- c. STAR Ohio and Star Plus are eligible as long as the funds maintain the highest letter rating provided by at least one nationally recognized standard rating service as outlined in ORC 135.45.
- d. Bonds and other obligations of this state.

- e. Interim deposits (such as Certificates of Deposit) in the eligible institutions applying for interim moneys as provided in ORC 135.08.
- f. No-load money market mutual funds consisting exclusively of obligations described in AP 6.4 a. and b. of this policy and expressly excluding derivatives in accordance with ORC 135.14.
- g. Written repurchase agreements (repos) with any eligible public depository mentioned in ORC 135.03, or with any dealer who is a member of the NASD (National Association of Securities Dealers). The market value of the securities subject held as collateral for an overnight repo (including sweep accounts) or term repo must exceed the principal by at least 2%, and the securities must be marked to market daily. Term repurchase agreements may not exceed 30 days. Any repurchase agreement with an eligible securities dealer must be transacted on a delivery versus payment basis. All securities purchased pursuant to a repurchase agreement must be delivered into the custody of the Fiscal Officer or an agent designated by the Fiscal Officer. Such institution or dealer must agree in writing to unconditionally repurchase any of the securities used for any repo transaction. Reverse repurchase agreements are strictly prohibited.

AP 6.5 Derivatives

Investments in derivatives are strictly prohibited. A derivative is defined in ORC 135 as a financial instrument or contract or obligation whose value is based upon or linked to another asset or index or both, separate from the financial instrument, contract or obligation itself. However, any eligible investment with a variable interest rate payment based upon a single interest payment or single index comprised of other investments consisting of US government or federal agency or instrumentality obligations is not considered a derivative if it matures in two years or less.

AP 6.6 Pooling

The pooling of funds by subdivisions is prohibited except as provided in ORC 715.02 or SEC IV Article XVIII of the Ohio Constitution, STAR Ohio, and STAR PLUS.

AP 6.7 Eligible Institutions

Any financial institution located within the State of Ohio as defined by ORC 135.03 is eligible to serve as an approved depository and/or investment provider. Only securities dealers and brokers that are members of the National Association of Securities Dealers (NASD) are eligible to be an investment provider. Investment advisors must be an eligible financial institution as defined by ORC 135.03, or an advisor that is registered with the Securities and Exchange Commission.

AP 6.8 Acknowledgements

All brokers, dealers, and financial institutions initiating transactions with the Fiscal Officer by giving advice or making investment recommendations must sign the investment policy thereby acknowledging their agreement to abide by the policy.

All brokers, dealers, and financial institutions initiating transactions with the Fiscal Officer must sign the investment policy acknowledging their comprehension and receipt of the policy.

AP 7 Daily Deposit Policy

The Fiscal Officer will not exceed seven business days in the deposit of daily cash receipts collected each day if the total accumulated amount is \$1,000.00 or less. Accumulations of more than \$1,000.00 shall be deposited the next business day following the day of receipt.

Appendix A: Exhibit & Display Agreement and Release Form

In consideration of permitting my property to be exhibited at the Grandview Heights Public Library, I hereby agree to the following:

1. Neither the Library nor its Trustees, agents, or employees should be liable for any theft or damage.
2. The exhibition of my property is not prohibited or restricted in any way, and that title to said property shall not be transferred before its removal from the Library.
3. Exhibits are for display purposes only. Works will not be displayed with prices and sales are not permitted at the Library. Artists may provide contact information for patrons.
4. The Library may use photos of my work submitted for marketing.
5. I grant permission to the Library to release my contact information to anyone requesting more information about my exhibition.
6. I am responsible for the installation, breakdown, and shipping of my exhibition.
7. Library exhibits are governed by the Library's Exhibit Policy (PS 1.52) available at ghpl.org/about.

Name of Exhibit

Dates of Exhibit

Delivery Date

Removal Date

List and describe all items in the exhibit

Appraised value of work to be exhibited

Contact information to be shared with public

Artists/Exhibitor Name

Artists/Exhibitor Signature & Date

Library Representative Name

Library Representative Signature & Date

Appendix B:

ALA's Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.

II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.

III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.

IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.

V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.

VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

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

Appendix C:

ALA's Freedom to Read Statement, Freedom to View Statement, Free Access to Libraries for Minors, Statement on Labeling and Rating Systems, Statement on Expurgation of Library Materials, and Statement on Diversity in Collection Development

ALA's Freedom to Read Statement

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

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

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

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

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

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

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

The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said.

Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

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

This statement was originally issued in May of 1953 by the Westchester Conference of the American Library Association and the American Book Publishers Council, which in 1970 consolidated with the American Educational Publishers Institute to become the Association of American Publishers.

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

ALA's Freedom to View Statement

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

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

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

Endorsed January 10, 1990, by the ALA Council.

ALA's Free Access to Libraries for Minors: An Interpretation of the Library Bill of Rights

Library policies and procedures that effectively deny minors equal and equitable access to all library resources and services available to other users violate the Library Bill of Rights. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the Library Bill of Rights states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The "right to use a library" includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, educational level, literacy skills, or legal emancipation of users violates Article V.

Libraries are charged with the mission of providing services and developing resources to meet the diverse information needs and interests of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of library resources. The needs and interests of each library user, and resources appropriate to meet those needs and interests, must be determined on an individual basis. Librarians cannot predict what resources will best fulfill the needs and interests of any individual user based on a single criterion such as chronological age, educational level, literacy skills, or legal emancipation. Equitable access to all library resources and services shall not be abridged through restrictive scheduling or use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. Institutional self-censorship diminishes the credibility of the library in the community, and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information through the library in print, nonprint, or digital format. Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.¹ Librarians and library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether material is not constitutionally protected.

The mission, goals, and objectives of libraries cannot authorize librarians or library governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. As *Libraries: An American Value* states, "We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services." Librarians and library governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent and child. Librarians and governing bodies should maintain that only parents and guardians have the right and the responsibility to determine their children's—and only their children's—access to library resources. Parents and guardians who do not want their children to have access to specific library services, materials, or facilities should so advise their children.

Lack of access to information can be harmful to minors. Librarians and library governing bodies have a public and professional obligation to ensure that all members of the community they serve

have free, equal, and equitable access to the entire range of library resources regardless of content, approach, format, or amount of detail. This principle of library service applies equally to all users, minors as well as adults. Librarians and library governing bodies must uphold this principle in order to provide adequate and effective service to minors.

See also Access to Resources and Services in the School Library Media Program and Access to Children and Young Adults to Nonprint Materials.

See *Erznoznik v. City of Jacksonville*, 422 U.S. 205 (1975) "Speech that is neither obscene as to youths nor subject to some other legitimate proscription cannot be suppressed solely to protect the young from ideas or images that a legislative body thinks unsuitable for them. In most circumstances, the values protected by the First Amendment are no less applicable when government seeks to control the flow of information to minors." See also *Tinker v. Des Moines School Dist.*, 393 U.S.503 (1969); *West Virginia Bd. of Ed. v. Barnette*, 319 U.S. 624 (1943); *AAMA v. Kendrick*, 244 F.3d 572 (7th Cir. 2001).

Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991; June 30, 2004; and July 2, 2008.

ALA's Statement on Labeling and Rating Systems: An Interpretation of the Library Bill of Rights

Libraries do not advocate the ideas found in their collections or in resources accessible through the library. The presence of books and other resources in a library does not indicate endorsement of their contents by the library. Likewise, providing access to digital information does not indicate endorsement or approval of that information by the library. Labeling and rating systems present distinct challenges to these intellectual freedom principles.

Labels on library materials may be viewpoint-neutral directional aids designed to save the time of users, or they may be attempts to prejudice or discourage users or restrict their access to materials. When labeling is an attempt to prejudice attitudes, it is a censor's tool. The American Library Association opposes labeling as a means of predisposing people's attitudes toward library materials.

Prejudicial labels are designed to restrict access, based on a value judgment that the content, language, or themes of the material, or the background or views of the creator(s) of the material, render it inappropriate or offensive for all or certain groups of users. The prejudicial label is used to warn, discourage, or prohibit users or certain groups of users from accessing the material. Such labels sometimes are used to place materials in restricted locations where access depends on staff intervention.

Viewpoint-neutral directional aids facilitate access by making it easier for users to locate materials. The materials are housed on open shelves and are equally accessible to all users, who may choose to consult or ignore the directional aids at their own discretion.

Directional aids can have the effect of prejudicial labels when their implementation becomes proscriptive rather than descriptive. When directional aids are used to forbid access or to suggest moral or doctrinal endorsement, the effect is the same as prejudicial labeling.

Many organizations use rating systems as a means of advising either their members or the general public regarding the organizations' opinions of the contents and suitability or appropriate age for use of certain books, films, recordings, Web sites, games, or other materials. The adoption, enforcement, or endorsement of any of these rating systems by a library violates the Library Bill of Rights. When requested, librarians should provide information about rating systems equitably, regardless of viewpoint.

Adopting such systems into law or library policy may be unconstitutional. If labeling or rating systems are mandated by law, the library should seek legal advice regarding the law's applicability to library operations.

Libraries sometimes acquire resources that include ratings as part of their packaging. Librarians should not endorse the inclusion of such rating systems; however, removing or destroying the ratings—if placed there by, or with permission of, the copyright holder—could constitute expurgation. In addition, the inclusion of ratings on bibliographic records in library catalogs is a violation of the Library Bill of Rights.

Prejudicial labeling and ratings presuppose the existence of individuals or groups with wisdom to determine by authority what is appropriate or inappropriate for others. They presuppose that individuals must be directed in making up their minds about the ideas they examine. The American Library Association affirms the rights of individuals to form their own opinions about resources they choose to read or view.

Adopted July 13, 1951, by the ALA Council; amended June 25, 1971; July 1, 1981; June 26, 1990; January 19, 2005; July 15, 2009

ALA's Statement on Expurgation of Library Materials: An Interpretation of the Library Bill of Rights

Expurgating library materials is a violation of the Library Bill of Rights. Expurgation as defined by this interpretation includes any deletion, excision, alteration, editing, or obliteration of any part(s) of books or other library resources by the library, its agents, or its parent institution (if any) when done for the purposes of censorship. Such action stands in violation of Articles I, II, and III of the Library Bill of Rights, which state that "Materials should not be excluded because of the origin, background, or views of those contributing to their creation," that "Materials should not be proscribed or removed because of partisan or doctrinal disapproval," and that "Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment."

The act of expurgation denies access to the complete work and the entire spectrum of ideas that the work is intended to express. This is censorship. Expurgation based on the premise that certain portions of a work may be harmful to minors is equally a violation of the Library Bill of Rights.

Expurgation without permission from the rights holder may violate the copyright provisions of the United States Code.

The decision of rights holders to alter or expurgate future versions of a work does not impose a duty on librarians to alter or expurgate earlier versions of a work. Librarians should resist such requests in the interest of historical preservation and opposition to censorship. Furthermore, librarians oppose expurgation of resources available through licensed collections. Expurgation of any library resource imposes a restriction, without regard to the rights and desires of all library users, by limiting access to ideas and information.

Adopted February 2, 1973, by the ALA Council; amended July 1, 1981; January 10, 1990; July 2, 2008.

ALA's Statement on Diversity in Collection Development: An Interpretation of the Library Bill of Rights

Collection development should reflect the philosophy inherent in Article II of the Library Bill of Rights: "Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval." Library collections must represent the diversity of people and ideas in our society. There are many complex facets to any issue, and many contexts in which issues may be expressed, discussed, or interpreted. Librarians have an obligation to select and support access to materials and resources on all subjects that meet, as closely as possible, the needs, interests, and abilities of all persons in the community the library serves.

Librarians have a professional responsibility to be inclusive, not exclusive, in collection development and in the provision of interlibrary loan. Access to all materials and resources legally obtainable should be assured to the user, and policies should not unjustly exclude materials and resources even if they are offensive to the librarian or the user. This includes materials and resources that reflect a diversity of political, economic, religious, social, minority, and sexual issues. A balanced collection reflects a diversity of materials and resources, not an equality of numbers.

Collection development responsibilities include selecting materials and resources in different formats produced by independent, small and local producers as well as information resources from major producers and distributors. Materials and resources should represent the languages commonly used in the library's service community and should include formats that meet the needs of users with disabilities. Collection development and the selection of materials and resources should be done according to professional standards and established selection and review procedures. Librarians may seek to increase user awareness of materials and resources on various social concerns by many means, including, but not limited to, issuing lists of resources, arranging exhibits, and presenting programs.

Over time, individuals, groups, and entities have sought to limit the diversity of library collections. They cite a variety of reasons that include prejudicial language and ideas, political content, economic theory, social philosophies, religious beliefs, sexual content and expression, and other potentially controversial topics. Examples of such censorship may include removing or not selecting materials because they are considered by some as racist or sexist; not purchasing

conservative religious materials; not selecting resources about or by minorities because it is thought these groups or interests are not represented in a community; or not providing information or materials from or about non-mainstream political entities. Librarians have a professional responsibility to be fair, just, and equitable and to give all library users equal protection in guarding against violation of the library patron's right to read, view, or listen to materials and resources protected by the First Amendment, no matter what the viewpoint of the author, creator, or selector. Librarians have an obligation to protect library collections from removal of materials and resources based on personal bias or prejudice.

Intellectual freedom, the essence of equitable library services, provides for free access to all expressions of ideas through which any and all sides of a question, cause, or movement may be explored. Toleration is meaningless without tolerance for what some may consider detestable. Librarians must not permit their own preferences to limit their degree of tolerance in collection development.

Adopted July 14, 1982, by the ALA Council; amended January 10, 1990; July 2, 2008.

Appendix D: Request for Reconsideration of Material

We are sorry if you have been offended by any material in our collection. The Grandview Heights Public Library subscribes to the Library Bill of Rights as adopted by the American Library Association. This document reads, in part: "As a responsibility of library service, books and other library materials selected should be chosen for values of interest, information and enlightenment of all the people of the community." We realize that everyone's tastes are different, and that it is our responsibility to provide materials on a multitude of subjects and viewpoints, in many styles.

The Grandview Heights Public Library believes in the rights of a free press guaranteed by the Constitution of the United States of America. We further believe that the parents of a child are the only people who should be allowed to monitor the reading, watching or listening activities of that child. Conversely, we believe that it is every parent's duty to monitor their child's activity, and that this is not the prerogative of the Library.

If a resident of the Library's legal service area (Grandview Heights City School District) would like to request that material be reconsidered as a part of our collection, please fill out this form and leave it at one of our service desks or mail it to us. The desk staff will see that it is given to the Library Director, who will be in touch with you regarding your complaint.

Please check type of material:

_____ Book _____ Music _____ Movie _____ Periodical
_____ Pamphlet _____ Video Game _____ Other _____

Title _____

Author _____

Publisher _____ Copyright _____

Resident's Name _____

Address _____ Phone _____

City _____ State _____ Zip _____

_____ I represent myself in this request.

_____ I represent _____
(Name of Organization or Group)

The following questions are to be answered after the **requestor has read, viewed, or listened to the Library material in its entirety**. If sufficient space is not provided, attach additional sheets. (Please sign your name on each additional attachment.)

1. Did you review the entire material? _____ If not, what parts did your review? _____

2. If it is media, did you note its audience rating (G, PG, PG-13, R, etc.)?

_____Yes _____No

3. To what in the material do you object? (Please be specific; cite pages, film sequence, etc.)

4. Is there anything good about this material? _____

5. Are you aware of the opinion of this material by critics? _____

6. What do you believe is the theme or purpose of this material? _____

7. For what age group would you recommend this material? _____

8. What would you like our Library to do about this material? _____

9. In its place, what material of equal quality would you recommend that would convey as valuable a picture and perspective of the subject treated?

Signature _____

Date _____

Drop form at a service desk in the Library or mail completed form to:

Director
Grandview Heights Public Library
1685 West First Avenue
Columbus, Ohio 43212-3399

Appendix E: Fines & Fees

Overdue Fines:

- There are no daily incremental fines for overdue items borrowed at Grandview Heights Public Library, except for items borrowed from statewide networks SearchOhio and OhioLINK.
- The replacement fee for any SearchOhio item is \$50.00.
- Fines for overdue OhioLINK items are \$.50 per day with a maximum fine of \$15.00. The replacement fee for any OhioLINK item is \$125.00.

Lost or damaged Material Fees:

Patrons may be charged the full replacement cost for lost or damaged items. The patron is also charged a \$5 processing charge.

Collection Agency

A patron account with total charges of \$25 or more for lost or damaged materials is sent to collections at 30 days after the patron is initially charged, and a \$10, non-refundable, service charge will be added to the account. If there are additional fees or fines on the account, these would also be included in the total sent to the collection agency. The collection agency contacts the patron by phone and by letter in the hopes of resolving the issue. The patron shall make any payment to the Library.

Printing: Black and white printing is \$.10 per page and color printing is \$.25 per page

Photocopying: Black and white photocopying is \$.10 per page and color photocopying is \$.25 per page

Faxing: Patrons cannot receive incoming faxes at the Library. Faxes may be only sent to United States and Canadian fax numbers.

Scanning: Scanning to a flash drive and sending scanned documents to an email account are both free. If you print a scanned document or fax a scanned document, the Library's printing or faxing charges apply.

Notary: Notary services that the Library provides are free. *Notary Services may not be available.*

APPENDIX F:

Borrowing Limits:

The Library blocks patron accounts that have \$10.00 on the account and/or an item that is 21 days overdue.

Borrowing Periods

- Standard loan books 21 days
- Children's print and audio 21 days
- Large print books 21 days
- Audiobooks 21 days
- New books 21 days
- CDs & Vinyl LPs 21 days
- DVDs & Blu-rays 7 days
- Videogames 7 days
- Magazines 7 days
- Special Collections and downloaded material loans vary.

Probationary Period:

Cardholders can have 10 items checked out at a time during the first thirty days. After the probationary period of thirty days, they may check out up to 20 movies (combination DVDs and Blu-ray), 40 CDs, 5 videogames, 5 vinyl albums, and other items up to 100 items out at a time.

Check out limits after the probationary period:

When a patron has had their Library card for more than thirty days, they may check out up to one hundred items at one time, with these maximum limits:

- Books - unlimited (up to a total of 100 items)
- CDs - 40
- DVDs - 20
- Video games - 5
- Vinyl records - 5

Appendix G: Public Records Policy

The Grandview Heights Public Library, in accordance with the Ohio Revised Code 149.011-149.43, and applicable judicial decisions, shall maintain public records and make them available for inspection and reproduction. A notice of records availability will be posted in a publicly accessible place within the facility.

Records are defined as any item that contains information on a fixed medium; is created, received by or sent under the jurisdiction of a public office and documents the organization's functions, policies, decisions, procedures, operations and other activities of the office. Public records do not include patron records, medical and non-employment related personnel records, records for which their release is prohibited by State and/or Federal law, or any other exception set forth by law.

As required by Ohio law, public records, responsive to a request, may be inspected at all reasonable times during regular business hours of the office in which such records are maintained. In addition, upon request, a person may receive copies of public records, at cost (time and materials), within a reasonable period of time. While the public records shall be promptly prepared and made available for inspection, a reasonable period of time may be necessary to review and redact non-public/confidential information contained in the record and /or to fulfill extensive or voluminous requests for copies.

By law, the Library may ask for the requester's name and the intended use of the documents if the requester is told that requester may decline to answer either or both questions.

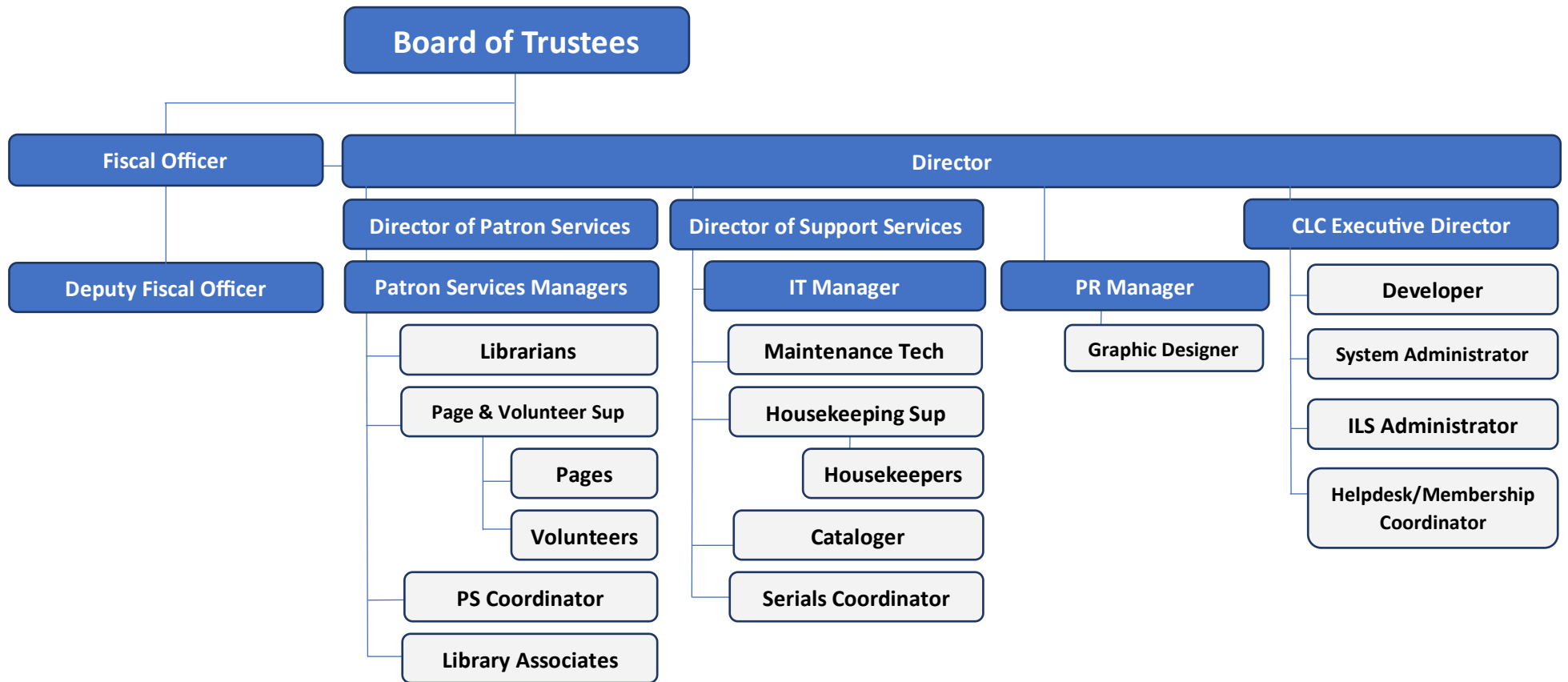
If a requester makes an ambiguous or overly broad request or has difficulty in making a request for copies or inspection of public records in such a way that the public office or person responsible for the record cannot understand the request or the documents identified, the request may be denied. In such case, the requester will be provided an opportunity to revise the request by the public office informing the requester of the manner in which records are maintained by the office and accessed in the ordinary course of the public office's or person's duties (ORC 149.43 (B)(2).)

A person may purchase copies of public records upon advance payment of a fee for actual costs involved in providing the copy and mailing, delivery or transmission. A person who chooses to purchase a copy of a public record may request to have said record duplicated on paper or on the same medium on which the library keeps the record. It may also be a medium upon which the custodian of the records determines that said record can best and reasonably be duplicated.

In accordance with law, a Records Retention Commission, consisting of members of the Board of Trustees and the Fiscal Officer, shall meet as necessary to determine records slated for disposal. Proper public meeting notification shall be given for said meeting.

Adopted January 2008

Appendix I



Appendix J: Central Library Consortium Security Policy

Central Library Consortium Security Policy

Applicability

This policy and its related documents apply to any person or company with access to Confidential Personal Information (CPI) data generated or stored by CLC. For the purposes of the CLC Security Policy and its related documents, persons and companies with access to CPI data generated or stored by CLC shall be known as Applicable Individuals.

Overview

Applicable Individuals will protect CPI data contained within CLC's systems from unauthorized disclosure, modification or destruction, whether accidental or intentional. The CLC and its member libraries will comply with this policy and the Ohio Revised Code Chapter 1347 regarding the duties of state and local agencies for maintaining personal information systems.

In addition to the requirements outlined in this policy, libraries that accept credit cards, will comply with the latest Payment Card Industry Data Security Standard within the Cardholder Data Environment.

The most current version of this policy and any related rules or procedures are available on the CLC Knowledge Base site or upon request from the CLC office (ORC 1347.05 ¶B).

Practice

As defined in ORC 1347.01 ¶H, the libraries of the CLC constitute a combined system in order to enable collaboration. CPI data within the combined system will be accessed, handled, shared and disposed of as described in the [CLC Security Practice Rules](#) 1 ORC 1347.15 ¶A (1). The CLC will maintain a [CLC Incident Response Plan](#) in case of any unauthorized disclosure of CPI data (ORC 1347.12). Each individual library may augment these rules with locally specific rules of their own. Libraries must include disciplinary measures for unauthorized use or disclosure of CPI data (ORC 1347.05 ¶D).

Information that is collected

The CLC and its libraries will collect, maintain, and use only personal information that is necessary and relevant to the functions that public libraries are required or authorized to perform (ORC 1347.05 ¶H). The [CLC Security Practice Rules](#) 1 outline the CPI data that is collected by the CLC.

Review

The [CLC Security Practice Rules](#) 1, and [CLC Incident Response Plan](#) shall be reviewed according to the schedule in the [CLC Security Practice Rules](#) 1. If changes are made to any of these

documents, notification of the changes will be sent to all CLC member libraries. There will be a 60 day waiting period before the changes go into effect. Unless the CLC Governing Council rejects any of the proposed changes, the revisions will go into effect on the 61st day after member libraries were notified of the changes.

The CLC Security Policy will be reviewed according to the schedule in the [CLC Security Practice Rules](#)¹. Updates to the CLC Security Policy require approval of the CLC Governing Council.

Policy originally passed by Governing Council: December 14th, 2010

Updated: December 8th, 2015

Updated: December 13th, 2016

Updated: July 9th, 2019

Additional Information

You can download the [entire packet \(the policy and all related forms\) in PDF form](#)⁴.

This packet includes the changes that went into effect in Feb. 2019: [Change to Security Practice Rules - Security Calendar - Acceptance of Policy](#)⁶

We will update this article as needed in the future to make sure it has a link to the latest version of the Security Policy and all related documents.

If you need to access a copy of the Authorized Agent form, please use this link: <https://go.clcoho.org/securityauthorization>³