

Free Library of New Hope and Solebury

Management Policy

Privacy and Confidentiality

Policy Statement

Privacy is essential to the exercise of free speech, free thought, and free association. Courts have upheld the right of privacy based on the Bill of Rights of the U.S. Constitution. Confidentiality of library records is a core value of library service nationwide. The Free Library of New Hope and Solebury endorses the American Library Association's Code of Ethics, which states: "We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

The Free Library of New Hope and Solebury is governed by the Pennsylvania Library Code, Title 24, Chapter 16-Libraries. Article IV, Section 428 of the Code states:

"Records related to the circulation of library materials which contain the names or other personally identifying details regarding users... shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding."

Regulations

Bucks County Public Libraries (BCPL), of which the Free Library of New Hope and Solebury is a member, maintains a database of user information as part of its automated circulation system. The database contains personal information such as user's name, address, phone and cell numbers, date of birth, e-mail address, driver's license number, gender, and library card number. BCPL and the Free Library of New Hope and Solebury retain no records of books and other materials borrowed and returned in the past, only items currently checked out or with outstanding bills.

The library maintains limited information about computer signups in its automated signup system, such as the library card number used to log on to a public computer at a certain time of day. All data related to computer signups is purged daily.

The library and its paid and volunteer staff do not disclose or distribute borrower circulation records, computer signup information, or other personal information to outside parties except as required by law or with the user's authorization. This includes

disclosure or distribution of information upon request by a parent or guardian for a child's records or a family member for another family member's records.

User information will be accessed by library staff internally and with the staff of other libraries only as part of the necessary performance of their job duties.

User information may be compiled for required statistical reporting to federal, state, local and private funding bodies. The Free Library of New Hope and Solebury may also use these files for building relationships and communicating with library users in order to enhance and improve library services. These files do not contain user borrowing or circulation information. The library will respect and follow users' wishes regarding how and if they prefer to receive library communications.

Only the Library Director, the President of the Board of Trustees, or their designee is authorized to comply with requests from law enforcement officers submitted in the form of a court order, subpoena, or Foreign Intelligence Surveillance Act (FISA) order. All such requests received by the Free Library of New Hope and Solebury will also be forwarded to the administrative offices of Bucks County Free Library (BCFL) in Doylestown for consideration and review.

Procedures

Upon request for information in a child's record by a parent/caregiver:

1. Staff will explain the library's Privacy Policy to the requestor, and inform the requestor that the library's policy is guided by law, which the library must follow. A copy of this policy will be available at the Circulation Desk for review.
2. Staff will provide information about the library's lawful recommendations from the library's Circulation Policy and Procedures for those who would like to closely monitor a child's library use.
3. Staff will give the requestor the option to appeal the library's decision in writing to the library Board.

Upon request for information in a family member's record by another family member:

1. Staff will explain the library's Privacy Policy to the requestor and inform the requestor that the library's policy is guided by law, which the library must follow. A copy of this policy will be available at the Circulation Desk for review.
2. Staff will provide information about the library's lawful recommendations from the library's Circulation Policy/Procedures for those who would like to access another's person's library record.

3. Staff will give the requestor the option to appeal the library's decision in writing to the library board.

Upon request by a law enforcement officer without a subpoena, search warrant, or Foreign Intelligence Surveillance Act (FISA) order:

1. Staff will explain the library's Privacy Policy to the requestor and inform the requestor that the library's policy is guided by law, which the library must follow. A copy of this policy will be available at the Circulation Desk for review.
2. Staff will inform the requestor that the library will respond to law enforcement requests for records that are submitted in the form of a court order, including subpoenas or search warrants, or a Foreign Intelligence Surveillance Act (FISA) order.
3. Staff will give the requestor the option to discuss the Library's decision and policy with a higher ranking staff person, including the Library Director, President of the Board of Trustees, and the BCFL Executive Director.

Upon receipt of a subpoena:

A subpoena is a call to come before a court, and may include a direction to bring specified records. Not all subpoenas are self executing court orders. In addition, even a valid subpoena may be overly broad or otherwise subject to negotiation with the issuing authority. The library's attorney can determine if a particular subpoena must be complied with as is or whether it is subject to negotiations with the issuing authority. A subpoena normally indicates that a response is required within a certain number of days. Under Pennsylvania law, the library is not permitted to disclose library records in response to a subpoena that is not a court order.

1. Staff will inform the requestor that the following steps (2-5) will be taken as a response to the subpoena.
2. Staff will immediately notify the Library Director, the President of the Board of Trustees, and the BCFL Executive Director, or if the BCFL Executive Director is not available, the highest ranking staff person who can be reached.
3. The President of the Board of Trustees or the Library Director will ask the library's attorney to review the subpoena. The BCFL Executive Director or the highest ranking staff person will ask BCFL's attorney to review the subpoena.
4. The library's attorney will represent the library's interest, including a requirement that any legal defects be cured before records are released.

5. If appropriate, the library's attorney will draft a protective order and/or Motion to Quash to be submitted to the court keeping the requested information confidential and limiting its use to the particular case.

Search Warrants:

A search warrant is an order signed by a judge directing a law enforcement officer to conduct a search of a designated person, a designated object, or a designated place for the purpose of seizing designated property or kinds of property. All search warrants are court orders. Under Pennsylvania law, the library is required to disclose library records in response to court orders, which means that the library is required to disclose library records in response to search warrants.

1. Unlike a subpoena, a search warrant is executable immediately. Law enforcement officers may begin a search of library records as soon as they enter a library. Staff will ask for a copy of the search warrant. Staff will notify the Library Director, the President of the Board of Trustees, and the BCFL Executive Director (or if the Executive Director is not available, notify the highest ranking staff person who can be reached). The President of the Board of Trustees or the Library Director will attempt to contact the library's attorney immediately. The BCFL Executive Director or the highest ranking staff person will attempt to contact BCFL's attorney immediately.
2. Staff will request that law enforcement officers wait until the library's attorney or the BCFL attorney is present before the search begins in order to allow counsel an opportunity to examine the search warrant and assure that the search conforms to the terms of the search warrant. Law enforcement officials are not required to agree to the library's request to delay the search.
3. Staff will cooperate with the search and make no effort to hinder the search. Staff will keep as complete notes as possible as to material and information accessed or taken to ensure that only the records identified in the warrant are produced and that no other library user's records are disclosed. Even if the law enforcement officer wants to review or take records that do not appear to be covered by the search warrant, staff will cooperate, since failure to do so could result in staff members being arrested.

Foreign Intelligence Surveillance Act (FISA) Orders:

A FISA order is a search warrant under the umbrella of the Foreign Intelligence Surveillance Act. The USA Patriot Act amended FISA to allow the FBI to apply for a court order requiring "the production of any tangible things (including books, records,

papers, documents, and other items) for an investigation to protect against international terrorism or clandestine intelligence activities, provided that such investigation of a United States person is not conducted solely upon the basis of activities protected by the first amendment . . .” If the library receives a FISA order it will be presented by an FBI agent.

1. Unlike a subpoena, a search warrant is executable immediately. FBI agents may begin a search of library records as soon as they enter a library. Staff will ask for a copy of the search warrant. Staff will notify the Library Director, the President of the Board of Trustees, and the BCFL Executive Director (or if the Executive Director is not available, notify the highest ranking staff person who can be reached). The President of the Board of Trustees or the Library Director will attempt to contact the library's attorney immediately. The BCFL Executive Director or the highest ranking staff person will attempt to contact BCFL's attorney immediately.
2. Staff will request that the FBI agents wait until the library's attorney or the BCFL attorney is present before the search begins in order to allow counsel an opportunity to examine the search warrant and assure that the search conforms to the terms of the search warrant. FBI agents are not required to agree to the library's request to delay the search.
3. Staff will cooperate with the search and make no effort to hinder the search. Staff will keep as complete notes as possible as to material and information accessed or taken to ensure that only the records identified in the warrant are produced and that no other library user's records are disclosed. Even if the FBI agent wants to review or take records that do not appear to be covered by the search warrant, staff will cooperate, since failure to do so could result in staff members being arrested.
4. Staff will disclose no information whatsoever about the search to anyone other than the Library Director, the President of the Board of Trustees, the BCFL Executive Director, the library attorney, or the BCFL attorney. It is illegal to disclose to any other person (other than those persons necessary to produce the tangible things sought in the warrant) that the FBI has sought or obtained records or other items under FISA.

Adopted by the Board of Directors May 20, 2009

**Free Library of New Hope and Solebury
Management Policy
Endorsement of ALA Bill of Rights and Freedom Statements**

The Free Library of New Hope and Solebury encourages free access to ideas and supports the right of the individual to secure information. The Library upholds the principles found in the American Library Association's "Library Bill of Rights," "Freedom to Read," and "Freedom to View" statements.

Adopted by the Board of Trustees April 15, 2009

Request for Reconsideration

Please use this form for titles owned by the Free Library of New Hope and Solebury.

Return to: Board of Trustees, Free Library of New Hope and Solebury
93 West Ferry Street, New Hope, PA 18938

Material Information

Title	
Author	
Publisher/Production Company	
Copyright date	
Format (book, CD, audio book, etc)	

Library Patron Information

Name	
Library Card Number	
Address	
City, State Zip	
Phone	
E-Mail	
If complaint is being made on behalf of another person or a group, please list name, address, phone number:	
Have you read/viewed/listened to the material in its entirety?	YES _____ NO _____
Reason for Reconsideration (use other side or attach additional sheets if necessary)	
Action you would like to see taken	

Appendix A

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

Adopted June 18, 1948, by the ALA Council; amended February 2, 1961; amended June 28, 1967; amended January 23, 1980; inclusion of "age" reaffirmed January 24, 1996.

Appendix B

The Freedom to Read Statement

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

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

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

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

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

American Booksellers Foundation for Free Expression
The Association of American University Presses, Inc.
The Children's Book Council
Freedom to Read Foundation
National Association of College Stores
National Coalition Against Censorship
National Council of Teachers of English
The Thomas Jefferson Center for the Protection of Free Expression

Appendix C

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

Free Library of New Hope and Solebury

Management Policy

Statistics and Reports

Policy Statement

The Free Library of New Hope and Solebury collects statistics and creates reports in order to evaluate library usage, plan effectively for the future, and provide information to the public, granting agencies, and local and state government. This information allows the library to chart progress towards its goals, identify needs, and secure funding.

Regulations

Preparation of reports is the responsibility of the Library Director. Financial data are provided by the Treasurer. Data developed from the integrated library system database are provided by District/Consortium Information Technology staff. Data on library programs are developed by the Library Director.

The Library Director prepares a monthly report for the Board of Trustees and District Consultant; an annual report for the Commonwealth of Pennsylvania (required by law); annual reports for New Hope Borough Council and the Solebury Township Board of Supervisors (required by intergovernmental agreement); and various other ad hoc reports as requested by the Board of Trustees, governmental authorities, and granting agencies. Data elements for each report are established by the requesting agency.

Statistical reports may also be prepared for the public as needed. Data elements for these reports will be established by agreement of the Library Director and Board of Trustees.

The library is required by law to have an annual financial review and an audit which is completed every three years. The Treasurer will select the outside agency to complete these financial reports and ensure that the necessary data is provided by the bookkeeper.

Free Library of New Hope and Solebury

Management Policy

Petty Cash

Policy Statement

The Free Library of New Hope and Solebury maintains a supply of petty cash in order to be able to make change for library patrons and fund small purchases.

Regulations

The Treasurer of the Board of Trustees establishes procedures for the proper handling of petty cash.

Procedures

During library hours a supply of petty cash not to exceed \$50 will be kept in the drawer of the circulation desk. If the amount in the drawer exceeds \$50, the excess amount will be moved to a secure location. If insufficient change is in the drawer, staff will bring additional money to the desk from the secure location.

All payments made from petty cash are recorded. Disbursements are detailed on forms which are signed by the library staff member authorizing the disbursement. Each form will be attached to a receipt detailing the expenditure. If no receipt is available, a second staff member or the Treasurer must countersign the form.

The intent of petty cash is to disperse cash for small expenditures normally \$50 or less. Volunteers and staff should be encouraged to use the normal payment process of check requests since there is more control and records in these transactions. On occasion petty cash will be used to authorize payments for larger amounts with the following authorization schedule.

The Library Director or the Treasurer may individually authorize a petty cash disbursement up to \$100. The Library Director and Treasurer together may authorize a petty cash disbursement of up to \$200.

Fines received and entered into the petty cash supply are recorded through the integrated library system. A report is generated daily and printed for the bookkeeper. Other funds

generated by the library and entered into the petty cash supply are recorded on a tally sheet which is provided to the bookkeeper weekly.

Excess petty cash is delivered to the bookkeeper weekly. The excess petty cash should never be more than \$500. If there is an excess amount the bookkeeper or the treasurer should be contacted so a special pick-up can be arranged.

Petty cash is reconciled weekly.

Additional temporary petty cash funds may be established by the Treasurer on an as-needed basis. These funds will be maintained for no longer than two weeks. When use of the special fund is complete, the fund will be reconciled by the bookkeeper.

The handling of petty cash will be reviewed as part of the audit performed every third year.

Free Library of New Hope and Solebury

Management Policy

Accounting

Policy Statement

The Free Library of New Hope and Solebury defines accounting procedures to ensure that financial assets of the library are safeguarded.

Regulations

The Treasurer of the Board of Trustees recommends accounting policy to the Board of Trustees. Policies are enacted by the Board as a whole.

Disbursements of money made on a regular, recurring basis (e.g. payment of monthly bills) are prepared by the bookkeeper and authorized by the treasurer. Except in cases of emergency, any unusual disbursement of money over the amount of \$200 must be approved by the Board of Trustees as a whole. In the event an of emergency the President and Treasurer acting together, or either officer acting with a majority of the Board members who can be reached immediately, may authorize the necessary disbursement.

The Treasurer of the Board of Trustees establishes accounting procedures in accordance with best practices and ensures that policies and procedures are followed. Financial policies and procedures will receive outside oversight in the annual financial review and the once-every-three-years audit.

Free Library of New Hope and Solebury

Management Policy

Fundraising and Donations

Policy Statement

The Free Library of New Hope and Solebury needs money to survive and continue to offer services to the public. Fundraising and solicitation of donations are crucial to the library's financial health.

Definitions

"Fundraising" is defined for this policy as any effort to gather money through means other than the provision of library services. A "donation" is defined for this policy as a gift of money, tangible material, or services.

Regulations

Fundraising

Organized fundraising campaigns are planned and managed by the Board of Trustees. The Board determines how funds will be solicited, acknowledged, invested and spent.

Donations

The library accepts and actively solicits donations of cash and checks. The Treasurer of the Board of Trustees establishes procedures for proper handling of monetary donations. Monetary donations will be acknowledged in writing within one month. The Board of Trustees will establish procedures for acknowledgement of monetary donations.

The Board of Trustees determines whether funds restricted for particular purposes can be accepted.

The library accepts donations of equipment and furniture at the discretion of the Library Director. The Director is responsible for acknowledging donations of equipment and furniture.

Free Library of New Hope and Solebury

Management Policy

Records Retention

POLICY STATEMENT

The Free Library of New Hope and Solebury (the "Library") retains records to ensure that legal requirements are met and that necessary information is preserved. Records are destroyed when appropriate to save space and ensure privacy.

Documents created or collected by the Library Director are retained by the Director. Documents created or collected by the Board of Trustees are retained by the respective Trustees. Financial documents are retained under supervision of the Treasurer; some of these documents may be retained by the bookkeeper.

All retained records must be stored in a safe and secure location(s) and in accordance with a filing system(s) that allows the records to be retrieved easily when needed, while balancing space and other reasonable considerations facing the Library and its manner of operations.

This policy applies to all records generated in the course of operating the Library, including paper and electronic documents.

In the event that the Library is served with any subpoena or request for documents or any staff member or Trustee becomes aware of a governmental investigation or audit or any litigation concerning the Library, that staff member or Trustee will inform the Director and any further disposal of documents will be suspended until the Director, with the advice of appropriate counsel, determines otherwise.

REGULATIONS*Printed Correspondence:*

Correspondence that supports a particular project should be kept with other records pertaining to that project and take on the retention time of that particular project file. Generally, correspondence pertaining to non-routine matters or having significant lasting consequences should be kept permanently.

Generally, the retention schedule for routine correspondence having no significant, lasting consequence is two years. Examples include:

- ☐ Letters and notes that require no acknowledgement or follow-up, such as notes of appreciation or congratulations, letters of transmittal, and confirmation or plans for meetings or events;
- ☐ Form letters;
- ☐ Letters of general inquiry and replies that complete a cycle of correspondence;
- ☐ Letters of complaint requesting specific action, and;
- ☐ Letters of inconsequential subject matter or that definitely close a discussion. ☐

Electronic Messages and Documents: ☐

The length of time a PDF or text file should be retained is based on the content of the file as reflected in the Record Retention Schedule. It is the responsibility of the appropriate staff member, Trustee or other party who maintains said files to delete electronic files older than the dates specified in the Record Retention Schedule.

- ☐ Most e-mail is considered routine and transitory correspondence, with a retention period of not greater than two years.
- ☐ For internal correspondence and documents, the originating staff member or Trustee, and not the recipient/s, is generally responsible for record retention of those items, including communication to all appropriate staff when key documents have been revised or have become obsolete.
- ☐ Library staff will not store or transfer Library-related e-mail to non-work computers and will take care to avoid sending confidential Library information to outside sources.
- ☐ Library staff are responsible for securing key documents in folders on an server/shared drive in addition to archiving them on their individual PC hard drives.
- ☐ When an employee severs employment with the Library, an image of all electronic files maintained by that employee may be preserved for future access and business purposes as needed.

Note: Integrated library system files are maintained by the District/Consortium Information Technology Department, which is responsible for retention policy and procedures for these records.

RECORD RETENTION SCHEDULE

Note: All records are retained in Library Files at the Library or may be electronically accessed from the Library unless otherwise indicated below.

RECORD TYPE	RETENTION PERIOD	LOCATION
ACCOUNTING/FINANCE		
Accounts Receivable Ledger	Fiscal Year plus 6	
Audits	Permanent	
Bank Statements	Fiscal Year plus 6	
Budgets	10 years	
Canceled Checks	Fiscal Year plus 6	
Capital Outlay Files	Permanent	
Cash Journals	Fiscal Year plus 6	
Chart of Accounts	Permanent	
Check Registers	Fiscal Year plus 6	
Contracts (Annual)	3 years after expiration	
Contracts (Long-Term or Renewable)	6 years after expiration	
Deeds, Bills of Sale, Maps, Surveys and Other Real Estate Documents	Permanent	Fire Box or Safe Deposit Box
Depreciation Schedule	Permanent	
Donation Records	Permanent	
Donor Files (Monetary Donations)	7 years	
Donor Files (Property Donations)	7 years or while in possession of Library	
Expense Reimbursements	Fiscal Year plus 6	
General Ledgers/Journals	Permanent	
Incident/Accident Reports	10 years	
Insurance Claims	10 years	
Insurance Policies, including Property, Liability and Worker's Compensation	2 years after expiration provided all claims settled	
Investment Records	Fiscal Year plus 6 *	Library Files and Board Treasurer
Library Material Inventory (Collection)	Until superseded or obsolete	
Library Material Inventory (Collection) Purchase and Disposal Records	2 years	
Monthly Financial Report to the Board	Permanent	Library Files and Board Treasurer
Payroll Records	Fiscal Year plus 6	

Petty Cash Records	Fiscal Year plus 6	
Tax Exemption Documents, including application and IRS determination letter	Permanent	Fire Box or Safe Deposit Box
Tax Returns	Permanent	Fire Box or Safe Deposit Box
Vendor Invoices	Fiscal Year plus 6	
W-2 Forms	Fiscal Year plus 6	
BOARD AND CORPORATE		
Annual Report to State Library	Permanent	
Application for State Aid	Permanent	
Board Meeting Minutes	Permanent	
By-laws and Articles of Incorporation	Permanent	Safe Deposit Box
Board Committee Meeting Minutes (if available)	Permanent	
Community Surveys, including Statistical Summaries	3 years	
Consultant Reports	4 years	
Director's Reports to Board	Permanent	
Formal Legal Opinions	Permanent	
Grant Applications and Contracts	5 years of retention required by funding agency	Fire Box or Safe Deposit Box
Grant Applications (not awarded)	1 year after application	
Historical Files	Permanent	
Litigation Records	5 years after case is closed and appeals exhausted	
Minutes of Board Meetings	Permanent	Fire Box or Safe Deposit Box
Policies	All current plus 5 years after superseded	
Strategic Plans	Permanent	
Technology Agreements	Until superseded *	
Technology Agreements (signed)	Fiscal year plus 6 years after expiration	
Technology Plans	Permanent	
CORRESPONDENCE/OFFICE		
Bill Collection Correspondence	2 years	

General Correspondence (includes internal correspondence such as letters and memos; also correspondence from individuals, businesses, and organizations requesting information about the Library; this correspondence is informative and does not attempt to influence Library policy.)	2 years	
Legal Correspondence	Permanent	
Routine or Transitory Correspondence or E-Mail (Referrals and requests for information and informal messages such as telephone messages, post-it notes; drafts and other limited documents which serve to convey information of temporary importance)	Until no longer of administrative value, generally less than 2 years	
Calendars of Events/Desk Calendars	2 years	
GENERAL EMPLOYMENT		
Benefit Plan Descriptions	1 year after expiration	
Employee Earnings Records	7 years after termination of employment	
Employee Quarterly Federal Tax Return	5 years	
Grievance Records	Permanent	
I-9 Forms	3 years OR one year after employee terminates, whichever is later	
Job Descriptions	3 years after superseded	
Staff Schedules	1 year	
Time Off Requests	1 year	
Time Sheets	Fiscal year plus 6	
Personnel Files, including but not limited to, application (resume, cover letter, etc.), interview files (even if not hired), authorization	7 years after termination	

for release of information, continuing education records, disciplinary action documents, personal identification or contact information, background check information, exit interview, handbook receipt form (signed), job description, letters of reference, offer letter, payroll change notices, performance appraisals, information related to payroll and applicable benefit plans, accident reports, medical information of any kind, and requests for medical leave of absence		
W-4 forms	4 years after superseded or termination	
Garnishment/Court Orders for Payroll Deductions	2 years after order rescinded or 7 years after termination	
Payroll Deduction Requests	Until replaced or revoked by employee or 7 years after termination	
FACILITIES/INFORMATION TECHNOLOGY		
Bids (Successful and Unsuccessful)	Fiscal year plus 6 years after expiration of contract	
Building Blueprints	Permanent	
Building Project Plans	3 years	
Building Project Records	Permanent	
Building Specifications	Life of structure	
Capital Leases	Fiscal year plus 6 years after expiration	
Construction Projects	16 years after project completion	Fire Box or Safe Deposit Box
Equipment Manuals	Life of equipment	
Inventory	5 years	
Short-Term Leases for Equipment (one year or less)	Fiscal year plus 3 years after expiration	

Long-Term Leases for Equipment	Fiscal year plus 6 years after expiration	
Leases for Real Estate	Fiscal year plus 6 years after expiration	Fire Box or Safe Deposit Box
Licenses and Permits	Fiscal year plus 1 year after expiration	Fire Box or Safe Deposit Box
Facilities Inspection Reports	While current plus 2 years	Fire Box (original); Displayed on site as needed (copy)
LIBRARY SERVICES		
Circulation System Reports (electronic)	Until no longer of management value or annual cumulation, whichever is first	
Friends Group Legal and Administrative Documents	Permanent	
Friends Meeting Minutes	3 years	Library Files
Library Card Applications	End of following business day	Library Files
Library User Discipline Documents (Incident Reports and Backup) and Accident Reports	5 years after date of last incident	Library Files
Library Forms	Until superseded	Library Files
Library Publications/Newsletters	Until no longer of marketing value	Library Files
Meeting Room Applications (completed)	2 years	Library Files; most current on website
News Articles, Press Releases and Public Relations Records	1 year	Library Files; most current blank form on website
Operating Procedures	Until superseded	Library Files
Training Manuals	Until superseded	Library Files
Volunteer Applications (completed) and Related Service Records	Current and 1 year after service ends	Library Files
Volunteer Time Records	Until monthly cumulation	Library Files
Program development/planning documents, special reports, related correspondence	2 years	Library Files

Paper Requests for inter-library loans and inter-branch requests	Only while current (or up to 1 year if necessary to collect statistics)
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Approved by the Board of Trustees April, 2015

Free Library of New Hope and Solebury

Management Policy

BUILDING MAINTENANCE

Policy Statement

The Free Library of New Hope and Solebury provides library users with clean, safe, secure and comfortable environments in which to use library materials and services.

Regulations

The Library Director notifies the Board of Trustees when maintenance of library facilities is needed. The Board of Trustees prioritizes and assigns all maintenance and repairs, and approves contractors to be listed on a Contact List posted in the library.

In the event an emergency repair is required before the next regularly scheduled meeting of the Board of Trustees, the Library Director will notify the President of the Board or his or her designated representative. If an emergency repair is needed and no Board member can be contacted immediately, the Library Director will assign the repair to a contractor on the current Contact List maintained at the library. If the Library Director is not present and cannot be reached, the Library Assistant will assign the repair to a contractor from the Contact List.

The Board of Trustees selects and hires a cleaning contractor who performs regularly scheduled cleaning and light interior maintenance under the direction of the Library Director.

The Board of Trustees selects and hires an outdoor contractor who cuts grass, rakes leaves, and removes snow and ice under the direction of the Library Director.

All library employees and volunteers assist in maintaining the orderliness and safety of public areas and individual or shared staff work areas. This means:

- Eat, drink and store food only in designated areas

- Use only bulletin boards or other sign holders to display and mount items on walls or furnishings. Where absolutely necessary, special easy-release masking tape may be used.
- Remove damaged library furniture from use or ensure that it is removed if it poses a hazard
- Use furniture and equipment only as designed and intended for use
- Keep floors free of objects that could cause library users or staff to trip or fall
- Keep all public and work areas free of accumulated items that should be discarded, including old equipment, materials and furniture
- Keep all fire exits, hallways, doorways and work surfaces unblocked and free of debris.

If the library remains open while awaiting a repair, library employees initiate work-arounds to reduce any inconvenience. Examples include closing off or rotating in and out of areas that are too hot or too cold while awaiting an HVAC repair; and purchasing bottled water with petty cash if the water system fails.

Library employees and volunteers are not required or forced to remain on duty or report to work when the library opens with a facilities problem that makes them physically ill or uncomfortable.

The library makes a good faith effort within budget and other constraints to maintain its facilities. A library employee who makes false statements about facilities concerns or the library's efforts to members of the public will be subject to disciplinary action, up to and including dismissal.

The President of the Board of Trustees or his or her designated representative and the Library Director are the sole points of contact with outside contractors and vendors. Other library employees may contact outside contractors and vendors only when instructed to do so by the President of the Board of Trustees or his or her designated representative or the Library Director. The President of the Board of Trustees or his or her designated representative alerts the Library Director to scheduled visits and makes arrangements for an employee to be on site when necessary.

No volunteer or community group may perform any maintenance or improvement activities or contract for any maintenance or improvements, including on the library grounds, without submitting plans and receiving advance approval from the Board of Trustees. This includes library volunteers and donors.

All facilities work is documented. The library bookkeeper maintains file copies of all work orders and receipts.

The Library Board reviews facility-related items in the operating budget on an annual basis. The Board is informed of any priorities, projects or problems that will be corrected in the upcoming budget year.

Approved by the Board of Trustees April 15, 2009

Free Library of New Hope and Solebury

Management Policy

Emergencies and Disasters

Policy Statement

Emergencies and disasters can strike anywhere at any time, despite the best efforts to maintain safety. The Free Library of New Hope and Solebury prepares to deal with disasters and emergencies to ensure an effective response to unexpected circumstances and to promote practices which will minimize harm to people and damage to property.

Definitions

For the purposes of this policy, an *emergency* or *disaster* is understood to be an unexpected occurrence which poses an immediate, significant threat to people and/or property and which requires an immediate response.

Regulations

In the event of an emergency requiring the immediate assistance of emergency personnel (fire, police, paramedics, ambulance, and similar personnel) the senior staff person present in the library will immediately call 911. As soon as it is safe to do so, staff members will contact the Library Director and the President of the Board of trustees, if they are not already present. The President of the Board of Trustees or Library Director will contact the library insurance carrier and other Board members if necessary.

The senior staff person present may make the determination that the facility must be evacuated. If possible, this decision should be made after consultation with emergency personnel, or with either the Library Director or the President of the Board of Trustees, but if the senior staff person determines that immediate evacuation is necessary, then evacuation should proceed in an orderly manner. Evacuation should be ordered if there is any indication whatsoever that the safety of people in the library is at risk.

Under no circumstances should staff members attempt to fight fires themselves.

Under no circumstances will uncertified staff members offer emergency first aid. If a staff member possesses a current, valid certification in CPR, and if that staff member judges that CPR would be appropriate, the staff member may offer CPR until emergency personnel arrive on the scene.

A list of contact numbers and a sheet showing the locations of fire extinguishers and exits will be maintained at the Circulation Desk. Fire extinguishers and fire alarms will be inspected annually and receive maintenance as needed. Paid and volunteer staff will receive training in emergency policies and procedures.

If members of the media or local officials request information about an emergency or disaster, these requests must be forwarded to the Library Director or the President of the Board of Trustees.

The senior staff member in the library at the time of the emergency or disaster will prepare a written report of what happened, what steps were taken by staff, and what injury or damage (if any) resulted from the incident. This report shall be completed within 24 hours and shall be sent to the Library Director and the President of the Board of Trustees.

Adopted by the Board of Directors May 20, 2009

Free Library of New Hope and Solebury

Management

INCLEMENT WEATHER

Policy Statement

The Free Library of New Hope and Solebury maintains posted hours of operation unless inclement weather makes it unsafe. Inclement weather closings are handled as quickly and efficiently as possible to prevent injury, save lives, protect property and eliminate unnecessary confusion and anxiety.

Regulations

The Director or the Board President may determine when the library will close or delay opening because of inclement weather. When neither the Director nor Board President is available to make necessary decisions, the Director assigns responsibility to an alternate individual.

One or more of the following criteria are used when deciding about closing or delaying the opening of the Library:

- The predicted arrival time, severity, and accumulation of a storm
- The predicted rising or falling temperature
- The presence of ice or icy conditions
- The presence or anticipated presence of salt or other ice deterrent on public roads
- Reports from the National Weather Service
- Declaration of a state of emergency by any level of government
- Closing of the New Hope-Solebury School District

When the library is already open, a minimum of 30 minutes notice will be given to staff, volunteers and library users before closing. Library staff will walk through the building

and notify Individuals in the library of the impending closing. Scheduled staff and volunteers not yet in the library will be notified by email and by phone as quickly as possible.

When the library is closed, the Director will make his or her best effort to notify staff and scheduled volunteers of closing or late opening at least one hour prior to their scheduled shifts. Notification will be by both email and by phone whenever possible. Staff and volunteers should monitor their email and phone messages when inclement weather is forecast.

Staff members will make an effort to contact each individual and group scheduled to use the facility, and will post a sign on the main public door announcing the closing and anticipated reopening.

Staff members must ensure that children and adults have transportation home. If a child or adult does not have transportation, a staff member will wait with the person until transportation arrives. Staff members do not transport library users to their homes or any other location.

Full time employees are paid for the closing day as for a working day. Employees are not required to remain on duty or report to work when the library opens during inclement weather. Employees and volunteers who feel it is unsafe to travel although the library is open should stay home, and should notify the Director or Library Assistant by telephone and email as soon as possible.

The library maintains a snow removal contract for sidewalks. Contact information for the contractor who performs snow removal will be posted on the library staff bulletin board. The Director and staff report problems with snow removal by phone and email to the Board President or his/her designee. The Director or Library Assistant may also contact the contractor directly to request service, but may not negotiate any changes to the existing contract.

As soon as a decision is made to close the Director or Library Assistant will notify Bucks County Public Libraries Information Technology staff to request that the library be marked closed and that all due dates for the day be shifted to the next day. Borrowers are not charged late fees for materials which were checked out from the Free Library of New Hope and Solebury and come due during the period of time the library is closed due to inclement weather. The Director or Library Assistant will also send an email message to the Bucks County Public Library list "ALL" to notify all members of the system of the closing and the anticipated reopening time.

Free Library of New Hope and Solebury

Management Policy

Holiday Closings

Policy Statement

The Free Library of New Hope and Solebury closes for holidays to allow staff and volunteers a well-earned break from work.

Regulations

The library will close each year for the following days:

New Year's Day
President's Day
Memorial Day
Independence Day
Labor Day
Thanksgiving
Day before Christmas
Christmas
Day before New Year's Day

Holiday closings will be advertised on a sign in the library door at least one week ahead of time, and on the library website.

The Board of Trustees reserves the right to alter the Holiday Schedule as needed. If a change is made to the current holiday schedule, the policy will be amended formally at the next regularly scheduled Board meeting, but the change will take immediate effect.

Approved by the Board of Trustees April 15, 2009

Free Library of New Hope and Solebury

Management Policy

Library Use for Meetings

Policy Statement

The Free Library of New Hope and Solebury manages its space to ensure that all patrons have the highest quality library experience.

The small meeting room (the "Community Room") is used primarily to support library programs, meetings and other activities. When not required for library use, the Community Room may be reserved by groups, including informal groups and non-profit and for-profit organizations (collectively, "groups"), for their own internal purposes.

Tutors may meet quietly with one or two students at tables on the first floor, if such tables are available. A group of no more than four individuals wishing to hold a quiet, informal meeting may also use those tables. No reservations shall be made for use of tables on the first floor. Tables are available to all patrons on a first-come, first-served basis.

Space on the library's second floor, except in the Community Room, may not be used for outside group meetings or work. Such space is reserved for individual use only.

Additional Rules Governing Group Use of Library Space

1. Use of the Community Room and all other space in the library is governed by the library policies, including, but not limited to, *Library Behavior Policy (CUS 2)*, the *Programs in the Library Policy (GVS 1)* and the *Co-Sponsored Programs in the Library Policy (GVS 2)*. Use of any space in the library must not interfere with operations of the library or require care or service beyond what is normal and routine for library operations. The Director, at his or her discretion, may ask any group to discontinue use of any library space, if that group's conduct, including noise made by the group, is interfering with the library experience of other patrons or is otherwise in violation of any library policy.
2. No part of the library may be used by outside groups for social events or for events where participants pay to attend. An outside group may not use the library for a public event unless the library has explicitly agreed to co-sponsor the event in accordance with the *Co-Sponsored Programs in the Library Policy (GVS 2)* or unless the Director and the Board of Trustees have explicitly made an exception. Unless otherwise approved in advance by the Director, no space in the library is to be used by outside groups or individuals for fundraising or for the sale of goods or services or the recruitment of, or marketing to, prospective commercial clients.
3. Outside groups may not use the library's name, address or telephone number as their official contact information. Outside groups may not publicize their meetings or events in such a way as to imply library sponsorship or that the meeting is open to the public. Use of library space does not in any way constitute the library's endorsement of the beliefs or ideas expressed by

groups using the space.

4. The library is not responsible for equipment, supplies, materials, or any other personal property owned by those using library space, and all such items must be removed immediately after use of that space. Groups using the Community Room or any other space in the library are responsible for meeting set up and for leaving the space in its original condition, prior to the meeting. The library is not responsible for any administrative activities related to outside group meeting attendees, including, but not limited to, registering attendees, canceling attendee registration or coordinating activities. A fee, determined by the Director and approved by the Board of Trustees, will be charged in the event that any library space is not returned to its original state following use. Groups may not hang items on library walls, use open flames of any kind in the library, bring alcohol on to library property or otherwise violate any library policy.
5. A group may not sublet or transfer its rights to use the Community Room to any other individual or group.
6. An adult applicant, 18 years of age or older, will be responsible for any groups of children under the age of 18 using the Community Room. Unless otherwise approved in advance by the Director, an adult must be present at all times in the Community Room with any groups of children under the age of 16.
7. All meetings must be held during the library's hours of operation and must end fifteen minutes before the library closes. A fee, determined by the Director, will be charged in the event that the library staff must remain in the library beyond hours of operation, because of a group or individual using the Community Room.
8. The Director may deny continued use of the Community Room or other library space to groups that violate this *Library Use for Meetings Policy (MNG 13)*, the *Library Behavior Policy (CUS 2)*, posted in the Community Room and available at the circulation desk, or any other library policy.

Community Room Reservations and Fee Schedule

The Community Room is intended to be self-supporting. To reserve the Community Room, for-profit groups will be charged \$15 and all other groups will be charged \$5, which will cover the library's maintenance and overhead costs. The Director may waive the fee at his or her discretion.

A Community Room Reservation Application must be completed, signed and provided to the Director, with applicable fees, no later than one week prior to the requested date of use. The Director will determine how far in advance of a meeting a group may submit a Reservation Application. The Reservation Application is located on the library's website, and hard copies of the Reservation Application are available at the circulation desk. Any individual who submits a Reservation Application must be 18 years of age or older, unless otherwise approved in advance by the Director, and will be held responsible for the conduct of the group. A separate application must be submitted for each use of the Community Room.

Cancellation of Group Meeting and Denial of Reservation Application

An individual who completes a Reservation Application for the Community Room is responsible for prompt notification to the Director if his or her meeting is canceled. In order to receive a refund of fees, notice of cancellation must be received at least 72 hours prior to the scheduled use. The library reserves the right to deny use of the Community Room to groups that frequently cancel meetings or fail to notify the Director of cancellations. An individual who reserves the Community Room is responsible for notifying attendees if the scheduled meeting is canceled. The library is not required to post information about such cancellations.

The Director reserves the right to cancel any reservation or deny any Reservation Application. An appeal of this decision can be made to the library's Board of Trustees at 93 West Ferry Street, New Hope PA.

Free Library of New Hope and Solebury

Management Policy

Exhibits and Displays in the Library

Policy Statement

The Free Library of New Hope and Solebury manages its space to ensure patrons the best possible library experience. This policy defines the exhibits and displays which may be created within the library, or by the library in other locations. Library space is very limited, and space is primarily used for the library collection.

Regulations

Temporary exhibits and displays may be created by library staff with the permission of the Library Director. The location to be used will be determined by the Library Director, based on available space and the needs of library patrons. Decisions about exhibits and displays shall be guided by the library's mission statement, vision statement, and strategic plan.

Under no circumstances will the library create any display which endorses a political viewpoint or candidate or in any other way conflicts with the library's status as a 501(c)3 non-profit corporation.

No outside group may mount an exhibit or display within the library or on library grounds without express advance written consent of the Board of Trustees.

The library may mount displays or exhibits at venues outside the library. These displays or exhibits will be planned and presented by the Library Director or the Director's designee. Decisions about exhibits and displays shall be guided by the library's mission statement, vision statement, and strategic plan. Every effort will be taken to ensure that library property is safeguarded while it is off-site. Collection materials displayed off-site will first be charged to a special library card to ensure the materials are accounted for properly.

Any library patron with a complaint about library exhibits and displays may address the complaint in writing to the Library Director. If the situation cannot be resolved to the

patron's satisfaction, he or she is welcome to share that opinion with the Board of Trustees in writing. No reply will be offered for anonymous opinions.

The Board will consider the appeal at their next regularly scheduled Board meeting to which both the library patron and the Library Director or their designees will be invited to share their views and concerns. The decision of the Board will be final.

The President of the Board of Trustees or such person as the President may designate will respond to the library patron in writing regarding the outcome of the review.

Adopted by the Board of Directors May 20, 2009

Free Library of New Hope and Solebury

Management Policy

Bulletin Boards

Policy Statement

The Free Library of New Hope and Solebury has limited display and counter space. The purpose of this policy is to outline the ways in which the library manages bulletin board postings and other informational displays to maximize available space and ensure that the public has access to valuable information about events and services.

Regulations

The library maintains one electronic bulletin board behind the circulation desk for library news and events and events and programs offered by other non-profit organizations in the community. Other display areas in the lobby (such as wire racks and the lobby counter) may be used for information of educational interest, information on local arts events, free local periodicals, items offered for sale by the library, maps, and information about local non-profit organizations.

Only library staff may post an item on the bulletin board or place it in the lobby. Signs in the lobby will clearly state that no one may post any item without the approval of library staff. People wishing to display items must present them to library staff for approval and placement. Those wishing to display their notice electronically must bring their flier in an 8X10 scan-ready format. The decision of the Library Director about approval and placement of each item will be final. Decisions will be guided by the library's mission and vision statements, the goals of the library's 5-year plan, and information requests made by patrons.

Items placed in the library without proper approval will be removed immediately upon discovery and discarded.

Library staff will examine all items once per week to ensure that no out-of-date items are displayed.

Any library patron with a complaint about bulletin board postings or placement of other information in the library lobby may address the complaint in writing to the Library Director. If the situation cannot be resolved to the patron's satisfaction, he or she is welcome to share that opinion with the Board of Trustees in writing. No reply will be offered for anonymous opinions.

The Board will consider the appeal at their next regularly scheduled Board meeting to which both the library patron and the Library Director or their designees will be invited to share their views and concerns. The decision of the Board will be final.

The President of the Board of Trustees or such person as the President may designate will respond to the library patron in writing regarding the outcome of the review.

Adopted by the Board of Directors May 20, 2018

Free Library of New Hope and Solebury

Management Policy

Distribution of Non-Library Materials

Policy Statement

The Free Library of New Hope and Solebury wishes to assist community organizations to make information available to library patrons, but has limited space. The purpose of this policy is to outline the ways in which the library will allow distribution of non-library materials. The Library will designate space for these materials as a public convenience and not as a public forum. The Library, at its discretion, may decline to include a presented item or items for reasons of format, content or available space. Acceptance of a presented item or items does not constitute or imply endorsement by any library official or by the Board of Trustees of any beliefs, policies or programs expressed therein.

Regulations

The Library shall designate specific areas for posting and distribution. The Library may prescribe the size of bulletin board notices. Items must be neat and readable.

Preference shall be given first to library material, and then to information distributed by government and municipal agencies, information on local arts events, free local periodicals, maps, and information about local non-profit organizations.

The following items may not be distributed in the library:

- a) Materials that support or oppose any political candidate or ballot measure. However, non-partisan election information, such as that provided by the Secretary of State or the League of Women Voters will be made available. Information provided by municipal governments regarding local ballot measures also will be made available.
- b) Materials that support or oppose a specific religious conviction.
- c) Materials asking library visitors to sign a petition or letter for causes unrelated to the Library.

Only library staff may place an item for distribution. Signs in the lobby will clearly state that no one may leave any item without the approval of library staff. People wishing to distribute material must present it to library staff for approval and placement. The decision of the Library Director about approval and placement of each item will be final. Decisions will be guided by the library's mission and vision statements, the goals of the library's 5-year plan, and information requests made by patrons.

Items placed in the library without proper approval will be removed immediately upon discovery and discarded.

Library staff will examine all items once per week to ensure that no out-of-date items are displayed. Material already on display may be removed to make way for newer items, even if the material on display is not yet out-of-date.

Any library patron with a complaint about bulletin board postings or placement of other information in the library lobby may address the complaint in writing to the Library Director. If the situation cannot be resolved to the patron's satisfaction, he or she is welcome to share that opinion with the Board of Trustees in writing. No reply will be offered for anonymous opinions.

The Board will consider the appeal at their next regularly scheduled Board meeting to which both the library patron and the Library Director or their designees will be invited to share their views and concerns. The decision of the Board will be final.

The President of the Board of Trustees or such person as the President may designate will respond to the library patron in writing regarding the outcome of the review.

Approved by Board of Trustees June 17, 2009

Free Library of New Hope and Solebury

Management Policy

Right to Know Policy

Policy Statement

The Commonwealth of Pennsylvania has enacted a Right to Know or Open records Law, Act 3 of 2008, as signed by Gov. Edward G. Rendell on February 14, 2008, effective January 1, 2009. The Free Library of New Hope and Solebury has been advised that any Community Public Library which has a Board of Trustees the majority of whom are not appointed by a municipality is not subject to this law. The majority of the Board of Trustees of the Free Library of New Hope and Solebury is not appointed by any municipality.

Regulations

If an individual requests information under the Right to Know law a library staff person will reply that "We have been advised that we are not a local agency as defined by the statute."

If an individual wishes to make a complaint about this reply, the individual may address the complaint in writing to the Library Director. If the situation cannot be resolved to the individual's satisfaction, he or she is welcome to share that opinion with the Board of Trustees in writing. No reply will be offered for anonymous opinions.

The Board will consider the appeal at their next regularly scheduled Board meeting to which both the concerned individual on and the Library Director or their designees will be invited to share their views and concerns. The decision of the Board will be final.

The President of the Board of Trustees or such person as the President may designate will respond to the concerned individual in writing regarding the outcome of the review.

Adopted by the Board of Directors May 20, 2009

Free Library of New Hope and Solebury

Management Policy**Social Media Policy**

The Free Library of New Hope and Solebury uses social media to increase awareness of and accessibility to its programs, resources and services in order to serve its mission. The purpose of this policy is to address use of social media activities including but not limited to blogs, social networks, online communications, online catalogs, websites, and mobile applications by the library and its employees, volunteers, board members, and patrons. The library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited public forum for discussing library programs, events and materials. The library does not make its social media accounts available for general public discourse, but rather reserves and limits the topics that may be discussed on social media accounts.

Library – Sponsored Social Media

Only those employees responsible for the library's social media sites should be actively participating on those sites during work hours. Employees who contribute to the library's social media should present content in a professional manner and should check facts, cite sources, avoid copyright infringement, present balanced views, acknowledge and correct errors and check grammar and spelling before posting.

Employees should not discuss confidential, work-related matters through social media.

Content that is posted on library-sponsored social media sites is subject to the Freedom of Information Act and records retention requirements.

Employee Personal Use of Social Media

Library employees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. As public employees, library employees are cautioned that speech made pursuant to official duties is not protected speech under the First Amendment and may form the basis for discipline if deemed a violation of any policy of the library. Employees should keep in mind the following best practices when posting content about library-related subjects and issues on personal time.

- A. If you identify yourself as an employee of the Library, make it clear that the views expressed are yours alone and do not represent the views of the library.
- B. Respect the library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- C. No comments with any kind of negative, mocking, condescending, etc. slant should be made about patrons in general, about specific questions from patrons, or about patron behavior on the library's social media sites.

- D. The library does not endorse, monitor or review the content of personal, non-Library related social media activity of its employees.
- E. Employee use of personal social media is not permitted during working hours except for work-related purposes such as professional development or library-related social media outlets.

While the library encourages freedom of expression, it highly recommends that all those affiliated with the library (staff, trustees, Friends and volunteers) be respectful and civil when posting in regard to the library on personal media sites.

Trustee Use of Social Media

Library trustees have the same right to self-expression enjoyed by members of the community as a whole when discussing matters of public concern. Trustees should keep in mind the following best practices when posting content about library- related subjects on social media.

- A. If you identify yourself as a Library Trustee, make it clear that the views expressed are yours alone and do not represent the views of the library or other trustees.
- B. Respect the Library's confidential and proprietary information. Do not post information that is still in draft form or is confidential.
- C. No comments with any kind of negative, mocking, condescending, etc. slant should be made about library patrons or staff in general, about specific questions from patrons, about interactions with staff of the library, or about patron behavior on the library's social media sites.

While the library encourages freedom of expression, it highly recommends that all those affiliated with the library (staff, trustees, Friends and volunteers) be respectful and civil when posting in regard to the library on personal media sites.

Posting on Social Media

The library permits patrons to comment on library posts and patrons are invited to share opinions about Library-related subjects, resources and programs. Postings do not indicate library endorsement of the ideas, issues, or opinions expressed in posts on its social media sites.

The purpose of the library's social media sites is to inform library users about educational opportunities, library programs, events (including those co-sponsored with other organizations) and materials, and to encourage dialogue and the exchange of information and knowledge between users and library staff about these programs, events and materials. The library reserves the right to restrict or remove any content that is deemed to be in violation of this policy or any applicable law. Content that is deemed not suitable for posting by the library because it is not topically related to the particular subject being commented on, or is deemed

prohibited based on the criteria defined below, shall be retained pursuant to the records retention schedule along with a description of the reason(s) the specific content was deleted. Content and comments on the library's social media accounts containing any of the following forms of content and postings shall not be allowed:

- A. Obscenity or child pornography
- B. Content that promotes, fosters, or perpetuates discrimination and/or harassment on the basis of race, creed, color, age, gender, marital status, religion, national origin, physical or mental disability, sexual orientation, ancestry or any other protected category
- C. Slanderous, libelous, threatening or defamatory statements
- D. Copyrighted or trademarked material
- E. Spam
- F. Content not related to library business, programs, events, resources and materials
- G. Advertising or sale of merchandise or services; or
- H. Charitable solicitations or political campaigning

The library, its employees, agents and officials assume no responsibility for any damages, direct or indirect, arising from participation in library-sponsored social media. Violations of this policy by employees may result in discipline, up to and including termination of employment.

Patron Participation

By joining, utilizing and/or posting on the library's social media sites, you agree to comply with this Policy, and the library's Policy on Internet and Computer Use, as applicable. The library's Social Media Policy applies whether or not a patron chooses to post comments using a computer at the library or when posting from any other computer to any library social media site. While the library encourages dialogue, it respectfully requests that commenters be mindful that its social media sites are open to the public and that commenters be courteous and civil toward one another.

Patrons are personally responsible for their commentary. Patrons should be aware that they may be held personally liable for commentary that is defamatory, obscene, proprietary or libelous by any offended party, not just the library.

Free Library of New Hope and Solebury

Management Policy**Leave and Time Off****VACATION**

Unless otherwise specifically approved by the Board of Trustees, full-time employees are eligible for two weeks vacation during a calendar year; after five years of full-time employment, employees may take an additional week for vacation during a calendar year.

Half of an employee's vacation time accrues on January 1st of a calendar year; the remaining half accrues on July 1st. With prior approval of the Library Director, up to five (5) unused vacation days in a given year may be carried over for use in the first six (6) months of the subsequent year, or they will be forfeited.

The amount of vacation time accrued by a new employee for his or her first year worked shall be determined pro rata based on the portion of the calendar year worked for the library during that first year, but it is our policy that new employees not take accrued vacation time during the first four (4) months of employment.

Employees must schedule their vacations in advance, with prior approval from the Library Director.

Employees with at least one year of continuous service who resign, retire or are severed by the Library through no fault of the employee shall receive pay in lieu of accrued but unused vacation leave. If an employee is discharged for just cause, the employee will not be paid his/her accrued but unused vacation leave.

HOLIDAYS

The Free Library of New Hope and Solebury observes the following holidays each year: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve Day, Christmas Day and New Year's Eve Day. Each full-time employee will also receive an additional personal holiday. If a holiday falls on an employee's day off, the employee will have the right to a compensatory holiday to be taken at a time chosen by the employee, with prior approval of the Library Director; this compensatory holiday must be taken in the current calendar year except for holidays in December, which may be taken up through June of the following year.

SICK LEAVE

The Free Library of New Hope and Solebury provides up to five (5) paid sick days per year to each full-time employee; sick days may not be carried over for use in any subsequent year. Employees may use sick leave when they are unable to work due to illness or injury. Sick leave is not to be used as extra vacation time, personal days, or "mental health" days. Abuse of sick leave may result in disciplinary action up to and including dismissal.

Employees must report to the Library Director if they will need to take sick leave. Employees should call in as soon as they realize that they will be unable to work, before the regular start of their workday. Employees must report to the Library Director by phone each day they are out on leave. An employee returning to work with a fitness for duty note from a health care professional is required to submit it for administrative review to the Library Director upon return to work. Once approved, the Library Director will place the employee back on the work schedule as soon as practical after that approval.

Employees may also use sick leave for: 1) the care of a seriously ill parent, spouse or child (up to 35 hours); 2) a work-related injury until Workman's Compensation Insurance coverage begins, at which time The Free Library of New Hope and Solebury shall be reimbursed for all sick leave used; and 3) medical, dental or optical appointments that cannot be scheduled after work hours due to the doctor's office hours offered (evidence of such may be requested).

A doctor's certificate is automatically required if an employee is out on sick leave after four (4) working days. Additionally, The Free Library of New Hope and Solebury reserves the right to request reasonable proof of illness, including but not limited to a doctor's certificate, when an employee shows a pattern of taking sick leave on certain days or who has been hospitalized for medical treatment. Generally, The Free Library of New Hope and Solebury does not typically allow employees to return to work with "light duty" assignments; but will provide reasonable accommodations as defined by the Americans with Disabilities Act (ADA).

Fraudulent use of sick leave may result in disciplinary action up to and including dismissal.

PERSONAL DAYS FOR LIBRARY DIRECTOR

The Library Director will have 4 personal days per calendar year with no carry over provision, because the library director is an exempt position and this is a way to compensate for an expected heavier workload.

FAMILY AND MEDICAL LEAVE ACT (FMLA)

The Free Library of New Hope and Solebury complies with the terms and requirements of the Family and Medical Leave Act (FMLA). This Act defines all

rights and privileges to take unpaid medical and family leave within the meaning of the Act including, but not limited to, "child rearing" leave.

Leave Available

Eligible employees may take up to twelve weeks of unpaid leave per calendar year for FMLA qualifying purposes. For calculating available family and medical leave, the year starts on the day the employee's first absence for Family and Medical Leave.

An employee who has accrued any type of paid time off must use these benefits to receive pay for all or a portion of family and medical leave.

Notice Requirements

Employees are required to give notice at least 30 days in advance of their need for a family and medical leave, if their need for leave is foreseeable. In emergencies and unexpected situations, employees must give as much notice as is practicable under the circumstances.

Medical Certification

The Free Library of New Hope and Solebury requires employees who take leave for their own serious health condition or to care for a spouse, parent, or child with a serious health condition to provide a doctor's form certifying the need for leave. The Free Library of New Hope and Solebury may seek a second opinion and periodic recertification. The Free Library of New Hope and Solebury requires employees who take leave because of their own serious health condition to provide a fitness-for-duty note before they return to work.

Intermittent Leave

An employee who needs to take medical leave on an intermittent basis – that is, a day or two at a time rather than all at once – for his or her own serious health condition will be allowed to do so. However, The Free Library of New Hope and Solebury may temporarily reassign that employee to a different position with equivalent pay and benefits to accommodate the intermittent schedule.

BEREAVEMENT LEAVE

Full-time employees who suffer the death of an immediate family member may take up to five (5) consecutive days off work with pay. Immediate family members include spouse or domestic partner, parent or step-parent and child or step-child.

Bereavement leave of up to three (3) consecutive days with pay is allowed for the death of a grandparent, grandparent-in-law, father-in-law, mother-in-law, brother/step-brother or sister/step-sister. Bereavement leave of up to one (1) day with pay is allowed for the death of an aunt or uncle. Employees on bereavement

leave must provide evidence upon return to work, such as an obituary, death certificate, or link to a funeral home web site.

MILITARY LEAVE

The Free Library of New Hope and Solebury supports those who serve in the armed forces to protect our country. In keeping with this commitment, The Free Library of New Hope and Solebury complies with state and federal military leave law.

VOTING

The Free Library of New Hope and Solebury encourages employees to exercise their right to vote. If an employee's work schedule and the location of his or her polling place will make it difficult for the employee to get to the polls before they close and that employee has available paid time off, he or she may request paid vacation or compensatory time off to cast his or her ballot. A full-time employee may request that his or her schedule be adjusted for that day. A part-time employee may request unpaid time off or request that his or her schedule be adjusted for that day. The Library Director shall make every effort to adjust schedules while ensuring that absence doesn't negatively impact the operation of The Free Library of New Hope and Solebury.

JURY DUTY

If an employee is called for jury duty, he or she is entitled to take time off, as necessary, to fulfill his or her jury obligations. This leave will be paid for a maximum of three days (not including Saturdays, Sundays or holidays). If the employee's jury service extends beyond this period, the remainder of his or her leave will be unpaid. Employees may use personal or vacation leave for the remainder of the jury service.

Employees must immediately inform the Library Director when they receive a jury duty summons. If an employee's absence would adversely affect Library operations, the employee must cooperate with The Free Library of New Hope and Solebury in requesting a delay of jury duty. If an employee is chosen to sit on a jury, he or she must inform the Library Director how long the trial is expected to last, and must also check in with the Library Director daily during his or her jury service, so The Free Library of New Hope and Solebury knows when to expect the employee back at work. Employees are required to submit to the Library Director a statement signed by the clerk of the court certifying his or her attendance and the check stub from the payment received from the court, which will be paid by the employee to The Free Library of New Hope and Solebury excluding mileage for those days the employee was also paid by the library. On any day when an employee's jury service ends before the end of that employee's usual work day, he or she must check in with the Library Director to find out whether there is a need to return to work for that day.

WITNESS DUTY

If an employee is required to be a witness in connection with a county, state or federal trial matter, the employee shall receive his or her regular straight time daily rate of pay for each day of service up to two (2) days not including weekends or holidays. The employee is responsible for notifying the Library Director as soon as possible after receiving notification of witness duty and shall make every effort to ensure that the requested time does not adversely impact library operations. After completion of witness duty, the employee must submit evidence of his/her attendance, either with a copy of the signed subpoena or similar paperwork to the Library Director. The employee shall pay the amount received from the court to The Free Library of New Hope and Solebury for those days the employee was also paid by the library. No employee who volunteers for witness duty shall be paid for time off or for extra days.

Adopted by the Board of Trustees in Public Meeting on May 20, 2015.