

Juniata County Library Policy and Procedure Manual

Adopted: June 11, 2014

Reviewed, edited, and revised in full: September 9, 2019

Last updated: September 12, 2022

Juniata County Board of Trustees and Director

Notice

This Employee Handbook and policy manual has been prepared to inform you of the Juniata County Library's practices and policies, as well as the benefits provided to you as a valued employee.

Some Things You Must Understand

The policies in this Employee Handbook are to be considered as guidelines.

- No one other than the Board of Trustees and the Director of the Juniata County Library may alter or modify any of the policies in this Employee Handbook. Any alteration or modification of the policies in this Employee Handbook must be in writing and voted upon by a majority of the trustees.
- No statement or promise by a supervisor, manager, or department leader, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.
- Should any provision in this Employee Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.
- This Employee Handbook replaces (supersedes) any and all other or previous library employee manuals, or other library policies whether written or oral.

Juniata County Library Policy Manual

Table of Contents

Mission Statement	5
Vision Statement	5
By-Laws of Juniata County Library, Inc.	6
Juniata County Library Service Policies	12
A. Eligibility for Borrowing and Services	12
B. Library Card Policy	13
C. Collection Development Policy	14
D. Interlibrary Loan Policy	22
E. Circulation Policy	25
F. Confidentiality Policy	28
G. Facilities Policy	29
H. Meeting Room Policy	30
I. Bulletin Board Policy	31
J. Exhibits and Display Policy	32
K. Volunteer Policy	33
L. Friends of the Library Policy	35
M. Patron Behavior Policy	36
N. Internet Use Policy	39
O. Nondiscrimination Policy	40
P. Personnel Policy	41

Appendices

Appendix A: The Freedom to Read Statement	54
Appendix B: The Library Bill of Rights	58
Appendix C: Request for Reconsideration of Materials	59
Appendix D: Request for Addition of Materials	60
Appendix E: Sample Payment Plan Letter	61
Appendix F: Request for Use of the Community Room	62
Appendix G: Exhibits and Displays Guidelines	63
Appendix H: Gallery Application Release Form	64
Appendix I: Volunteer Application Form	65
Appendix J: Duties of JCL Treasurer	68
Appendix K: Policies and Guidelines to respond to Abuse, Molestation, and Bullying in the Library	69
Appendix L: Website and Social Media Policy	80
Appendix M: In-Kind and Noncash Donation Policy	83
Appendix N: Sexual Harassment Policy	85
Juniata County Library Staff Expectations	85

Grow Your World @ the Juniata County Library

Mission Statement

The Juniata County Library offers free services and opportunities enabling all members of our diverse community to explore ideas, the power of information and the joy of reading. The Library has a special mission to young children and their caregivers to encourage a love of reading and learning.

Vision

Technology Vision

The Juniata County Library, as both a physical space and a 24/7 online knowledge portal, will be the information hub of the community, utilizing current technologies and high speed internet access to improve residents' connectivity to the world.

Early Childhood Education Vision

The Juniata County Library is a center for early childhood information, parent education, early literacy, socialization, and family support. The Library will partner with families and other community organizations to create enthusiasm for life-long learning.

Materials and Resources Vision

The Juniata County Library actively pursues a role to provide current, high-demand materials of popular interest for users of all ages in various formats at little-to-no-cost.

By-Laws
Juniata County Library, Inc.

Article I – Corporate Name

1. The name of the corporation shall be Juniata County Library, Inc.

Article II – Purpose

1. The purpose of the corporation is to support and maintain a public library in Juniata County, Pennsylvania.

Article III – Members

1. The corporation shall have no members. All powers, obligations, and rights of members provided by law shall reside in the Board of Trustees.

Article IV – Trustees

Section 1. The Board of Trustees of the Juniata County Library, Inc. shall consist of nine members, each appointed by the Juniata County Commissioners upon the advice and consent of the then-existing Board of Trustees. The minimum qualifications of members of the Board of Trustees shall be that the members must reside in Juniata County.

Section 2. Trustees shall be appointed for staggered terms of three years each. Trustees shall be limited to two consecutive terms of service on the Board of Trustees, being thereafter ineligible for reappointment until a lapse of at least one year.

Section 3. Any member of the Board who is absent without excuse for two consecutive or four or more regularly scheduled meetings in a year shall be reported to the Juniata County Commissioners. Absences will be noted as excused or unexcused in the minutes of the meeting, and the Board President shall be charged with reaching out to a Board member with multiple unexcused absences. Unless there are extenuating circumstances the board shall recommend termination of that board member.

Section 4. If a vacancy occurs on the Board of Trustees at any other than the customary appointment time, a trustee shall be appointed by the then-existing Board of Trustees, to fill the unexpired term.

Section 5. No trustee shall receive any remuneration for services as a Trustee.

Section 6. All former trustees shall be considered as non-voting members of the Board of Trustees ex-officio.

Section 7. No trustee or immediate family member of a trustee shall serve as a library volunteer during his/her term as a member of the board.

Article V – Officers

Section 1. The following officers of the Board of Trustees shall be elected for one year at the regular annual meeting of the Board: President, Vice President, Secretary and Treasurer.

Section 2. **The President** shall preside at all meetings, make committee appointments, authorize expenditures approved by the Board, authorize calls for special meetings, and generally perform the duties of a presiding officer.

Section 3. **The Vice President** shall preside in the absence of the President and, in the event of the inability of the President to exercise his office, shall become acting President to exercise his office, with all rights, privileges and powers as if he had been duly elected President. In such an event, an acting Vice President shall be elected by the Board to serve until the next annual meeting.

Section 4. **The Secretary** shall be responsible for keeping a true and accurate account of all proceedings of the Board's meetings, shall have custody of the minutes and other records of the Board, shall notify the Juniata County Commissioners of any vacancies on the Board, and shall conduct correspondence as directed by the Board. The Secretary may delegate responsibility for taking meeting minutes, in full or in part, to a designee, as approved by the Board.

Section 5. **The Treasurer** shall oversee the Library's budget (income and expenditures) and shall be authorized to make operating expenditures on behalf of the Library subject to review by the Board of Trustees as a whole. Refer to Appendix J for a more detailed job description.

Section 6. In the event of the inability of an officer to exercise the duties of office, the presiding officer shall appoint a replacement to serve until the next Annual Meeting, subject to the approval of the Board.

Section 7. The President shall appoint two members of the Board to a Nominating Committee which shall present a slate of officers for consideration at the Annual Meeting.

Article VI – Meetings

Section 1. The Board of Trustees shall meet the first Monday of each month at 7:00 P.M. Meetings may be suspended during July and August.

Section 2. The Annual Meeting shall be held at the time of the regular monthly meeting for the month of May at the customary time and place.

Section 3. Special meetings may be called by the President, or upon the written request of two Trustees, for the transaction of business stated in the call of meeting. Special meetings may also be called by the Library Director upon written request to the President and approval by one additional Trustee.

Section 4. The Library Director shall be responsible for notifying all Trustees of Board meetings at least two days before the meeting.

Section 5. All meetings are open to the public with the exception of executive sessions which may be called at the discretion of the President. In no event shall any executive session contravene any federal, state or local law, regulation or ordinance governing open meetings of public agencies.

Section 6. A quorum for the transaction of business shall consist of three members of the Board of Trustees.

Article VII – Funds

Section 1. The corporation shall maintain a bank account, or bank accounts, and funds may be withdrawn when payment is consistent with provisions of the annual budget and is authorized by the Library Director or other individual duly authorized by the Board.

Section 2. The Library shall also keep appropriate, complete, and accurate accounting books that shall be reviewed by an independent auditing agency on an annual basis.

Section 3. Upon the dissolution of the corporation, its assets shall be distributed for one or more exempt purposes within the meaning of Section 501 (c) (3) of the Internal Revenue Code of 1954, as amended (or the corresponding provision of any future United States Internal Revenue Law), or shall be distributed to a local, state or federal government, for a public purpose.

Article VIII – Parliamentary Authority

Section 1. Except where inconsistent with law or these bylaws, corporate proceedings shall be governed by the latest edition of Robert’s Rules of Order.

Article IX – Employing Legal Counsel

Section 1. The President of the Juniata County Library Board of Trustees shall have the authority to employ an attorney, of his or her choice, to provide legal advice on any matter of his or her choosing, on behalf of the whole board.

Section 2. Thereby, the Director may petition the Board President for access to said attorney, and if approved by the President, legal hours or time billed will be presented in a report to the full Board at the next Board meeting.

Section 3. Legal hours billed shall not exceed 5 (five) hours in any fiscal year without board approval.

Article X– Committees

Section 1. Standing committees for the purpose of furthering Library business may from time to time be established at the discretion of the President. The President shall have the right to make appointments to any such committees from among the members of the Board. Non-members of the Board may from time to time be appointed to serve with Board members upon special committees as may be reasonably required.

Article XI – Library Director

Section 1. The Library Director shall be appointed by the Board of Trustees and shall have sole charge of the administration of the library, subject to the guidance and review of the Board of Trustees.

Section 2. The Director shall be responsible to the Board for the administration and care of the building, equipment, and collections; for the employment and direction of the staff; for selection and purchase of library materials; for the efficiency and creativity of the library's programs; and for the operation of the library under the conditions set forth in the annual budget.

Section 3. The Director shall attend all meetings of the Board of Trustees but may be excused from attendance during those times when appointment, salary or job performance is to be discussed by the Board.

Article XII – Order of Business

Section 1. The order of business at the regular meetings of the Board will be determined in advance by the President and Library Director and can include the following:

- Call to Order
- Approval of Minutes & Financial Reports
- Library Director's Report
- Reports of Committees
- Old Business

New Business

Comments for the good of the order

Adjournment

Article XIII – Amendments

Section 1. These By-Laws may be amended at any regular meeting of the Board of Trustees with a quorum present by a majority vote of the members present, provided all trustees have been fully informed of the proposed amendment at least one month prior to the meeting at which the amendment is voted upon.

Article XIV – Personal Liability of Trustees and Indemnification

Section 1. Personal Liability of Trustees

A. A member of the Board of Trustees of this corporation shall not be personally liable for monetary damages as such for any action taken, or any failure to take action, unless:

1) The Board member has breached or failed to perform the duties of his office under Section 8363 of the Pennsylvania Directors' Liability (which, as amended from time to time, is hereafter called the "Director's Liability Act"); and 2) The breach or failure to perform constitutes self-dealing, willful misconduct, or recklessness.

B. This section shall not limit a Trustee's liability for monetary damages to the extent prohibited by Section 8364(b) of the Directors' Liability Act.

Section 2. Mandatory Indemnification of Trustees and Officers

This corporation shall, to the fullest extent permitted by applicable law, indemnify its trustees and officers who were or are a party or are threatened to be made a party to any threatened, pending or completed action, suit or proceeding, whether civil, criminal, administrative or investigative (whether or not such action, suit or proceeding arises or arose by or in the right of the corporation or other entity) by reason of the fact that such trustee or officer is or was a trustee or officer of the corporation or is or was serving at the request of the corporation as a director, officer, employee, agent, or fiduciary of another corporation, trust or other enterprise, including service with respect to employee benefit plans, against expense (including but not limited to attorneys' fees and costs), judgments, fines and amounts paid in settlement actually and reasonably incurred by such trustee or officer in connection with such action, suit or proceeding, except as otherwise provided in Section 3 hereafter. Persons who were trustees or officers of the corporation prior to the date this

section is approved by the corporation, but who do not hold such office on or after such a date, shall not be covered by this section.

Section 3. Exceptions

No indemnification under Section 2 or advancement of reimbursement of expenses under Section 3 shall be provided to a person covered by Section 2 hereof:

- A. If a final unappealable judgment or award establishes that such trustee or officer engaged in self-dealing, willful misconduct or recklessness:
- B. Expenses or liabilities of any type and amounts paid in settlement which have been paid directly to such person by any insurance carrier under a policy of officers' and directors' liability insurance maintained by the corporation or other enterprise.

Section 4.

This article shall not apply to the responsibility or liability of a member pursuant to any actions filed prior to the date of the amendment adding this section to the By-Laws nor to the breach of performance of duty or any failure of performance of duty by a member prior to such date.

These bylaws were unanimously amended by the Board of Trustees of the Juniata County Library on October 10, 2012, supplanting all previous versions. They were last revised on February 7, 2022.

Juniata County Library Service Policies

A. Eligibility for Borrowing and Services

To borrow materials from the Juniata County Library, a person must register for a library card. Juniata County residents are eligible to register for a library card without fee. Applicants must present proper proof of residency and identity. All residents will receive an Access PA sticker on their library card which enables them to borrow materials at other public libraries in Pennsylvania. Pennsylvania residents who live within the Central Pennsylvania Library District are eligible for a Juniata County Library card without fee. Such non-residents of Juniata County are required to register and provide proof of identity in the same manner as county residents.

Residents of Pennsylvania outside of Juniata County are eligible for Juniata County library cards.

Patrons must provide identification (driver's license, passport, state identification card, military identification, etc.) that has a current address. If the identification does not have a current address, they must provide proof of their address, which can include but not be limited to their check book, a piece of mail, or a driver's license update card. Patrons may also return the address confirmation postcard that is mailed to their given address. Until their address is confirmed, they may only have 3 total items checked out at any time.

This policy was approved on February 12, 2014 by the Juniata County Library Board of Trustees.

B. Library Card Policy

All library cards will expire one year from creation date. The purpose of this expiration is to provide an opportunity to verify and update patron information. All new library cards are free, with the exceptions listed in Section A of this policy.

If a patron loses their card, they will be charged \$1.00 for a replacement card. If a card is damaged by normal wear and tear, however, the library will provide the patron with a new card for free. In cases where a fee is assessed, the card must be paid for at the time the card is given. If a card has been lost or stolen, patrons are responsible for notifying the library in a timely manner (one month or less). If a patron fails to notify the library in a timely manner, they will be held responsible for any and all items checked out on their account.

This policy was approved on June 11, 2014 by the Juniata County Library Board of Trustees.

C. Collection Development Policy

Introduction

The collection development policy is intended to implement the general objectives of the Juniata County Library: to meet the informational, educational, cultural, and recreational needs of the community with a full range of modern library services and resources. This policy is to be reexamined on a regular basis by the Library Board in consultation with the Library Director. The Director is responsible for implementing this policy; problems associated with collection development will be referred to the Library Director.

Selection Statement

The library purchases, within budgetary limitations, the best materials of both permanent and current interest in all subjects. The selection of library resources is the prime activity of the library and is based on the needs and requests of the communities that they serve.

Responsibilities

The Youth Services Librarian, in cooperation and consultation with the Director, has responsibility for the Children's and Young Adult collections. Final responsibility for selection of all library materials rests with the Library Director, who operates within the framework of policies determined by the Library Board, but suggestions from staff members and library patrons are both encouraged and seriously considered. Allocation of the budget for materials will be determined by the Director with input from staff and members of the Library Board based on collection objectives, considerations of cost and patron usage.

Criteria for Selection

Those librarians selecting books and audiovisual materials draw upon their experience and knowledge of available resources, the existing collection, and the community (its needs, demands, and other library holdings). The overall value of the material to the collection is the chief criterion for selection.

Factors considered in recommending library materials for purchase include:

1. The author's authority and competence
2. The importance of the subject matter to the collection
3. Scarcity of material on the subject

4. Timeliness or permanence of the item
5. Appearance of the title in standard bibliographies or indexes
6. Clarity and accuracy of presentation
7. Reputation and standing of the publisher
8. Budgetary considerations and price
9. Suitability of format
10. Availability of the material in other library collections in the area

Factors that will not be considered when selecting library materials include:

1. Liability of materials to theft or mutilation
2. Possibility that they may come into the possession of children or young adults

Selection Aids

Printed reviews play an important role in the selection process. Since libraries can afford only a small proportion of the books and other materials published each year, it is vital that the libraries select those items that best serve the needs of the community. Some important reviewing sources include, but are not limited to, *Library Journal*, *School Library Journal*, *Booklist*, *New York Times* Bestsellers, Amazon.com and Ingram iPage Professional. The Juniata County Library Online Card Catalog will also be consulted during the selection process.

Age of Clientele

Children: The Children's Department serves children from birth through the 5th or 6th grade. It maintains a broad juvenile collection, including materials ranging from standard titles to high-interest items. Special considerations exist in selecting children's materials. Series which do not meet the selection criteria are not considered. Each title in a fiction or nonfiction series is evaluated individually. Abridgments will be selected only when the story and concepts are considered suitable for children and the writing of the original is too involved for the average child.

Young Adults: A separate collection of hardbound fiction, paperbacks, and graphic novels is maintained for young adults (grades 6-12). Nonfiction books especially suited for young adult needs and interests are distinguished by a "YA" in the call number. All of the above items are shelved in the young adult section. It is recognized that there is a great range of maturity between children and young adults, and that all materials selected might not be equally suitable in subject or vocabulary for all ages. Final responsibility for children's and teenager's choice of library materials rests with their parents or legal guardians.

Adults: The Juniata County Library has developed the adult collections to serve the interests of the general reader. Resources for patrons engaged in serious and extensive research are available from the academic and special libraries in the area. The library also recognizes the special needs of some adults for materials such as large print, closed caption videos, audiobooks, adult new reader books and English as a second language material.

Special Areas/Considerations

Reference Material: Although many items in the library can be used to provide reference service, the library maintains a specific collection of print and electronic reference materials. As a general rule, only the latest edition of a reference title is kept in the reference area. Older editions are transferred to the circulating collection or withdrawn.

Local History: The Juniata County Library maintains a small local history section covering the local region and Juniata County. Included are yearbooks of Juniata and East Juniata High Schools and bound and unbound publications relating to Juniata County and Central Pennsylvania History. This collection is contained in a locked case and is a non-circulating collection. The library does not collect specialized resources on local history or local genealogy resources. All detailed genealogy or local history inquiries will instead be directed to the Juniata County Historical Society where resources more suited to answering these questions are collected.

Local Authors: Materials written or produced by local authors are not automatically added to the collection. However, when a publication by a local author is deemed acceptable by the selection criteria, the book will be placed in the locked case. Textbooks and research-oriented materials by local residents and faculty members will only be added if they are of general interest.

Materials for School Assignments: Students' school-related needs are served with supplementary reading and reference materials, but the library does not attempt to undertake the curriculum-support function of the school library. It is expected that each school will meet its own curriculum needs with adequate books and other materials. The library does not supply textbooks used in the schools and colleges of the area. Textbooks are only purchased when they provide the best coverage of a subject, are the best sources of information available, and are of use to the general public.

Maintenance of the Collection:

Deselection: Deselection, or weeding, is defined as the systematic withdrawal of items which are outdated, no longer needed, or damaged. In general, the criteria used in selecting new

materials also apply to weeding. Materials that fall into the following categories should be withdrawn:

1. Materials which contain outdated information
2. Superseded editions
3. Worn or defaced items
4. Material that is no longer timely
5. Material that no longer circulates

The process of weeding is continuous to ensure that the library collection remains relevant and contains materials of current interest and utility for patrons. Ultimate authority for weeding the collections of the library rests with the Director, although responsibility for weeding in certain sections may be delegated to other staff members at the discretion of the Director.

Duplication and Multiple Copies: Multiple copies of titles are purchased where there is expressed need. Such duplication is made at the discretion of the Director or Children's Librarian. The librarian may also keep duplicate copies of titles on the duplicate copy shelf in the basement of the library; these copies are to be held for a year (unless the author is extremely popular, as deemed by the librarian, in which case the library may keep the copy indefinitely).

Replacement: Titles for which the last copy has been withdrawn are considered for replacement. The same criteria that apply in original selection apply to replacement with particular attention given to the following:

1. The continued value of the particular title.
2. The demand for the title based on circulation records.
3. The extent of adequate coverage of the field in the existing collection.
4. The availability of newer or better material in the field.
5. The availability of the title for reordering.

Binding, Rebinding and Mending: Decisions must be made continuously on how to handle worn books—whether to mend, bind, withdraw them. Each decision is based on:

1. The actual condition of the item
2. The number of duplicate copies in the collection
3. The current validity of its contents
4. Availability of the title for reorder
5. The cost of mending or binding versus the cost of replacement

Special Formats—Print Material:

Paperbacks: Paperback editions are added to the collection for reasons of economy and because this format appeals to many readers. General selection policies and criteria apply to the purchase of paper bound materials. Paperbacks are purchased if there is no other edition available, if it is an original title appearing only in this form, if duplicate copies are needed, or if the hardback edition is too expensive.

Large Print Books: Books in large type are purchased for patrons with partial vision. The collection is shelved separately, in the Mary Leaper collection.

Newspapers: Local Newspapers, plus a representative selection of major newspapers of national coverage, are purchased for the following purposes: to provide current news coverage, to satisfy recreational reading needs, and to provide a unique source of local information.

Periodicals: Periodicals are chosen for the following purposes: to supplement the book collection as an additional source of information—especially current information, to satisfy recreational reading needs, and to serve as book selection aids and professional reading for the staff. All magazines at the library are kept at least two years plus the current year. Back issues for many periodicals are available in full text in EbscoHost.

Graphic Novels: Graphic novels are chosen using the same criterion as the rest of the collection, stated above. They are shelved in 741.5 in the Young Adult collection.

Special Formats—Non-print Materials

Sound Recordings: The recorded sound collection consists of compact discs and digital downloadable files. Selections include classical, jazz, folk, classic rock and popular music. Other important sections are audiobooks and other non-musical recordings, especially children's stories.

Electronic Resources: Electronic databases are selected and purchased by the District Library to supplement the collection. In many cases these resources are available to patrons both inside and outside the library. Some collections offered by the Juniata County Library are neither owned nor managed by the Library. These include but are not limited to collections developed by the Central Pennsylvania Library District as well as statewide collections available to public libraries. Any requests for specific titles, or challenges to titles currently in the collection, will be addressed using the collection development policy of the managing library.

Each decision is based on:

1. Ease of use and accessibility for patrons
2. Available space for print copies
3. Cost of the resource

4. Subject matter
5. Ability to serve patrons quickly

Educational toys, games and puppets: Toys, games and puppets are chosen to foster developmental skills primarily among preschool children. Hand-eye coordination, color differentiation and self-perception are some skills which these materials teach young children. Puppets also encourage verbalization, and create dramatics, and can be used effectively with picture books. Toys and games which reinforce reading and math skills for school age children are also included.

Multimedia Kits: Kits of book-cassette or book-CD combinations are available mostly for preschool and elementary age children. Kits can foster reading skills, expose children to quality literature, and provide an added dimension to the learning experience. Many kits for adults focus on language skills (English, English as a second language and other languages). Some kits for teachers, youth leaders and parents provide a variety of material on a specific theme. Both fiction and nonfiction subjects are included in this collection.

DVD's: The library maintains a collection of DVDs primarily for the home use of adults, youth and/or children, although some titles also have public performance rights. The library acquires these materials to serve recreational and informational purposes. Informational DVDs take advantage of the film's ability to present ideas and information in ways superior to print (such as cooking, exercise, sports and nature tapes). Broad popular appeal is the main criterion for selection for this material.

Videogames: The library maintains a collection of video games for multiple consoles, using the following criteria for selection: appearance of the title in standard bibliographies or indexes, reputation and standing of the publisher, budgetary considerations and price, suitability of format and price, availability of the material in other library collections in the area.

The librarian will use the following selection aides for videogames: Gamerevolution.com, IGN.com, and Metacritic.com.

Other non-print media: Other non-print media will be purchased if they represent the most suitable, useful and effective format in which to present a subject. While there are special considerations in the selection and use of these non-print materials, the same general philosophy expressed in regard to print materials applies.

Gifts: The library accepts gifts of books and other materials with the understanding that they become the property of the library and are evaluated in the same manner as purchased materials. Materials which are useful to the library collection are retained, and other materials are

disposed of in whatever manner the library deems best—by giving them to other libraries or other institutions or by selling them. The donor is not notified about the final disposition of the book unless this is specifically requested at the time of donation.

No special shelves or sections will be designated for gift collections. The library does not provide evaluation of gifts for tax relief or other purposes. Funds for the purchase of materials are also accepted. The library encourages donors to place as few restrictions as possible on the funds in order to permit the flexible use of the donation for the enrichment of the collection. An appropriate book plate is placed in each honor or memorial gift, and a list of honored persons is published once a year.

Intellectual Freedom and Controversial Materials: The library has a responsibility to serve all segments of the county. Materials useful to some may be objectionable to others. Selections are based solely on the merits of the work in relation to building the collection and to serving the interests of readers. The library attempts to represent all sides of controversial issues. The library's function is to provide information, not to advocate specific points of view. Reading preferences are a purely individual matter; while anyone is free to personally reject books, this right cannot be exercised to restrict the freedom of others.

Library materials will not be marked or identified to show approval or disapproval of the contents, and no cataloged item will be placed on closed shelves, except for the express purpose of protecting it from injury or theft. Items may be placed on temporary reserve for specific class assignments or projects.

Responsibility for what children and young adults read and view rests with their parents and/or legal guardians. Selection of materials will not be inhibited by the possibility that controversial materials may come into the possession of children or young adults. In its selection of materials, the library subscribes to the American Library Association's Freedom to Read and Freedom to View statements and to the Library Bill of Rights. See Appendices A and B for these statements.

Request for Withdrawal or Addition of Material: Any complaint by a patron concerning the presence or absence of any library material is referred to the Library Director to discuss the matter. If the patron wishes, a "Request for Reconsideration of Library Materials" form or "Request for Addition of Materials" form will be supplied. On receiving the completed form, the Library Director will examine the item in question and reconsider it according to the collection development policy. Based on this re-evaluation, the Library Director will decide whether or not to add or remove the material in question and will write to the complainant giving the reasons for

the decision. If still unsatisfied, the complainant may appeal in writing to the Board of Directors. Materials subject to complaint will not be removed or acquired pending final action. See Appendices C and D for an example of these forms.

This policy was approved on February 12, 2014 by the Juniata County Library Board of Trustees.

D. Interlibrary Loan Policy

Definition

Interlibrary loan (ILL) is the process by which a library requests material from, or supplies material to, another library. The library user initiates the ILL process. ILL services shall not be a substitute for adequate local collections or utilized in place of a collection development policy devised to satisfy the needs of the population served by the Juniata County Library.

Purpose

The purpose of ILL is twofold:

- 1) To obtain, as requested by a library patron, materials that are not available at the Juniata County Library, and
- 2) To share materials available at the Juniata County Library with other libraries for their patrons.

A. Rules and Procedures for Patrons

1. Patron Eligibility

ILL is a service available to all patrons of state-funded libraries throughout the Commonwealth of Pennsylvania. ILL is a privilege, not a right.

To be eligible to use ILL services at the Juniata County Library, a library user must:

- *Have an active Juniata County Library card with current contact information*
- *Have a Juniata County Library card in good standing (no overdue charges or fees)*

2. Scope

Many types of library materials may be requested through ILL. However, Juniata County Library will not request materials that fall into the following categories:

- Titles published within the last twelve (12) months;
- Multiple copies of the same title (does not apply to local book clubs);
- Titles owned by the Juniata County Library (unless long overdue or missing/lost);
- Whole issues or volumes of periodicals and journals;
- Locally-specific materials (e.g., local history materials);
- Genealogical materials;
- Rare and archival materials

3. Requirements

- The Juniata County Library limits cardholders to no more than three (3) interlibrary loans checked out on a card at a given time;
- Patrons who request large numbers of ILL materials may be asked to place requests incrementally;
- ILL requests may be submitted online (preferred) or in person using the ILL Request Form;
- ILL requests for materials not owned by the library may be considered for purchase instead of ILL;
- Juniata County Library will pursue all possible avenues to fulfill ILL requests;

- Requestors will be notified by phone or email if requested materials are unavailable.
- Juniata County Library will notify the patron if there is a fee to obtain an ILL request (eg: cost to print copies of a document.)

4. Patron Responsibilities

- ILL materials must be picked up within seven (7) days of notification.
- ILL materials are to be returned to the Juniata County Library by or on the due date listed on the provided bookmark. A seven (7) day grace period is allowed for ILL materials.
- ILL privileges may be suspended for repeated damage to ILL materials.*
- ILL materials must be returned to Juniata County Library.

**Juniata County Library will consider these requests on a case-by-case basis.*

5. Fees, Billing, and Collection

- The Juniata County Library will not charge patrons to borrow DVDs through ILL.
- ILL materials not picked up after seven (7) days will be returned to the lending library. If another ILL request is made and it is also not picked up after seven (7) days, a \$3 fee will be charged to the patron account.
- Any item returned seven (7) days late will not accrue a fine. Patrons are encouraged to return ILL materials on time.
- ILL materials may be renewed at the discretion of the lending library. Renewal requests must be received ten (10) days before the due date.

B. Lending to other Pennsylvania Libraries

1. Scope

The Juniata County Library will loan materials that fall into the following categories:

- Books;
- DVDs;
- Audiobooks on CD;
- Music CDs;
- Periodicals

The Juniata County Library will not loan the following materials:

- Titles published or added to the Juniata County Library's integrated library system (ILS) within the last twelve (12) months;
- Titles in recurring demand*;
- Whole issues or volumes of periodicals and journals;
- Locally-specific materials, e.g., local history materials*;
- Genealogical materials*;
- Rare and archival materials*

**Juniata County Library will consider these requests on a case-by-case basis.*

2. Method of Request

The Juniata County Library accepts requests electronically from AccessPA (preferred) or via an ALA form by mail. The Juniata County Library will make every effort to respond to requests within three (3) days.

3. Delivery

The Juniata County Library ships materials weekly via IDS and USPS at no cost to the borrower. If a “need by date” is notated on the request, the material will be shipped to ensure fulfillment by the desired date.

4. Duration of Loan and Renewals

Initial loan periods are five (5) weeks, with a renewal period of three (3) weeks. However, if the item on loan is on hold for our patron, the renewal will be denied. Whenever possible, The Juniata County Library will fulfill requests for extended time beyond the standard loan period for materials on loan for book clubs and discussion groups.

5. Fees, Billing, and Collection

The borrowing library is responsible for fees associated with lost or damaged materials on loan from the Juniata County Library. The Juniata County Library does not charge overdue fees (fines) on ILL materials. The cost of the item, as noted on our ILS, plus a \$5.00 processing fee, will be charged to the borrowing library. An invoice will be provided to the borrowing library by mail, email, or both. Payment is expected within 30 days. The borrowing library may retain the damaged item.

Contact Information

Juniata County Library, Attn: Interlibrary Loan. 498 Jefferson Street Mifflintown, PA 17059

Phone: 717 436-6378, Email: ill@juniatalibrary.org

AccessPA Library Code: PJUCL, IDS #: 140

6. Copyright Compliance

The Juniata County Library will not accept ILL requests that do not comply with the Copyright Law (Title 17 U.S. Code) and its accompanying guidelines as issued by the National Commission on New Technological Uses of Copyrighted Works.

C. Confidentiality of Interlibrary Loan Requests

The Pennsylvania Library Code [The Library Code of 1961 (P.L. 324), 24 P.S. § 4101 et seq.] provides for the confidentiality of patron user records including interlibrary loan transactions. The Juniata County Library retains a minimum of interlibrary loan paperwork to ensure that user privacy is safeguarded. Records necessary for copyright and statistical purposes are exceptions.

D. Policy Development

This policy has been developed following the principles set forth within:

Pennsylvania Interlibrary Loan Guidelines, 2019

Pennsylvania Interlibrary Loan Procedures Manual, 2011

American Library Association’s Interlibrary Loan Code for the United States, 2016

This policy was approved on February 12, 2014 by the Juniata County Library Board of Trustees and was modified on September 12, 2022.

E. Circulation Policy

Circulation Classifications:

1. Adult – Adult patrons are defined as any patron who is over 18 years of age. Patrons who share a household may be grouped.
2. Juvenile – Any patron under 18 years of age is considered a Juvenile. A Juvenile patron's address is in the care of their parent or caregiver.
3. Staff – Staff members have the privilege of not having overdue fines. Staff members may also check out DVDs and video games at no cost to them. Any staff member with lost or damaged materials on his or her account will still be charged the replacement cost of the item.
4. Patron groups (“grouped”) – Patron groups will occur when there are multiple patrons living in the same residence. These groups are meant for ease of access to accounts by staff and are not to be used to share private circulation information between family members.

Loss of Privileges: Borrowing privileges may be lost for a variety of reasons. The different categories are listed below.

Blocked Account: A patron's card will be “blocked” from checking out materials if the patron owes more than \$5 in unpaid fines and/or fees.

Barred and or Permanently Barred: A patron may be barred or permanently barred if he/she poses a threat to the library staff, patrons visiting, the building or its materials in or around the premise. The director has discretion to ban a patron based on behavioral problems or not complying with our public policies.

Borrowing Privileges and Limits: A patron must present a library card in good standing to borrow materials. A maximum of 50 items may be outstanding on a patron's card. All books, audiobook CDs, music CDs, DVDs, videogames and back issues of magazines will circulate for 3 weeks. Teacher accounts may check out classroom materials for 8 weeks. A small fee will be assessed for circulating DVDs and video games. Patrons may check out a maximum of 10 DVDs. New magazines, materials in the locked case (local history) may not be checked out. Reference materials may only be checked out with the express permission of the Director.

Fines: Fines are assessed every day an item is overdue. Fines are assessed as follows:

- \$0.25 per day per Book
- \$0.25 per day per 25 cent DVD
- \$1.00 per day per New DVD
- \$0.25 per day per Magazine
- \$0.25 per day per Music CD
- \$1.00 per day per Videogame
- \$0.25 per day per Audiobook CD
- \$0.25 per day per Reference Material

The ILS program allows for one day grace period for all materials. Any item returned one day late will not have a fine. Patrons are encouraged to return materials on time.

Renewals: Renewals can be requested in person, by phone, or via the public interface. Items will be renewed for an additional circulation period and may be renewed two times. Any item may be renewed, the only exceptions being when another patron has a hold on the item, when the patron has already renewed the item twice, or when the patron has too many overdue items. Materials checked out to Teacher accounts may not be renewed. DVDs or Video Games may be renewed, but staff will add the relevant charge.

Courtesy Notices: Courtesy notices are auto generated and sent via email as a reminder three days before the due date of an item, if an email address is attached to the patron's account.

Overdue Notices: Any patron with items 7 days overdue will be notified via email if an email address is attached to the account. Staff will call patrons who have items 14 days overdue. The system also automatically notifies patrons via email if an email address is attached to the account. Any patron with items 21 days overdue will have letters sent via email and/or U.S.P.S. First Class mail. Failure to receive notices does not exempt patrons from the responsibility for payment for the library materials or overdue fines and fees. Items 21 days overdue will automatically be marked as "Lost."

Lost Items: A patron may inform library staff that an item is "Lost." The replacement cost of the item, or a default cost of \$25.00, the outstanding fines, and a processing fee of \$5.00 will be assessed to the patron's account. A patron is encouraged to notify the library when an item is "Lost" to stop the accruing of additional overdue fines. No refund will be given to a patron for a "Lost" item

for which a patron has paid if they find the item. Fines, fees and third party collection fees are not refundable.

Damaged Items: If a patron damages an item, as assessed by the Director or any member of the staff, the patron will be charged with replacing the item.

Holds: Patrons in good standing may place up to ten holds on most items with the exception of reference materials and items in other special collections. Patrons with expired cards are not allowed to place holds. Patrons may place their own holds via the public interface and will receive the following notices via email. Patrons have 7 days after the hold is filled to pick up the item. Patrons with email addresses in the ILS will receive pre-cancellation reminders (courtesy notices) one day before hold expires. A hold's expiration notice will be sent to the patron when a hold has not been filled within 180 days.

Interlibrary Loan: Materials not available at the Juniata County Library may be requested by active patrons in good standing for interlibrary loan. Patrons are permitted no more than three interlibrary loan requests at one time.

This policy was approved on April 9, 2014 and amended on April 1, 2019 by the Juniata County Library Board of Trustees.

F. Confidentiality Policy

Records related to the circulation of library materials which contain the names or other personally identifying details regarding the users of the Juniata County Library, shall be confidential and shall not be made available to anyone except by a court order in a criminal proceeding. At no time should any staff member give out patron information, including information about borrowed materials, to another patron. For patron confidentiality while on the Library's public access computers, a program to clear downloads and patron browsing history, Drive Vaccine, is installed on all public computers.

Exceptions: Information about items currently checked out to a library user's account may be made available in the following instances.

- To the parent of a minor under age eighteen living in the same residence.
- To any person whom the library user has given written permission to obtain such information. A valid Library Card or valid photo ID is required each time an inquiry is made about this account by anyone other than the cardholder.
- In response to a subpoena or court order.

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

G. Facilities Policy

Hours of Operation: The Juniata County Library is open Mondays from 9:00 AM to 7:00 PM, Tuesdays and Wednesdays 9:00 AM to 5:00 PM, Thursdays from 9:00 AM to 7:00 PM, Fridays from 9:00 AM to 5:00 PM and Saturdays from 9:00 AM to 3:00 PM. The hours of operation on Saturdays may vary during the ten-week “summer variance” at which time the changes in hours will be posted.

Equipment: The Juniata County Library provides public access computers, a copier and a fax machine for in-library public use. In the case of a fax or copy, a staff member is required to work the equipment for the public.

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

H. Meeting Room Policy

The Juniata County Library Board of Trustees envisions the Library as our community's best and most sought after gathering place where all are welcome to pursue their interests, learn new skills, express their creativity, interact with other members of the community, and enhance their quality of life. To further this vision, the Library Director and Trustees are pleased to offer the Library's event spaces for use by the community.

The Library provides these spaces as a public service but does not endorse the view or opinions of the groups utilizing these facilities. Library event spaces are available for community events and activities of a cultural, educational and civic nature that are free of charge and open to the general public. The spaces are not available for commercial, fundraising or private events. Event spaces are reserved according to the following priorities: the Library, the Friends of the Library, the Juniata County Historical Society, and all other community groups. The meeting rooms have a combined capacity of 75 people. Groups using the room must return the room to its original condition.

The Library Director, or a designee, authorizes use of the meeting rooms and maintains the schedule. If a question is raised as to the objectives and/or activities of any group or organizations requesting use of the meeting rooms, the Juniata County Library Board of Trustees has the final authority in granting or refusing permission for use of the room.

The Juniata County Library shall be held harmless from any injuries or accidents arising out of any group or individual's use of its facilities. Requests for use of the rooms are to be made on an application form and can be found on our website or in person at the library. See Appendix F for the application.

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

I. Bulletin Board Policy

The bulletin board policy is intended to set a procedure for accepting and posting bulletin board materials. The Library does not advocate or endorse the viewpoints, beliefs, or activities of any organization or event that is publicized on the community bulletin board. No partisan political notices will be accepted for the bulletin board. All notices will be dated when posted and removed after either the date of the specific program or a maximum of three weeks. Some notices, however, will be permitted to be posted for ongoing programs for longer than three weeks if space permits.

Community Bulletin Board: The library, as an information center, welcomes flyers, brochures, and posters of community activities, organizations and services. Commercial advertising and printed materials for personal gain, however, will not be accepted for posting or distribution.

Young Adult Bulletin Board: The library will welcome flyers, brochures, and posters of community activities, organizations and services for young adults on the young adult bulletin board, located in the young adult section of the Library.

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

J. Exhibits and Display Policy

It is part of the Juniata County Library's function to provide access to intellectual and cultural resources to the community. The Library mounts regular exhibits and displays of artistic, cultural, or informational interest. Exhibits may be planned to direct the public's attention to the materials and services of the Library or to provide exposure to local cultural and educational groups or to local artists.

Persons loaning items to the Library do so at their own risk. The Library carries no special insurance. Items on display may be available for sale, but no advertising is permitted. The Library does not necessarily endorse the contents of displays or their sponsors. The Library reserves the right to reject an exhibit if the content is judged not to be in the best interest of the Library and its patrons.

The guidelines for exhibits and displays may be viewed in Appendix G. The exhibits application may be viewed in Appendix H.

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

K. Volunteer Policy

Introduction: The Juniata County Library Board of Trustees recognizes that volunteers are a valuable resource for the development and growth of the Juniata County Library. Their energy and talents help the Library meet its commitment to providing quality service to the public. Volunteers have the same rights, responsibilities, and workplace expectations as members of the library staff.

Policy and Procedures: Volunteers help the Juniata Library expand and enrich its services; they are not to be considered as replacements for paid library staff. Their services aid the Library in making the best use of its fiscal resources and help connect the library to other community groups and organizations. Volunteers can also be valuable advocates for the Library in the community.

Becoming a Volunteer: All volunteers are expected to complete and submit a form to become a volunteer. An interview is required before the offer of volunteer service is accepted. As of June 30, 2014, all new volunteers over the age of eighteen will be required to submit all required clearances. Any volunteers under the age of eighteen must submit a parental consent form with their application: no volunteer under the age of fourteen will be accepted by the Library.

Special Cases: Volunteers requiring court-ordered community service will be accepted at the discretion of the Director.

Attendance and Punctuality: Schedules are planned to give the library coverage needed to provide adequate and efficient library service. Volunteers are depended upon to work the hours that they are scheduled, with hours generally being set at the beginning of an individual's time at the library. Punctuality is expected as a general courtesy to the other staff and volunteers; if a volunteer is unable to donate their time on a given day, they are expected to notify the director or another member of the staff. Repeated failure to show up or continual tardiness may result in termination of volunteer services.

Supervision: Volunteers will be assigned a supervisor and are expected to follow the procedures established by that staff member. The supervisor is responsible for day-to-day management and guidance of work and is available for consultation and assistance. A well-defined job description will be given to each volunteer outlining the tasks assigned. The supervisor will provide training on new skills needed to perform assigned tasks. The supervisor will discuss the procedures for obtaining, using, and caring for library supplies and equipment. Any questions,

concerns or problems should be reported to the supervisor. The supervisor may meet with the volunteer regularly to review job performance. Evaluations may be formal or informal, written or verbal.

Volunteers are expected to perform all assigned duties to the best of their ability. All volunteers should keep their supervisor informed of their projects and work status as well as their volunteer schedule. Volunteers who are family members of library staff may not be placed under the direct supervision of their family member.

Conduct: Business-like conduct is expected at all times. Like staff members are, volunteers are public relations officers of the library. This should be kept in mind in all dealings with the public. All transactions with library patrons are to be treated as confidential. Volunteers are expected to present a positive image to the public and will abide by the established policies in the library, including the Library's Dress Code policy. Any volunteer who breaks the confidentiality of library transactions or other established policies may be dismissed from library service.

Job Satisfaction: Volunteers are encouraged to discuss any work-related problems with the director or administrative assistant and to inform them of developments affecting their job satisfaction or schedule.

Resignation: In order to ensure adequate schedule coverage, the library requests that volunteers notify the director or administrative assistant two weeks before resigning from the volunteer position.

Timekeeping Procedures: For the purpose of service recognition and recordkeeping, all volunteers are required to sign in each time they report to work. A monthly sign-in sheet is provided on which the volunteer records the time of arrival and departure rounded to the nearest quarter hour, and the total amount of time worked.

This policy was approved on May 14, 2014 by the Juniata County Library Board of Trustees.

L. Friends of the Library Policy

Friends of the Library: The Friends of the Library is a volunteer organization established as a 501 (c) (3). A Board of Directors sets their policies and oversees their operations and expenditures. The Board or its designee is responsible for their volunteers. If a problem arises with one of their volunteers violating this policy, the Library Director will take the issue to the Friends Board for action.

The Board of Trustees of the Juniata County Library looks upon the Friends of the Juniata County Library as an extremely worthwhile community organization which greatly benefits the Library. The Board of Trustees acknowledges that the Friends of the Library is an organization separate from the Juniata County Library, and that the Friends of the Library has its own Board and its own goals and purposes. As an organization separate from the Library, neither the Friends of the Library as an organization nor any member or participant thereof may assume any liability or take or authorize any action on behalf of the Juniata County Library. Library Trustees or staff acting within their capacities are exempted.

Because the Friends of the Juniata County Library is an organization comprised solely of volunteers distinct and separate from Library personnel, no Library personnel shall be required to perform any duty or take any act on behalf of the Friends of the Library aside from helping to publicize Friends events in the course of their regular duties. The Library Director shall attend all regular meetings of the Friends of the Library, except in the case of illness or other excusable absences.

Operating expenses of the Juniata County Library are provided through the allocation of tax monies which are audited by an independent auditor. Friends' funds and Library funds shall not be commingled or integrated, except that gifts from Friends shall be accepted by the Library, whereupon said gifts shall become solely the funds of the Library but shall be expended for the specific purpose for which the gift or donation has been made by the Friends. In the event that the Juniata County Library becomes custodian of any Friends funds, those funds shall be kept as separate funds for audit and bookkeeping purposes. Projects and public relations programs adopted by the Friends shall not be part of the budget nor funded by the Juniata County Library.

This policy was approved on May 14, 2014 by the Juniata County Library Board of Trustees.

M. Patron Behavior Policy

The Juniata County Library offers a full range of library services to all residents of the community, regardless of age, sex, racial or ethnic origin, religious beliefs, sexual orientation, etc. As a taxpayer-supported institution, all residents have certain expectations of the library, including that the library shall maintain an outstanding library collection; that visits to the library will be free from harassment, physical discomfort or danger, and from psychological and emotional stress and that they will be served by friendly and efficient members of the library staff. The rights of the public are occasionally violated by the behavior of a small minority of persons.

This policy is intended to inform members of the public as to what behaviors are unacceptable within the library. These rules will be enforced in a fair and judicious manner; library staff will intervene to stop activities prohibited by this policy. Failure to comply with these rules could result in being asked to leave the library, forcible removal from library property, or termination of library privileges. Any questionable behaviors will be referred to the Library Director for a final decision.

The following are examples of behaviors considered unacceptable. This list is not comprehensive:

- Loud conversations or laughter which is disturbing to other patrons;
- Obscene or abusive language, including sexual harassment;
- Indecent attire (bathing suits, no shirt, etc.);
- Smoking or use of smokeless tobacco in the library or near the entrance;
- Use of radios, CD players, or similar equipment without headphones;
- Willful destruction or damage to any library property or personal property of patrons or staff;
- Removal of library property from the building without permission;
- Blocking or in any way interfering with the free movement of any persons in or out of the library or around library property;
- Bringing animals other than service animals into library buildings. Patron may be required to present documentation stating they can have this animal with them;
- Consumption of food or beverages brought into the building by individuals;

- Possession or consumption of alcoholic beverages;
- Sleeping;
- Sale, purchase or consumption of illegal substances;
- Campaigning, petitioning, proselytizing, soliciting or selling of any kind;
- Distribution of leaflets or posting of notices in areas not authorized for this purpose;
- Intimidating acts against staff or patrons or harassing behavior. Sexual harassment of any kind;
- Use of library technology for purposes contrary to state or federal law, online bullying, harassment of any type, or for viewing pornography;
- Engaging in disorderly conduct;
- Use of library telephones by any person other than library staff unless given permission by a library staff member;
- Neglecting to provide proper supervision of children;
- Carrying an offensive weapon as defined: any bomb, grenade, machine gun, sawed-off shotgun with a barrel less than 18 inches, firearm specially made or specially adapted for concealment or silent discharge, any blackjack, sandbag, metal knuckles, dagger, knife, razor or cutting instrument, the blade of which is exposed in an automatic way by switch, push-button, spring mechanism or otherwise, or other implement for the infliction of serious bodily injury which serves no common lawful purpose. A person with a license to carry a firearm in Pennsylvania can come into a library with a concealed handgun. Pennsylvania is an open-carry state, which allows for any citizen to openly carry a firearm in public. Library staff are to call 9-1-1 if they notice anyone (other than a law enforcement official) enter the library with an offensive weapon.

Children in the Library: The following guidelines exist out of concern for the care and safety of all library users. Parents, guardians or adult caregivers are legally responsible for the behavior and welfare of their children. The Library is not responsible for children who are unattended or who demonstrate inappropriate behavior. Any unattended minor, defined as a person under the age of

twelve who is unaccompanied by a responsible adult age eighteen or older, who fails to comply with the Patron Behavior Policies could be being asked to leave the library and have their library privileges terminated. Any questionable behaviors will be referred to the Library Director for a final decision.

N. Internet Use Policy

The Juniata County Library provides free access to the Internet as part of the services it offers. The Library feels strongly about the importance of the public being able to access the Internet for government services, job-hunting and other professional resources, as well as continuing education and entertainment. The Library makes available a number of public computers for patron use as well as a wireless network for patron-owned devices. To facilitate public access to the Internet, the following rules have been established as guidelines:

- All users must be 12 years of age or older unless accompanied by an adult.
- All users must check in at the circulation desk before using the public computers using a valid library card or guest pass.
- Internet use is limited to one hour if others are waiting.
- Access to the public computers will be on a first-come, first-serve basis. No sessions may be reserved in advance with the exception of any computer classes held at the Library.
- Only two people are permitted on a public computer at a given time.
- Only library staff are allowed to log on and log off.
- Library staff will demonstrate the basics of Internet use as needed. As staff time is limited, staff are not expected to provide personal assistance beyond basic questions.
- Email service will not be provided by the library.

Acceptable Use: Transmission of any material in violation of any U.S. or state regulation is prohibited (i.e., copyrighted material, threatening or obscene material, etc.). The Juniata County Library makes no warranties for this service. Use of any information obtained via the Internet is at your own risk. Viewing of obscene material is forbidden, and will be considered grounds for immediate loss of Internet privileges.

Security and Vandalism: Patrons are asked to alert library staff to anything they do not understand that may be a security threat. Vandalism will result in loss of user privileges. Vandalism is defined as any malicious attempt to harm or destroy data, including the uploading or creating of computer viruses.

This policy was approved on May 14, 2014 by the Juniata County Library Board of Trustees.

O. Nondiscrimination Policy

The Juniata County Library is an equal opportunity employer. The Library does not discriminate on the basis of race, color, religion, gender, age, national origin, disability, marital status, sexual orientation, or military status in any of its activities or operations. These actions include but are not limited to: hiring and firing of staff, selection of volunteers and vendors, and provision of services. The Library is committed to providing an inclusive and welcoming environment for all members of the community, staff, and volunteers.

This policy was approved June 11, 2014 by the Juniata County Library Board of Trustees.

P. Personnel Policy

Organizational Structure of the Library

Board of Trustees: The Board of Trustees administers the budget, selects the Director, and approves the Director's choice of other personnel. They are responsible for the promotion of library interests, the securing of funds adequate for a progressive expanding program, and for the formulation of policy for the welfare of both the staff and the community served. One Trustee will serve as a voting member of the Central Pennsylvania District Library Center Board of Trustees. One Trustee will serve as an alternate member of same.

Nine Trustees are appointed by the Juniata County Commissioners for terms of three years each. A Trustee may serve as many as two consecutive three year terms. The Board of Trustees may submit to the Commissioners suggested names of individuals who would be valuable Trustees.

Officers: The President, Vice President, Secretary, and Treasurer are elected by the Trustees to serve one year terms.

Meetings: Board Meetings are held monthly (1st Monday at 7 p.m.) Absence from four consecutive stated meetings with no valid reason will be grounds for dismissal. Additional meetings may be called as needed.

Administration: The day to day administration of the Library is conducted by the Library Director or a staff member(s) designated to act in the capacity of the Director. The Director is a librarian as certified by the Commonwealth of Pennsylvania and who meets the requirements as established in the Pennsylvania Code (state library law). The director acts in an advisory capacity to the Board; recommends programs, policies, and changes; prepares the agenda for and attends all Board meetings, and has the right to speak on all matters under discussion. The Director is not a member of the Board and therefore has no vote. The duty of the Director is to carry out the policies and decisions of the Board as they affect both patrons and employees, be responsible for the preparation of reports to the Board, the County Commissioners and the State Library, be fully responsible for administering internal policies and procedures, for the selection of books and other materials as well as the management of the library's collection, and for the complete discharge of all duties imposed by law or by regulation of the Board of Trustees.

The Director is in charge of library personnel and is responsible for the administration of personnel policies, including assignment of duties, staff scheduling, customer service standards, staff development, and for creating an environment conducive to maintaining high staff morale.

The Director is the representative and spokesperson of the staff to the Board. The Director welcomes communications from individual staff members which may lead to improvement of library service or of personnel relationships and employment conditions. The Director undertakes to present staff recommendations to the Board in such form as may be jointly determined by the Director and staff representatives.

Work Schedule and Leave

Work Week: Full time employees work thirty-five hours a week, with the exception of the Director, who works forty hours a week. Part time employees work less than thirty-five hours a week. The work week includes weekends and evenings. The employee schedule is set by the Director. Employees clock in upon arrival and clock out when taking a break or leaving for the day. Compensatory, sick, and vacation time should be communicated to the director so to record this time accordingly.

Probationary Period: Employment is considered probationary for 90 days. During this time the employee is not entitled to any benefits. The probationary period may be extended three additional months at the discretion of the Director.

Lateness: Staff members are required to be at their posts at the time scheduled and are to remain on duty for the full time scheduled. Any employee who is unavoidably late for work must notify the Library as soon as possible. Any late time over fifteen minutes will be deducted from salary payment. Perpetual lateness to work may be grounds for disciplinary action.

Overtime: Overtime will be assigned by the Director when required and with the consent of the person involved. Overtime will be paid for as per state and federal regulations.

Flex Time: Staff members who are asked to work beyond an eight hour shift in a single day, due to unexpected illness or other absence of other staff members, may earn flex time. Any flex time earned must be approved in advance by the director. All flex time must be noted on employee time

sheets and must be used during the same calendar week that it is earned, in compliance with Federal employment law.

Holidays: The Library is closed on the following holidays: New Year’s Day, President’s Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veteran’s Day, Thanksgiving and Christmas. In addition, the Director may choose to close the Library on the day before Christmas, the day after Christmas and the day before New Year’s Day depending on the calendar. Full time employees will be paid for the above named national holidays. Part-time employees will be paid for the holiday if it falls on a day in which they would have been regularly scheduled to work.

Breaks: Each employee is entitled to a fifteen minute break for each four hour block of time worked. This break should be taken as close as possible to the middle of the four hour block of time worked. Employees will be considered late if they do not return from breaks within fifteen minutes.

Full time employees will have a one hour unpaid meal break during each seven hour day worked. Part-time employees will receive one half-hour unpaid meal break when working more than five hours. Fifteen minute or meal breaks cannot be used to shorten the working day. Breaks will be arranged so as not to leave the Library unattended at any time.

Vacation: Professional staff (M.L.S.) will receive two (2) working days a month which may accumulate up to thirty (30) days during the person’s employment. Part-time employees will be granted leave according to the percentage of time worked, 20 hours a week = 4 hours, etc. At the end of five (5) years, two (2) additional days will be added for part-time employees.

Full time non-professional employees will receive:

<u>Length of Service</u>	<u>Number of Vacation Days</u>
1-5 Years	12 days (1 day/month)
6-10 Years	15 days (1 ¼ day/month)
11 or more Years	18 days (1 ½ day/month)

No employee may take vacation until it is earned; vacation time may accumulate up to thirty days. Upon termination of employment, unused vacation time will be paid at the employee’s highest rate of pay and will be processed through the payroll system with appropriate tax withholdings.

Using Vacation Time: The library will always try to let you use your vacation time as desired, but scheduling situations may arise where an employee may not be given his or her preferred time off. Therefore, all vacation requests must be submitted to and approved by the library director by the 10th of the month prior to the time you want off. If any conflicts arise in vacation requests, preference will be given to the employee who submitted their vacation request first. If and when vacation time is approved, staff are required to find coverage for their hours.

Vacation time to be taken during the Christmas holidays should be submitted as early as possible in the calendar year. Approval for time off during this period will be based on scheduling needs and the desire to balance staff requests from year to year.

Sick Leave: All full time employees will receive one day a month sick leave, twelve days a year. All other Part-time employees will receive sick leave according to the time they work (one-half time=one-half sick leave). Sick leave can accrue up to ninety days; for part-time employees a “day” for the purpose of sick leave constitutes seven hours, or a maximum of six hundred and thirty sick hours. In case of illness, employees must notify the Library as soon as possible. After three days or more of illness, a doctor’s certificate will be required. After the probationary period new employees will earn sick leave according to the time they work. Upon termination of employment, one-third of accumulated sick leave will be paid, with the amount paid not to exceed \$750.00.

Other Paid Leave

Bereavement: Full-time employees of at least a year’s service may be granted three days leave with pay on the occurrence of a death in the immediate family. Part-time employees may be granted leave with pay for the days of the viewing and funeral of an immediate family member. The immediate family may be defined as a husband, wife, child, parent, brother or sister. Leave of one day may be granted in the case of a death of a grandparent, grandchild, son-in-law, daughter-in-law, parent-in-law, niece, nephew, aunt or uncle or the same step-relationship. Any problem in this area will be resolved by the Library Director.

Jury Duty: Full time employees are entitled to leave with pay for jury duty. All fees received by the employee must be remitted to the Library. Part time staff will be granted leave without pay, but may keep the fees received as a part of jury duty.

Personal Days: Each full time employee shall receive two (2) paid days off each year for personal matters or for matters which cannot be attended to outside of working hours. These are not to be used in less than ½ segments and they do not accumulate. Part-time employees are not granted personal days. Unused personal days are not paid upon termination of employment.

Emergency Closings: The Library Director has the authority to order an early closing, a late opening, or closing of the library for up to three consecutive days. Situations which could warrant such a decision include but are not limited to the following: lack of water, heat or air-conditioning, fire or smoke damage, acts of vandalism and inclement weather conditions such as snow storm, icy conditions or flood. When the library is going to close or open late due to inclement weather, staff are to call the library. The director can update the voicemail from home and will change the voicemail to state if and when there is a closing or delay. Voicemail will reflect a delay no later than 7 a.m. All regularly scheduled staff members unable to get to work safely when the library is open will not be penalized but will not be paid for time not worked. When the closing is expected to exceed three days the majority of the Library Board and the Director will meet to discuss further action.

Leave Without Pay

Maternity Leave: A full- or part-time staff member who has completed one year of service will be eligible for maternity leave as stipulated by current legislation. Maternity leave may be considered sick leave. Maternity leave may not exceed six months after the birth of the child.

Military Service: Any staff member called away for military duty will be permitted leave without library pay for the period of active military service.

Staff Obligations

Customer Service: As a tax-supported institution, all activities of the Library are motivated by the idea of public service. The Library is a public non-profit corporation and staff members should be aware that they serve as the public face of the library on a daily basis. Courteous, professional, and efficient service is a basic expectation of all members of staff, and all staff members should remember that the needs and requests of library patrons come first.

Staff members, as well as Trustees and the Library Director, take an active part in community affairs and work consistently toward making the Library an integral part of constructive community activities. Public criticism of the Library and/or its administrative policies should be avoided by all employees. Library service is rendered on a strictly impartial basis to all individuals and groups in the community.

Library staff members are required to know the contents of the Library Policy Manual, especially the Personnel Policy, to dress appropriately and to conduct themselves in a professional manner. In order to create a pleasant working atmosphere each staff person has a responsibility to develop and maintain a good relationship with other members of the staff. Staff members who work in the Library but are paid by another agency (Green Thumb, Tech Bridge, or any other organization) are responsible for knowing the rules and regulations of that Agency as well as of the Library.

Staff Circulation Rules and Privileges: Staff members are exempted from paying overdue fines on library materials as well as fees on checking out DVDs. However, staff members are not exempted from paying fees for lost or damaged books, nor are family members of staff exempted from paying overdue fees. Staff members may only renew or extend a loan period for materials they borrow if an item is not on hold. Staff members are not permitted to borrow library materials before these are properly processed. Library materials on reserve are not to be checked out to staff members before patrons.

Emergency Situations: The Director must be informed as soon as possible about any emergency situation in the Library. The staff member should deal with the emergency in a calm manner, requesting the assistance of the Director or another available staff member in the absence of the Director. After the emergency is over, a written report should be submitted to the Director.

Payroll Period and Payment: All employees are paid every other Tuesday. Federal, State, Local, Social Security taxes and any authorized employee benefits requiring payroll deductions will be withheld from gross earnings.

Health Insurance and Workmen's Compensation: The Library pays for the insurance policy of the Library Director. The Library pays one half of the cost of individual coverage for other full time employees, the monthly compensation amount not to exceed \$100.00. Workmen's Compensation is paid for employees as required by law.

Social Security, Unemployment, and Retirement: The Library pays the Social Security tax, and Unemployment Compensation as required by law. The Library has a SEP (Simplified Employer Pension) plan for the employees which the Board of Trustees wishes to maintain. Depending on the financial standing of the Library, the Board can vote to give up to 10 percent of workers' pay towards their individual SEP. The amount of SEP will be based on the workers' earnings during the year. All permanent staff are eligible.

Appointment of Staff: The Library Board of Trustees appoints the Library Director. The Director selects all other employees.

Development and Training of Staff: Training of the staff is the responsibility of the Director or an individual to whom responsibility has been delegated by the Director. Staff members are required to attend monthly staff meetings and relevant workshops at the District and State level as funding permits. In addition, after consulting with the Director and subject to Board approval, staff members are encouraged to attend job related continuing education classes.

Employee Evaluations: The Director will evaluate all personnel at least once a year (more often if determined necessary by the Director). A copy of the form signed by the Director and the employee will be kept in the employee's file. New employees will be evaluated during the probationary period at least once and more often at the discretion of the Director.

Grievance Procedure: The employee should request a private conference with the Director to discuss the grievance and create a written record of the problem. Another employee will be present during this conference; the employee will receive a written decision by the Director within one week of the conference. If the employee grievance pertains to his/her direct manager, this matter may then be taken to the president of the Board of Trustees.

If the employee is not satisfied with the decision reached by the Director, he or she may request a private hearing with the Personnel Committee of the Board of Trustees. Such a request must be presented in writing to the President of the Board and must state the situation in sufficient detail to enable the Personnel Committee to determine the nature of the grievance. A private hearing shall be held with a majority of the members of the Personnel Committee present, at which time the employee shall be given a full opportunity to explain his or her situation in the presence of the Director. The employee may request another employee present to assist him/her. The Personnel

Committee may call other witnesses at its discretion. A written decision concerning the matter shall be given to the employee within one week of the hearing.

If the employee is not satisfied with the decision reached by the Personnel Committee, he or she may request in writing a private hearing at a meeting of a majority of the Board of Trustees meeting in executive session. He or she may again present his or her case with the assistance of another employee. The Board of Trustees may call other witnesses. The decision reached by the Board shall be rendered in writing within one week of the hearing and shall be final.

It is assumed that all employees of the Library will distinguish between minor disagreements, which should be settled on their own, and disagreements which merit the attention of the Library Director, Personnel Committee, or Library Board of Trustees.

Voluntary Termination: A regular employee must give a written resignation to the Director as soon as possible, at least 14 days in advance of the termination. The Director will notify the Board in a timely manner.

Involuntary Termination: Dismissal of an employee beyond the probationary period is the responsibility of the Director who may consult with the Board of Trustees. Prior to dismissal for reasons other than dishonesty or moral turpitude, the following conditions must be met:

1. The employee has had two private conferences with the Director to point out the kind of unsatisfactory performance displayed by the employee and to suggest possible solutions.
2. In case of dismissal, the employee is given 14 days advance notice.
3. An employee with a grievance concerning the dismissal may follow grievance procedures as outlined above.

Dismissal of the Director: Dismissal of the Director is the responsibility of the Board of Trustees acting in executive session. Dismissal procedures will follow those outlined above, except that the Director shall have previously met with the Board about the problem. In case of dismissal, the Director shall be given 30 days notice in advance of the termination date.

Termination for Non-Disciplinary Reasons: Terminations made for non-disciplinary reasons, i.e. budgetary reasons, shall be made when required by the Director with consideration given

to quality of work performance, seniority and operating needs of the Library. An employee to be terminated shall be given at least two weeks before the effective date. Employees questioning the termination have access to the grievance procedure outlined above.

Desk Service Policies

Philosophy of Customer Service: All members of library staff should be aware that serving the patrons of our Library is the prime focus of their time here, and that all other tasks are secondary to meeting the needs of the Library's patrons to the best of their abilities. How patrons are treated at the front desk shapes how they view the Library itself, and even one bad interaction can erase multiple positive interactions with staff members. The overall level of customer service provided by the Library is dependent upon each individual staff member. We may not be able to satisfy every patron, but we can try to help them to the best of our ability. The following sections are intended as guidelines for staff when working at the front desk.

Front Desk Communication: The staff of the Juniata County Library shall maintain the collection and service desk in an attractive manner, easily accessible to staff and users. As they report for desk duty and leave at the end of their shift, staff members are responsible for leaving messages and reading messages left by other staff members as needed. Notes should be dated and initialed. When possible, departing staff should explain and inform arriving staff of important changes, messages and notes. All staff members are required to check their work email at least once per shift to ensure they are aware of updates and information that affect the work environment.

Patron Inquiries: All patron inquiries should be handled with courtesy. Staff should be sure that the patron's request is understood before attempting to locate an answer, repeating the question back if necessary. All questions will receive equal treatment regardless of their source and will remain confidential. All answers must be verified in printed or electronic sources or catalog. Personal comments, guesswork and reliance on memory are not permitted to be the final source of information.

Each staff person's experience is different and may be a source of information; no one person can possibly know where to find everything, and time may be saved by consulting other staff. However, staff members should make every effort to obtain a thorough knowledge of the Library's resources in order to better assist patrons. To answer a patron inquiry regarding the location of

materials, a staff member should take the patron to the area rather than just pointing if at all possible. It is understood that the front desk may be busy at times and that this will not always be an option.

Patrons waiting at the desk should be assisted before staff members, unless the staff member brought the patron to the service desk area. Patrons' service takes precedence over any internal library jobs (stop what you are doing and help any patron who looks lost or is standing by the desk or copy room). Staff should remain alert and visibly approachable to patrons and represent the Juniata County Library courteously and in a professional manner. Care should be taken to keep voices low, whether talking with users, staff members or over the telephone. All reasonable efforts will be made to respond positively to inquiries.

Patron Complaints: If staff members feel that a patron is being unreasonable or has a complaint with staff treatment, the staff member serving the patron should refer the patron to the Library Director. If the Director is not available, a written report of the problem should be placed on the Director's desk.

Code of Conduct: Members of library staff are expected to abide by the same rules as those outlined for patrons in Section M "Patron Behavior Policy" of this manual. In addition, it is incumbent upon staff to conduct themselves in a professional manner, to be courteous to both other members of the staff and patrons, to arrive at work appropriately attired and in a timely manner, to keep busy, clearly communicate with other staff members and members of the public, and to work until the end of their scheduled shift. When working at the front desk or in the course of their normal duties, staff members should not socialize excessively. No eating, texting or other use of cell phones, homework, use of computers for non-work reasons (i.e. shopping, social media, etc.) or soliciting is permitted at the front desk. Any staff member violating these workplace expectations will be verbally reminded of the library's policies. Continued violation of the code of conduct will result in disciplinary action.

Dress Code Policy: The Juniata County Library enjoys an excellent reputation in the area. While there are many reasons for this reputation, one of the ways to help maintain it is for all staff to present a professional image to the public. It is important that the public have confidence in the staff and the staff members have confidence/pride in themselves when transacting library business. To help present this image and foster public confidence, staff members must dress appropriately for their

work assignment. The Library Director will discuss inappropriate dress with individual staff members.

Staff will wear clean and well-maintained attire appropriate to the type of work they do. Shoes are required and must also be well-maintained. Good grooming is required. In compliance with this policy, the following are examples of unacceptable attire:

- torn, un-hemmed, patched/faded clothing
- halter tops, strapless shirts, muscle shirts, low cut blouses
- strapless sun dresses
- short dresses (more than 4-5 inches above the knee)
- shirts with slogans, large-letter advertising and large graphics
- sweat suits/warm-up suits, sweat pants

Specific clarifications:

- Blue jeans are allowed, assuming they meet all other criteria.
- Capris are fine, but please do not wear shorts higher than the bottom of the knee.
- The top of the shirt must reach no lower than a few inches below the collarbone (so that absolutely no cleavage is showing), straps must be a minimum of 1” wide, no undergarments showing.
- Special events promoting library events or programs (i.e. Summer Reading) are excluded from the prohibition on graphic images.

Because of varied work assignments and working conditions, it is not practical to establish specific and absolute criteria as to what is or is not appropriate dress. Some activities, such as cleaning days, outside activities, or craft projects, may call for variations from the dress code.

The Library Director has the authority to determine whether particular outfits are inappropriate for the library. If a particular outfit is deemed inappropriate, the following will occur and will be documented in the employee’s personnel file:

- 1st violation: Warning
- 2nd violation: The staff member will be sent home to change. Staff will not be paid for the time.

- 3rd violation: May be grounds for termination.

Background Clearance Policy: This policy is adopted by the JCL to affirm the understanding that employees are required to identify and report suspected cases of child abuse and to provide procedures for reporting such cases in compliance with the Pennsylvania Child Protective Services Law.

Definition: (23pa. C.S.:6303(b)): “Child Abuse” shall mean any of the following:

(i) Any recent act or failure to act by a perpetrator which causes nonaccidental serious physical injuries to a child under 18 years of age.

(ii) Any act or failure to act by a perpetrator which causes nonaccidental serious mental injury to or sexual abuse or sexual exploitation of a child under 18 years of age.

(iii) Any recent act or failure to act by a perpetrator which creates an imminent risk of serious physical injury to or sexual abuse or sexual exploitation of a child under 18 years of age.

(iv) Serious physical neglect by a perpetrator constituting prolonged or repeated lack of supervision or the failure to provide the essentials of life, including adequate medical care, which endangers a child’s life or development or impairs the child’s functioning.

No child shall be deemed to be physically or mentally abused based on injuries that result solely from environmental factors that are beyond the control of the parent or person responsible for the child’s welfare, such as inadequate housing, furnishings, income, clothing, and medical care.

Duty to report

Any library employee has a duty to report, whether during their work shift or off their work shift, if and when they suspect, based on the training they have received, any child that they believe is being abused as defined by the law. This suspicion may be directly observed or be based on information from a third party.

Library confidentiality policy does not apply in situations of suspected child abuse.

Any person who in good faith makes a report and cooperates with agency investigations will generally be immune to any civil or criminal liability due to filing said report. Mandated reporters are presumed to have acted in good faith.

An employee who willfully fails to report a suspected case of child abuse may be subject to criminal charges and prosecution.

Reporting process

When an employee suspects a child is being abused, he/she must immediately call ChildLine (1-800-932-0313) and file the oral report. After this, he/she must inform the library director.

Within 48 hours of reporting to ChildLine, the staff member who initiated the report and who placed the call, along with the director, are required to jointly fill out Form CY-47, Report of Suspected Child Abuse, and to send it to Children and Youth Services.

A library incident report form should also be completed to firmly establish a timeline to aid in any investigation conducted by involved agencies. Only one copy of this report, as well as the CY-47, should be filed at the Library and it should be kept in a secure location to ensure confidentiality.

APPENDIX A

The Freedom to Read Statement

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

Retrieved from <http://www.ala.org/advocacy/intfreedom/freedomreadstatement> on April 2, 2014.

This policy was approved on May 14, 2014 by the Juniata County Library Board of Trustees.

APPENDIX B

The Library Bill of Rights

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

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

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

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

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

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

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

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

Retrieved from <http://www.ala.org/advocacy/intfreedom/librarybill> on April 2, 2014.

This policy was approved on May 14, 2014 by the Juniata County Library Board of Trustees.

APPENDIX C

Request for Reconsideration of Materials

Please describe the work in question as fully as possible:

Title: _____

Author: _____

Publisher: _____

Format (Book, Recording, Video, etc.): _____

Your Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____

Do you represent yourself? _____

An Organization? _____ Name of Organization: _____

What are your objections to this work? Please be specific.

What do you feel might be the result of reading/viewing this material?

For what age group would you recommend this item?

What is good about this work?

Did you read/view the entire contents? If not, which parts?

Have you read any reviews of the work? Cite reviews, if known.

What do you feel the author is trying to say in this work?

What would you like the library to do about this item?

Have you read the library's collection development policy?

Signature: _____

Date: _____

Thank you for your comments. We will be in touch with you.

This policy was approved on February 12, 2014 by the Juniata County Library Board of Trustees.

APPENDIX D

Request for Addition of Materials

Please describe the work in question as fully as possible:

Title: _____

Author: _____

Publisher: _____

Format (Book, Recording, Video, etc.): _____

Your Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____

Do you represent yourself? _____

An Organization? _____ Name of Organization: _____

Why do you think the library should own this work?

What do you feel the author is trying to say in this work?

Have you read any reviews of this work? Cite reviews, if known.

Do we have other materials on this subject? If we do, why is this different or better than what we already have?

Do other libraries in the area own this work?

Are you aware of our interlibrary loan policy?

Have you read the library's collection development policy?

Signature:

Date:

Thank you for your comments. We will be in touch with you.

This policy was approved on February 12, 2014 by the Juniata County Library Board of Trustees.

APPENDIX E

Sample Payment Plan Letter

The patron, _____, agrees to pay per week until his/her total bill of \$____ is paid off. For each payment of \$____, the patron and all links will have full card privileges for an entire month from previous payment.

Upon payment of the bill in full, the patron and all links will have full card privileges for the normal amount of time.

This agreement is made on _____.

Patron Name:

Patron Signature:

Director Signature:

Date:

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

APPENDIX F

Request for the Use of the Community Room

Today's Date: _____ Dates Room Needed: _____

Times Needed: _____ Approximate Group Size (75 Max) _____

Purpose of Meeting: _____

Is the meeting open to the public? _____ Is there an Entrance Fee? _____

Activities planned at meeting: _____

Group/Organization Name: _____

Group/Organization President or Director: _____

Group/Organization Address: _____

Group/Organization Phone: _____

Email: _____

Information About Person Filing Application

Name: _____ Phone: _____

Address: _____

I affirm that I am at least eighteen years of age. I have received, read, and understood the regulations pertaining to the use of the Juniata County Library Community Room, and I have agreed to abide by the regulations. I agree to clean the room and return all furnishings to their original position after the meeting and will be responsible for any damage to the room.

Signature of Applicant Date

Signature of Library Director Date

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

APPENDIX G

Exhibits and Displays Guidelines

The Juniata County Library allows the opportunity for community groups, organizations, or individuals to use the library for exhibits of an educational, civic, or recreational nature which will be of interest to library users. All exhibits/displays are subject to the approval of the Library Director and/or the Library Board of Trustees and will be accepted or rejected at their discretion based on the exhibits'/displays' artistic, cultural, and/or informational merit. All exhibitors must complete a display application and should check with the library for available dates. Applications for displays are available at the circulation desk, and are on a first-come first-serve basis, or as otherwise decided upon by the Library.

Artists or collectors interested in exhibiting their work or collections may be asked to provide photographs or examples of representative work before an exhibit is scheduled. All exhibitors must sign an "Exhibit Release Form," freeing the Library from any responsibility for loss, damage, or destruction of exhibited items while they are being displayed at the library. The Library provides no insurance. Exhibitors are responsible for providing exhibits/displays on time. Items are normally kept on display for three calendar months. It is required that all items exhibited remain in the library and on display for three calendar months, regardless of whether one or more items may have been sold while on display. The Library Director shall have the right to discard or otherwise dispose of any exhibits/displays that are not dismantled and removed from the Library in a timely fashion, and shall not, in such event, be responsible for the value of these discarded or disposed of items.

Exhibits/displays will be available to the public during regular Library hours. Work must be displayed without prices. The exhibitor may include a summary page including: the exhibitor's name, address, email address, website, and telephone number, information concerning the exhibit, or business cards. Exhibitors are responsible for all publicity material relating to the exhibits/displays, which shall be submitted for approval by the Library. Publicity written by library staff will be done in consultation with the exhibitor and based on the information provided. If any sales result from the exhibit, the artist agrees to donate 10% of the sales to the Library.

Acceptance of an exhibit by the Library does not constitute an endorsement of the group's or individual's policies. The Library reserves the right to decline any exhibit in accordance with the Library's best interests. Exhibits for commercial purposes are not allowed. The Library Director must approve any exceptions to these guidelines.

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

APPENDIX H

Gallery Application Release

I, the undersigned, hereby lend the following works of art or other material to the Juniata County Library for exhibit purposes only. In consideration of the privilege of exhibiting them in the Library, I hereby release the Library from responsibility for loss, damage, or destruction while they are being displayed.

Further, I agree to indemnify and hold harmless the Juniata County Library, its agents, and employees, from all loss and/or expense (including all costs and attorney's fees) arising out of or resulting from the exhibit by reason of liability imposed by law upon the Juniata County Library, its agents, and employees, from damages because of bodily injury, including death, at any time resulting from, sustained by any person or persons or on account of damage to the property, including the loss of use thereof, whether such injuries or damages are caused in whole or in part by the negligence of the exhibitor, its agents, servants, patrons, and/or employees.

Name:

Address:

Phone:

Email:

Description of work to be displayed:

Special requirements (if any):

Month requested:

Acceptable alternative times:

Signature:

Date:

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.

APPENDIX I:

Juniata County Library Volunteer Application Form

(Library volunteers must be at least 16 years of age and willing to commit to a minimum of **six months**)

Name: _____ Date: _____

Address: _____

Phone Number: _____

Email Address: _____

Please list any previous volunteer or work experience. Include any experience that would be relevant to volunteering in a library.

1. Job / Position: _____ Date: _____
Employer: _____

2. Job / Position: _____ Date: _____
Employer: _____

Education and / or Training: _____

Please list any special skills or knowledge that you would feel would be beneficial to the library: _____

Why would you like to volunteer at the Juniata County Library?

What days and times are you available to work?

Monday: _____

Tuesday: _____

Wednesday: _____

Thursday: _____

Friday: _____

Saturday: _____

As of July 1, 2014 all volunteers over the age of 18 are required to have the following clearances. You are responsible for providing these documents within thirty days of the start of your volunteer assignment (all are valid for five years).

- 1. FBI Background Check**
- 2. Child Abuse History Clearance**
- 3. Act 24 Clearance**

Volunteers under the age of 18 must submit a Parent / Guardian Consent form with this application. For information on obtaining clearances, please contact the library.

Please list two references below along with their contact information:

1. Name: _____

Telephone or email address: _____

Relationship to you: _____

.

2. Name: _____

Telephone or email address: _____

Relationship to you: _____

Applicant Signature: _____

Name

Date

I hereby certify that I have read and understood the Juniata County Library's Volunteer Policy. I agree to abide by the rules and regulations outlined therein and understand that failure to comply with the policy may result in termination of my volunteer experience.

(Name)

(Date)

This policy was approved on May 14, 2014 by the Juniata County Library Board of Trustees.

APPENDIX J:

Duties of the JCL Treasurer

- Sign expense checks weekly or as needed. Sign documents if needed.
- Make a treasurer's report at each Board of Trustees meeting.
- Act as a liaison between the Board of Trustees and our local banks if making changes to our accounts or opening a new account.
- Arrange a meeting of the Finance Committee every six months to review the library's reserve fund investment portfolio. The Finance Committee consists of Ryan Hollis of Hollis Financial Services, community members Ron Shearer, Jean Aurand, Marian Kerchusky, Bob Brown and the Board treasurer. Members of the committee are up to the discretion of the Board treasurer.
- Report to the Board at the next monthly meeting how the investment portfolio is performing within the guidelines of our investment policy statement of September 14, 2011.
- Copy the minutes of the following Board meeting to indicate that the report was given. Personal thank you notes should be written to each of the committee members and to Ryan for their time and expertise in advising the Board on financial investments.

This policy was approved on January 9th 2017 by the Juniata County Library Board of Trustees.

APPENDIX K:

Policies and Guidelines to respond to Abuse, Molestation, and Bullying in the Library

I. Abuse, including but not limited to Child Abuse and Molestation Prevention and Employee Training

The Juniata County Library has a comprehensive set of policies and procedures to protect children in our care from abuse in any form. These range from extensive pre-hire background checks, employee and volunteer supervision and training, and program policies and procedures that structure program delivery to assure child safety and compliance with all funding source and licensing agencies regulations as well as all local, state, and federal law. This plan is designed to assure that the agency's response to an allegation of abuse prioritizes protection of the child(ren) involved by providing clear guidance for the consumer, employees, and volunteers.

A. Types of abuse

- *Physical abuse* is injury that is intentionally inflicted upon a consumer, employee, and/or volunteer.
- *Sexual abuse* is any contact of a sexual nature that occurs between a consumer, employee, volunteer, and an adult or between two consumers, employees, and/or volunteers. This includes any activity which is meant to arouse or gratify the sexual desires of the adult or the other consumer, employee, and or volunteer.
- *Emotional abuse* is mental or emotional injury to a consumer, employee, and/or volunteer that results in an observable and material impairment in the consumer, employee, and/or volunteer's growth, development, or psychological functioning.
- *Neglect* is the failure to provide for a consumer, employee, and/or volunteer's basic needs or the failure to protect a consumer, employee, and/or volunteer from harm.

B. Code of Conduct with Consumer

The following policies are intended to assist employees and volunteers in making decisions about interactions with consumers. For clarification of any guideline or to inquire about behaviors not addressed here, contact the library director or president of the library's board of trustees.

The Juniata County Library provides our consumers with the highest quality services available. We are committed to creating an environment for consumers that is safe, nurturing, empowering, and that promotes growth and success.

No form of abuse will be tolerated, and confirmed abuse will result in immediate dismissal from our organization. All reports of suspicious or inappropriate behavior with consumers or allegations of abuse will be taken seriously. Our organization will fully cooperate with authorities if allegations of abuse are made that require investigation.

The Code of Conduct with Consumer outlines specific expectations of the employees and volunteers as we strive to accomplish our mission together.

- Consumers will be treated with respect at all times.
- Consumers will be treated fairly regardless of race, sex, sexual orientation, gender identification, age, or religion.
- Employees and volunteers will adhere to uniform standards of displaying affection as outlined by our organization.
- Employees and volunteers will avoid displays of affection with consumers that cannot be observed by others.
- Employees and volunteers will adhere to uniform standards of appropriate and inappropriate verbal interactions as outlined by our organization.
- Employees and volunteers will not stare at or comment on consumers' bodies.
- Employees and volunteers will not date or become romantically involved with consumers.
- Employees and volunteers will not use or be under the influence of alcohol or illegal drugs in the presence of consumers.
- Employees and volunteers will not have sexually oriented materials, including printed or online pornography, on our organization's property.
- Employees and volunteers will comply with our organization's policies regarding interactions with consumers outside of our programs.
- Employees and volunteers will not engage in inappropriate electronic communication with consumers.

II. Training Requirements

A. General Training Requirements

<i>Audience</i>	<i>Content</i>	<i>Timetable</i>	<i>Delivery Method</i>
All employees and volunteers with access to consumer	Abuse Risk Management	Within 30 days of selection or prior to placement	Online Training
All employees and high access volunteers	Prevention of consumer-to-consumer Abuse	Within 30 days of selection or prior to placement	Online Training
All employees who make hiring	Screening and Selection	Prior to making hiring decisions	Online Training
All employees with access to	Refresher Abuse Risk Management	At employment or volunteer anniversary	Online Training

III. Responding

How an organization responds to suspicious or inappropriate interactions, policy violations, and incidents or allegations of abuse can dramatically affect the harm to the individuals involved and the damage to the organization. Once a consumer, employee, volunteer, and/or parent/guardian has expressed a concern or made an allegation about the treatment of a consumer, swift and determined action must be taken to reduce any subsequent risk to the consumer, to the accused employees or volunteer, and to the organization. Organizations must establish precise, unequivocal requirements for reporting to the authorities and for adhering to a serious-incident response plan.

A. Responding to Suspicious or Inappropriate Behaviors or Policy Violations

Because our organization is dedicated to maintaining zero tolerance for abuse, it is imperative that every employee and volunteer actively participates in the protection of consumer. In the event that an employee or volunteer observes any suspicious or inappropriate behaviors and/or policy violations on the part of other employees or volunteers, it is their personal responsibility to immediately report their observations.

Examples of Suspicious or Inappropriate Behaviors Between Employees/Volunteers and Consumers

- Violation of the abuse prevention policies described above
- Seeking private time or one-on-one time with consumers
- Buying gifts for individual consumers
- Making suggestive comments to consumers
- Picking favorites

All reports of suspicious or inappropriate behavior with consumers will be taken seriously. Our procedures will be carefully followed to ensure that the rights of all those involved are protected.

If an employee or volunteer witnesses suspicious or inappropriate behaviors or policy violations from another employee or volunteer, the employee or volunteer is instructed to do the following:

Guidelines for Employees/Volunteers Response to Suspicious or Inappropriate Behaviors and/or Policy Violations

- Interrupt the behavior.
- Report the behavior to the library director or president of the library's board of trustees.
- If you are not comfortable making the report directly, make it anonymously.
- If the report is about the library director, contact the president of the library's board of trustees.
- Document the report but do not conduct an investigation.
- Keep reporting until the appropriate action is taken.

Employees and volunteers are prohibited from working one-on-one with consumers in a private setting. Employees and volunteers will use common areas when working with individual consumers. Employees and volunteers will not abuse consumers in anyway including (but not limited to) the following:

- *Physical abuse:* hitting, spanking, shaking, slapping, unnecessary restraints
- *Verbal abuse:* degrading, threatening, cursing

- *Sexual abuse*: inappropriate touching, exposing oneself, sexually oriented conversations
- *Mental abuse*: shaming, humiliation, cruelty
- *Neglect*: withholding food, water, shelter

B. Responding to Consumer-to-Consumer Sexual Abuse and Sexualized Behaviors

The thought that one consumer may sexually abuse another consumer does not occur to many people. Unfortunately, abuse between peers has increased in previous years.

i. Consumer -to- Consumer Interactions:

Most serious incidents of consumer -to- consumer abuse are preceded by more subtle incidents such as name-calling, taunting, or roughhousing. Interrupting these interactions early and establishing and communicating standards of conduct can keep the program environment safe. Our organization recognizes that the following interactions are high risk and should be prohibited:

<i>Prohibited Consumer -to-Consumer Interactions</i>
<ul style="list-style-type: none"> • Hazing • Bullying • Derogatory name-calling • Games of Truth or Dare • Singling out one child for different treatment • Ridicule or humiliation

In order to adequately respond to and track incidents within the organization, all sexual activity between consumers and sexualized behaviors of consumers must be consistently documented.

ii. Employee and Volunteer Response:

If employees witness consumer -to- consumer sexual behaviors, they are instructed to follow these guidelines:

*Guidelines for Employees and Volunteers Responding to
Consumer-to- Consumer Sexual Activity*

- If you observe sexual activity between consumers, you should immediately separate them.
- Calmly explain that such interactions are not permitted and separate the consumers.
- Notify the library director.
- Complete the necessary paperwork including what you observed and how you responded.
- Follow the library director's instructions regarding notifying the authorities and informing the parents/guardians of the consumer involved.
- In some cases, if the problem is recurring, discipline may be required, including not allowing one or both consumers to return to the program.

iii. Library Director's Response:

In the event that the library director receives a report of a consumer's sexualized behavior or consumer -to- consumer sexual activity, the library director should do the following:

*Guidelines for the Library Director Responding to Consumer-
to-Consumer Sexual Activity*

- Meet with the employees or volunteers who reported the sexual activity to gather information.
- Confirm that the consumers involved have been separated or placed under increased supervision.
- Review the steps taken by the employees or volunteers on duty.
- Review the incident report to confirm it is accurately and thoroughly completed.
- Meet with parents/guardians of the consumers involved.
- Determine what actions should be taken to make sure there is no recurrence, including assessing the suitability of the program for the children involved.
- Notify the proper authorities.
- Develop a written corrective action or follow-up plan in response to the incident

Based on the information gathered, the following may be required:

- a. Review the need for additional supervision
- b. Review the need for revised policies or procedures
- c. Review the need for additional training
- d. Alert others in the organization

iv. Organizational Response:

After the internal review of the sexualized behavior or consumer -to- consumer sexual activity, the organization will determine what can be done to prevent a reoccurrence, such as:

<i>Guidelines for Organizational Response</i>
<ul style="list-style-type: none">• Review the need for additional supervision.• Review the need for revised policies or procedures.• Review the need for additional training.• Alert others in the organization.

IV. Crisis Management

The Juniata County Library has a risk management plan in place that is shared with staff and board members so that if a crisis occurs, the agency can move promptly and effectively.

Following is a checklist of mandatory and recommended actions to take during a sexual abuse allegation.

- Juniata County Library staff must maintain their legal duty to report child abuse immediately via the reporting process outlined in the personnel policy.
- Immediately contact the Library Director.
- The Library Director will immediately contact the agency’s legal counsel.
- In conjunction with counsel and the library board the director will determine any additional steps necessary.
- The Library Director will inform the Board of Trustees president and solicit guidance. The Board of Trustees president will inform the full board as soon as possible and in an executive session setting.

- The Library Director will prepare appropriate media statements in consultation with the agency's legal counsel.
- The Library Director will, in conjunction with counsel, make staff aware of the crisis to the extent possible and advise them of communication plans and the importance of referring all media to the designated spokesperson (most often the Library Director). The confidentiality of all parties of a sexual abuse allegation, including the alleged abuser, must be upheld at all times. Staff should be prepared to respond appropriately and compassionately to parents and others who may inquire about the crisis, while maintaining the confidentiality of all parties and of the allegation(s).
- The Library Director will review the case file carefully, with consultation from legal counsel, and document each action taken since the allegation was first reported to the agency.
- The Library Director will inform the agency's insurance carrier and solicit their guidance.
- Support will be offered to staff members who worked directly with the alleged abuser. This support may be provided via an internal source, an outside consultant, and/or agency staff.
- Support and counseling referrals will be offered to the child's family, in consultation with legal counsel, law enforcement, and Child Protective Services.

V. Dealing with the news media

Crisis Communications Management is a critical piece of the Juniata County Library's risk management plan. Allegations directed against employees or volunteers within the agency severely impact the agency's integrity and credibility.

Effective crisis communications includes not only being honest and forthright, but also conveying sensitivity and good judgment in terms of the agency's constituents, including the victim's family, and courage in analyzing and correcting practices that may assist in preventing similar situations in the future.

Following are some guidelines for dealing with the media, determining who should deliver the agency's message to the media, and what that message should be.

A. Dealing with the Media

- The Library Director will gather the facts surrounding the allegation and will develop a media statement as soon as possible.

- All calls from the media will be forwarded to The Library Director, or to the designated spokesperson if not The Library Director.
- The library director will develop a media statement as soon as possible. It is imperative that the spokesperson take all media calls regardless of whether or not facts and a statement are available. Avoiding the media until such time as facts and statements are available will be detrimental to the agency's reputation.
- The spokesperson must, during all conversations with reporters, be mindful that nothing is "off the record" and assume that whatever is said to the media will be reported/published.
- The spokesperson must avoid using the words "no comment" unless advised to do so by legal counsel.
- The agency's legal counsel should not act as the agency's spokesperson.

Developing the Media Message or Statement

- Be brief and truthful.
- Express sympathy for the victims.
- State the library's commitment to child safety.
- State the library's excellent child safety record and employee/volunteer screening process.
- Assert, however, that even one abuse case is one too many.
- Explain that the agency is fully cooperating with the authorities.

Circulating the Media Message or Statement

- The message or statement should only be made available to inquiring news media (not all). It can be read, faxed or e-mailed to the inquiring reporter.
- The statement should be transmitted by the designated spokesperson.
- A television or radio station may request that the statement be read on air by the agency's spokesperson. This is entirely appropriate; however it is to be made clear (on air) that the agency is not participating in an interview, but merely reading the statement.
- The agency should refrain from participating in on-air interviews.

VI. Bullying

A. What is Bullying?

- A person is bullied when he or she is exposed repeatedly, over time, to negative action on the part of one or more other persons.

Bullying involves:

- A desire to hurt
- A hurtful action
- A power imbalance
- (typically) repetition
- An unjust use of power
- Evident enjoyment by the aggressor
- A sense of oppression on the part of the victim.

These procedures aim to provide guidelines to assist all members of the Juniata County Library community in responding to and dealing with incidents' of bullying. Together, the library community will adopt a proactive rather than a reactive approach to bullying. We will aim to engender resilience in individuals, create a supportive environment, maintain open and honest communication between all members of our community, and provide appropriate interventions for victims and children exhibiting bullying behavior. Due process will be extended to all parties involved in an incident of bullying, and matters will be dealt with via an accountable and transparent process.

When a bullying incident is reported or observed, the following steps will be taken. The process may be accelerated according to the severity of the incident and the age of the child involved.

When a bullying incident is reported, the staff member will use a 'no blame' and shared concern approach and process in the first instance. The staff and library director will meet separately with the children involved to gain an understanding of what has occurred. This information will be recorded

on an incident report and filed. At this stage there may not be any consequences and parents/guardians may not be notified.

If bullying is identified, the parents/guardians of both the child exhibiting the bullying behavior, and the victim, will be requested to meet with the library director. They will be notified of the level and severity of the incident, and its consequences. Discussion of disciplinary procedures and expectations will also occur. The matter may be further addressed via mediation or private individual counselling completed by the child. A record of the incident and its management will be kept on file.

Continued bullying will result in appropriate consequences and will be delivered to the child exhibiting the bullying behavior, and further dialogue with relevant parents/guardians will occur. Additional incident reports will be kept on file as necessary.

This policy was approved on October 7th 2019 and updated on October 4th 2021 by the Juniata County Library Board of Trustees.

APPENDIX L:

Website and Social Networking Policy

The Juniata County Library provides a web site that is an extension of the library's information resources and supports its mission to provide customers with timely, accurate sources of information. The library's web site is not intended to be open as a full or partial public forum.

The web site's primary audience is Juniata County residents and taxpayers. The library director and select staff participate in the development and maintenance of the site.

The web site may include links to public interest information from non-profit organizations, educational institutions and government agencies, especially those that are unique to the local community. The web site may also include links to business and financial partners, Internet research tools or to sites that facilitate the public's access to commonly needed ready reference information. Links to business or financial partners, or commercial Web sites must be reviewed and approved by the system executive director. Links to commercial sites may be made when the library has determined that sufficient authoritative information of interest to the public is available at no charge and a comparable non-profit, educational or government agency resource is not available.

Links that are placed on the web site must meet the following criteria:

1. Sites should originate from the creating or responsible institution, not a third party.
2. Material should be up-to-date, preferably with a creation or revision date and contact email address available.
3. Information should be verified if the source is unknown.
4. Sites maintained by individuals should be closely monitored.
5. When dealing with controversial topics, sites with differing points of view should be provided whenever possible.
6. Sites should be examined and reevaluated regularly for the quality and validity of information, access, design and currency of content.

Links that are placed on the web site must be regularly maintained and evaluated by the party that placed the link. Library staff will run link-checking software regularly to ensure that the links remain active and viable. At least annually, all links will be checked to ensure that the content remains accurate, reliable, and timely. Sites that no longer meet the needs of library customers or that no longer meet the selection criteria will be removed.

Customer complaints or concerns about site content will be handled under the library's "Request for Reconsideration of Materials" policy.

Acceptable Use of Library Social Network Sites

The goals of Juniata County Library's sponsored social networking sites are:

- To increase the public's knowledge of and use of library services;
- To promote the value and importance of the Library System's services among governing officials, civic leaders, and the general public; and
- To maintain open, professional and responsive communications with members of the public and the news media.

Publicly posted information will be professional and reflect positively on the Juniata County Library, staff, volunteers and services. Staff shall check facts, cite sources, present balanced views, acknowledge and correct errors, and check spelling and grammar before publishing any posts.

The Juniata County Library reserves the right not to publish any posting, or to later remove it.

Comments from the Public

Where moderation of comments is an available option and enabled, comments from the public will be moderated before posting by Juniata County Library designated staff editors. The Juniata County Library reserves the right to modify or remove any messages or postings that it deems, in its sole discretion, to be abusive, obscene, defamatory, in violation of the copyright, trademark right, or other intellectual property right of any third party, or otherwise inappropriate.

Notwithstanding the foregoing, the Juniata County Library will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

By posting a comment, individuals agree to indemnify the Juniata County Library, its officers and staff from and against all liabilities, judgments, damages, and costs (including attorney's fees) incurred by any of them which arise out of or are related to the content posted by customers. Forums and messaging may not be used for commercial purposes or for organized political activity.

If an individual does not agree to these terms, the individual should not use the Juniata County Library sponsored sites as a violation of these terms may lead to legal liability.

Copyright

Content on Juniata County Library website and other social web applications is governed by a Creative Commons Attribution-Noncommercial-Share Alike 3.0 United States licensing (<http://creativecommons.org/licenses/by-nc-sa/3.0/us/>).

Police Notice

This policy is subject to change at any time without notice. Updates to the policy may be obtained from the Juniata County Library.

This policy was approved on October 1, 2018 by the Juniata County Library Board of Trustees.

APPENDIX M:

In-Kind and Noncash Donation Policy

I. Purpose and Definitions

This policy governs the process of accepting in-kind and noncash contributions.

II. Definitions

- **In-kind services** are professional services donated by corporations, small businesses, vendors, colleges, individual professionals or tradespeople.
- **Noncash contributions** are defined as tangible goods contributions such as equipment, books, furniture, supplies, and financial noncash gifts such as stocks or insurance policies.

III. Determining the benefits and risks of in-kind contributions

Some in-kind gifts might not be worth the associated hassle and expense. For example, accepting certain gifts might run counter to our organization's mission and values or we might not be equipped to manage and maintain the value of a gift.

- How appropriate is the gift to our mission, services, and programs?
- Review and legal advice as needed: prior to accepting certain types of gifts, such as real estate, JCL will conduct a review and seek legal advice as needed.
- Will the costs incurred for legal advice exceed the value of the gift?
- Whether gifts may be anonymous.

JCL will determine whether or not to accept a gift or in-kind donation within ninety days (90). If the gift or in-kind donation is accepted, one of the following agreements or forms will be completed and the donor will be notified in writing by mail. If the gift or in-kind donation is not accepted, the donor will be notified in writing by mail. If a financial gift is made to and accepted by the library, it will be processed and deposited or transferred into a library account within ninety days (90). If a financial gift is to be sold by the library, it will be sold within thirty days (30).

When JCL receives an in-kind gift, we record it as revenue using the fair value of the gift and noting the date of receipt. Fair value is the price if selling an asset or be paid to transfer a liability. JCL will check the open market for price comparisons as well as obtain quotes

from competitors to determine the going rate. The valuation method will be applied consistently and disclosed within our financial statements. The JCL director will assess the value of in-kind or noncash contributions.

IV. Documenting, and acknowledging gifts

For an in-kind gift given for specific purposes or an in-kind gift accompanied by specific or complex requests from the donor, a written gift agreement will be used. This will ensure that JCL and the donor agree on the nature and purpose of the gift and will be used as a reference should a dispute arise. While not a legal document, it can help ensure that both parties' expectations will be met over time.

A gift agreement will be signed by both parties and include the following details:

- The name(s) of the donor and their contact information
- The date the gift was received by JCL
- A detailed description of the gift and the mode of giving, noting if the gift was used and, if so, how old it is and its condition
- The estimated fair market value of the gift and how the value was determined
- The intended purpose of the gift specified by the donor and how JCL plans to fulfill that purpose
- The start date and, if applicable, end date
- How JCL will acknowledge the gift
- Any monitoring, reporting or other undertaking that JCL has agreed to or will do
- A clause stating that the purpose of the gift is subject to change due to unforeseen events

JCL is a charity that is recognized as tax-exempt by the IRS under section 501(c)(3). A gift acknowledgment form will be given to the donor so to claim a tax deduction for gifts worth more than \$250.

No goods or services were provided by JCL in return for the contribution, if that was the case.

The JCL Board of Directors shall review this policy periodically.

This policy was approved on November 4 2019 by the Juniata County Library Board of Trustees.

Appendix N: Sexual Harassment Policy

A. Overview

The Juniata County Library has zero tolerance for any form of sexual harassment. Any form of sexual harassment by an employee or volunteer will result in disciplinary action, up to and including termination of employment or volunteer service and cooperation with law enforcement.

Policies define the scope of acceptable behavior in an organization. Simply interrupting a policy violation can prevent a false allegation of abuse or put an offender on notice that no one works in private, the rules apply to everyone, and violations will be detected and addressed.

B. Physical Contact

Our organization promotes a positive, nurturing environment while protecting consumers, employees, and volunteers. Our organization encourages appropriate physical contact with consumers, employees, and volunteers and prohibits inappropriate displays of physical contact. The organization's policies for appropriate and inappropriate physical interactions include but are not limited to:

<i>Appropriate Physical Interactions</i>	<i>Inappropriate Physical Interactions</i>
<p>Contact initiated by the consumer such as:</p> <ul style="list-style-type: none"> • Side hugs • Shoulder-to-shoulder or “temple” hugs • Pats on the shoulder or back • Handshakes • High-fives and hand slapping • Pats on the head when culturally appropriate • Touching hands, shoulders, and arms • Arms around shoulders • Holding hands (with young children in escorting situations) 	<ul style="list-style-type: none"> • Full-frontal hugs • Kisses • Showing affection in isolated areas or while one-on-one • Lap sitting • Piggyback rides, wrestling • Tickling • Allowing a consumer to cling to an employee’s or volunteer’s leg • Allowing consumers older than kindergarten-age to sit on an employee’s or volunteer’s lap • Any type of massage given by or to a consumer outside of accepted and documented medical treatment • Any form of affection that is unwanted by the consumer or the employee or volunteer • Touching bottom, chest, or genital areas that is outside authorized and documented personal care assistance

C. Verbal Interactions

Employees and volunteers are prohibited from speaking to consumers, employees, and volunteers in a way that is, or could be construed by any observer, as derogatory, demeaning, or humiliating in a sexual manner. Employees and volunteers must not initiate sexually oriented conversations with consumers, employees, and volunteers. Employees and volunteers are not permitted to discuss their own sexual activities with consumers, employees, or volunteers. The Juniata County Library’s policies for appropriate and inappropriate verbal interactions are:

<i>Appropriate Verbal Interactions</i>	<i>Inappropriate Verbal Interactions</i>
<ul style="list-style-type: none">• Positive reinforcement• Appropriate jokes• Encouragement• Praise	<ul style="list-style-type: none">• Discussing sexual encounters• Off-color or sexual jokes• Derogatory remarks• Harsh language that may frighten, threaten or humiliate consumers, volunteers, or employees• Derogatory remarks about the consumer, employee, or volunteer or his/her family

D. Responding to Suspicious or Inappropriate Behaviors of Policy Violations

Because our organization is dedicated to maintaining zero tolerance for sexual harassment, it is imperative that every employee and volunteer who observes any suspicious or inappropriate behaviors and/or policy violations on the part of other employees or volunteers report their observations immediately to the library director or president of the board of trustees.

i. Employee and Volunteer Response:

If an employee or volunteer witnesses suspicious or inappropriate behaviors or policy violations on the part of another employee or volunteer, the employee or volunteer is instructed to do the following:

Guidelines for Employee/Volunteer Response to Suspicious or Inappropriate Behaviors and/or Policy Violations

- Interrupt the behavior.
- Report the behavior to a supervisor, director, or other authority.
- If the report is about the library director, contact the president of the board of trustees.
- Document the report but do not conduct an investigation.

ii. Supervisor and Administrator Response:

In the event that the library director or the president of the board of trustees receives a report of suspicious or inappropriate behaviors or policy violations of an employee or volunteer, the library director or the president of the board of trustees is instructed to do the following:

Guidelines for Supervisor and Administrator Response to Suspicious or Inappropriate Behaviors and/or Policy Violations

- When applicable, report to the president of the board of trustees and determine the appropriate administrator to respond to the concern.
- Determine the appropriate response based on the report.
- Speak with the employee or volunteer who has been reported.
- Review the file of the employee or volunteer to determine if similar complaints were previously reported.
- Document the report.
- If at any point in gathering information about a report of suspicious or inappropriate behavior a concern arises about possible sexual harassment, contact the police and file a report.
- If appropriate, notify parents and/or guardians.
- Advise the person who reported the behavior that the report is being taken seriously.

Based on the information gathered, the following may be required:

- a. Increase monitoring or supervision of the employee, volunteer, or program.
- b. If policy violations with consumers are confirmed, the employee or volunteer must be subject to disciplinary action up to and including termination and possible prosecution. Disciplinary action will follow the personnel policy (section P). If more information is needed, interview and/or survey other employees, volunteers, or consumers.

iii. Organizational Response:

Guidelines for Organizational Response

- Review the need for increased supervision.
- Review the need for revised policies or procedures.
- Review the need for additional training.

This policy was approved on September 13 2021 by the Juniata County Library Board of Trustees.

Juniata County Library Staff Expectations

All staff members are evaluated on individual job responsibilities by the Library Director in September of each year. In addition, each staff member will be evaluated on the following expectations for performance and customer service:

- Report to work on time and appropriately attired. When there is a schedule conflict, please inform the Library Director as soon as possible.
- Complete work effectively and in the given time frame. Learn the requirements of the job well enough to perform at an optimal level. Seek guidance and ask questions whenever in doubt.
- Demonstrate a positive attitude towards the organization, patrons, and fellow staff members and volunteers at all times. Be courteous to all patrons, exhibiting the highest standards of professional and courteous customer service.
- Ensure good communication with all staff. Practice positive teamwork by working together to solve problems and support various functions of the library.
- Remember to represent the library well outside of work hours. At no time should staff members malign the Library, Library Board of Trustees, other staff members or volunteers, or library patrons on social media sites.
- All library staff will show a high level of integrity and respect staff and patron confidentiality.
- Respect co-workers and actively support them. Lend a hand when extra help is needed. Be a role model for others.
- Maintain a sense of humor and help to cultivate a friendly and open work environment.
- Must give a written resignation to the Director as soon as possible, at least 14 days in advance of the termination or resignation.

I, _____, agree to respect and follow the above expectations to the best of my abilities while employed at the Juniata County Library. I also verify that I have read and understood the policies contained in this staff manual and agree to execute these policies to the best of my ability, asking questions as needed.

Employee Signature

Date

This policy was approved on April 9, 2014 by the Juniata County Library Board of Trustees.