

# Northumberland Public Library Inc.

## POLICY MANUAL



July 17, 2002  
Revised July 16, 2003  
Revised March 14, 2007  
Revised May 9, 2007  
Revised May 14, 2011  
Revised November 9, 2011  
Revised March 12, 2014  
Revised September 9, 2015  
Revised October 6, 2015

Northumberland Public Library  
7404 Northumberland Highway  
Heathsville, Virginia 22473

## PREFACE

This Northumberland County Public Library Policy Manual has been prepared in general accordance with the following two documents:

Virginia Public Library Trustee Handbook, Revised Edition 1999 published by The Library of Virginia, Richmond, Virginia

Planning for Library Excellence, Standards and Guidelines for Virginia Public Libraries, 2000, Compiled by Nelson Worley, The Library of Virginia, Richmond, Virginia

### Revisions

The policy Committee of the Board of Trustees reviews this Manual annually and any recommended revisions are submitted to the Board for Approval.

Board Members or the Director of the Library may also submit recommended revisions to the Board for approval.

All approved revisions are incorporated into this Manual and the Revision page at the end of the Document is updated.

The Library Director maintains the master file and distributes revisions.

# Table of Contents

I. EXTERNAL POLICIES.....	1
1. PUBLIC SERVICES POLICIES.....	1
A. Service Outlets and Hours.....	1
Memorial Day.....	1
B. Borrowing Policy and Privileges.....	2
(1) Eligibility.....	2
(2) Fees for Nonresidents.....	2
(3) Responsibility of Borrowers.....	2
C. Circulation Policies.....	2
(1) Confidentiality.....	2
(2) Books and Audio Cassettes.....	3
(3) Paperbacks.....	3
(4) Videos including DVDs.....	3
(5) Magazines.....	3
D. Internet Access Policy.....	3
E. Interlibrary Loans.....	4
F. Facility Use.....	4
(1) Library Programs.....	5
(2) Smoking, Food and Beverages.....	5
(3) Meeting Room Use.....	5
(4) Displays, Exhibits.....	5
(5) Bulletin Board.....	5
(6) Unaccompanied Children.....	5
G. Meeting Room Policy.....	6
H. Policy for Art Displays in Meeting Room.....	7
I. Displays and Exhibits Policy.....	8
J. Community Drop-Off Box.....	9
K. Special Collections and Donated Collection Materials.....	9
(1) Special Collections.....	9
(2) Donated Materials.....	9
L. Reservations, Overdue, Lost and Damaged Materials.....	10
(1) Reservations of Books.....	10
(2) Lost and Damaged Library Materials.....	10
(3) Overdue Material Policy.....	10
M. Fines, Fees and Sanctions.....	11
(1) Library Cards.....	11
(2) Collection Materials.....	11
(3) Interlibrary Loans.....	11
(4) Fax.....	12
(5) Xerox Copies and Computer Printer Copies.....	12
(6) Misbehavior.....	12
N. Complaints and Chain of Authority.....	12
O. Outreach Services.....	13
P. Web Site and Social Media Policy.....	13
(1) Web Site Policy.....	13

(2) Social Media Policy .....	13
2. PUBLIC RELATIONS .....	15
3. VOLUNTEERS AND FRIENDS .....	16
4. COOPERATION WITH LIBRARIES AND GROUPS.....	16
5. RELATIONS WITH SCHOOLS.....	16
II. INTERNAL POLICIES .....	17
1. Financial and General Management Policies.....	17
A. Financial Operations Policy .....	17
(1) Bank Accounts .....	17
(2) Handling of Cash and Check Receipts .....	17
(3) Payments .....	18
(4) Petty Cash Fund .....	18
(5) Budgeting .....	18
(6) Reports and Annual Financial Review .....	18
B. Investment Accounts Policy.....	19
(1) Establishment of the Endowment Fund .....	19
(2) Establishment of the Reserve Fund.....	19
(3) Responsibilities .....	19
(4) Due Diligence.....	20
C. Long Range and Technology Planning .....	20
D. Financial Planning.....	20
E. Travel and Professional Organization Attendance .....	21
2. PHYSICAL FACILITIES POLICIES .....	21
A. Emergency Procedures.....	21
B. Power Failure or Water Failure .....	22
C. Keys.....	22
D. Maintenance .....	22
E. Inventory and Insurance .....	22
F. Handicapped Access .....	22
3. COLLECTION POLICIES .....	23
A. Collection Development Policies.....	23
(1) Overview of the Community; Library’s Roles and Mission .....	23
(2) General Overview of the Collection.....	23
(3) The Purpose of the Collection Development Policy .....	23
(4) Selection Responsibility .....	24
(5) Collection Maintenance.....	24
(6) Intellectual Freedom.....	24
4. GIFTS AND SPECIAL MATERIALS.....	25
A. Gifts and Memorials.....	25
B. Special Materials .....	25
5. PERSONNEL POLICIES .....	25
A. Roles of the Board, Director and Staff.....	26
B. Job Descriptions for Paid Employees.....	26
C. Personnel Evaluation.....	26
D. Compensation.....	26
E. Annual Leave.....	26

F. Sick Leave .....	27
G. Worker’s Compensation .....	27
H. Civil Leave .....	27
I. Retirement Benefit.....	27
J. Health Insurance Benefit.....	27
K. Staff Development .....	28
L. Work Schedule .....	28
M. Compensation for Unpaid Overtime .....	28
N. Leave Without Pay.....	28
O. Emergency Income Advances.....	28
P. Disciplinary Procedures/Termination of Employment.....	29
APPENDICES .....	i
Appendix I : Position Descriptions .....	i
Appendix II. Roles of the Board, Director and Staff .....	i



# Policy Manual

The Policy Manual is organized into two main sections: the first deals with the policies of the Northumberland Public Library that impact on the users and stakeholders of the Library; and the second contains the internal policies that provide guidance and direction in the management of the Library.

## I. EXTERNAL POLICIES

### 1. PUBLIC SERVICES POLICIES

Public services policies regulate the availability of the library services and resources to the community.

#### A. Service Outlets and Hours

The Library will be open to the public at least 40 hours per week in accordance with State requirements, including appropriate morning, afternoon, evening and weekend hours each week.

The Library will be closed on the following days:

New Year's Day	Independence Day
Martin Luther King Day	Labor Day
Memorial Day	
Thanksgiving Day and Friday following	
Christmas Day and the day following	

Whenever such days fall on a Saturday or Sunday, the work day preceding or following shall be considered a paid holiday for full-time employees.

The specific operating hours and days will be established by the Board of Trustees upon the annual recommendation of the Library Director. Such recommendations to consider: closing early for holidays on Saturday and closing Saturday after a holiday falling on a Friday and similar occurrences.

Book Drop Stations shall be maintained at locations established by the Board of Trustees upon the recommendation of the Library Director.

## **B. Borrowing Policy and Privileges**

The general public has general freedom of access to the library collection for use within the Library and may borrow materials subject to the restrictions below. The Director may restrict users of selected portions of the collection.

### ***(1) Eligibility***

Every person who wishes to borrow Library materials will be issued a plastic library card with a bar code. Every person who wishes to have a library card will fill out a registration form containing the user's name, address, and telephone number, in addition, the Library may use other patron identification systems such as fingerprints.

Children aged fourteen and under must have an adult sign the registration form. Each patron must have a library card or alternate authorized Library identification on file in order to check out Library materials.

### ***(2) Fees for Nonresidents***

There is no fee charged for a library card, regardless of the patron's place of residence.

### ***(3) Responsibility of Borrowers***

Holders of Library cards may borrow any materials designated for circulation subject to the following considerations:

- a. Adult library cardholders are accountable for the timely return of all materials checked out, as well as payment of any fines or fees.
- b. Parents or other responsible adults are accountable for the timely return of all materials checked out by children, as well as payment of any fines or fees.
- c. Parents or other responsible adults are accountable for the type of materials checked out by their children.

## **C. Circulation Policies**

### ***(1) Confidentiality***

All circulation records and registration information are confidential.

Circulation policies will be recommended by the Library Director, approved by the Board of Trustees, and will be included in the Policy Manual and Circulation Desk Handbook.

## ***(2) Books and Audio Cassettes***

The number of books or audiocassettes that can be borrowed per person are: -- 10, unless more are authorized by the Director on a case by case basis (including 3 NEW books which are identified by red dot on spine). Length of time – 3 weeks.

Renewals can be made one time for 3 weeks, which can be done by phone or in person. **EXCEPTION—no renewals are permitted on new (red dot) books or books reserved for other patrons.**

## ***(3) Paperbacks***

Catalogued paperbacks are borrowed on the same basis as books.

Un-catalogued paperbacks are given a stamp for circulation records and there is no limit on the number borrowed per person, length of time or renewal frequency.

## ***(4) Videos including DVDs***

The maximum number that can be borrowed per person is 5.

Length of time – 1 week.

Renewals – One time for 1 week

## ***(5) Magazines***

Current issues shall not be circulated. The maximum number that can be borrowed per person is 5.

Length of time – 1 week.

Renewals – Unlimited

## **D. Internet Access Policy**

Revision to Internet Access Policy, January 12, 2005

The Northumberland Public Library provides access to the Internet in keeping with its role as a source of information, intellectual development, and enrichment for the community. As part of making as much information available to as many

people as possible, the library does not restrict access to any resource in the Internet for reasons of content, however the Library does monitor and filter content in accordance with State regulations.

The Northumberland Public Library has no control over the information accessed through the Internet and cannot be held responsible for the content or quality of information retrieved. Use of Internet resources carries with it a responsibility to evaluate the quality of the information accessed.

Individuals who feel information obtained through the internet is inaccurate or offensive, are encouraged to contact the original producer or distributor of that information. The availability of information does not constitute endorsement of its content by the Northumberland Public Library.

*The library does not monitor Internet use. As is the case with all other library materials, children's access to the Internet is the responsibility of the child's parent or legal guardian.*

It is prohibited to use this access for any illegal or criminal use.

The library computers on which the public can access the Internet are located in public areas which must be shared by the library users of all ages, backgrounds and sensibilities. Individuals, including those using their own computers, are asked to consider this, to respect the sensibilities of others, and to not access potentially offensive information and images. Use off library terminals and the library wireless system for viewing or disseminating illegal or inappropriate images is not permitted.

Those who violate the policy above will be asked to stop the disallowed activity immediately and their session will be terminated for the day. *Should a patron refuse to stop their non-permissible activity, the County Sheriff will be called to enforce the policy regulations and the individual will be barred from the use of the Northumberland Public Library computers for one year.*

## **E. Interlibrary Loans**

Interlibrary loan (ILL) services shall be provided to Library users through established procedures with the Library of Virginia; state and national databases; and through arrangements with other libraries. A minimal charge for interlibrary loan request will be used for postage. This charge to be established by the Director, The library shall requests from other libraries, when possible.

## **F. Facility Use**

## ***(1) Library Programs***

In accordance with efforts to expand its role as a community center, the Library will sponsor presentations and group activities on a regular basis for the general public as well as special audiences, such as children, the elderly, and new readers. Programs will be developed independently as well as in cooperation with other community agencies and organizations.

## ***(2) Smoking, Food and Beverages***

Smoking is not permitted in the library. No food or beverages, except water in sealed containers, are permitted in the Library's collection areas.

## ***(3) Meeting Room Use***

As a public Service, the Library will make available its meeting room under the conditions described in Paragraph G below.

## ***(4) Displays, Exhibits***

The Library reserves the right to reject any displays or exhibits. See also Paragraphs H and I below.

## ***(5) Bulletin Board***

The bulletin board is to be used for community events and the library information only. The library reserves the right to remove any posted items.

## ***(6) Unaccompanied Children***

There is no State or local law relating to the age a child may be in the library unaccompanied by an adult. Nevertheless, parents assume the responsibility for their children's behavior in the library whether the child is accompanied or not, and parents are encouraged to accompany their children in the library.

Parents who leave their children at the library must understand that the library assumes no responsibility for unaccompanied children and cannot assure the safety, care, supervision, or entertainment of unattended minor children on library premises, nor can they prevent the child from leaving the premises. Parents are urged to let the library know they are leaving the child and when they expect to return. The child should know his phone number and how to contact someone in an emergency.

Appropriate library behavior is expected of all patrons regardless of age. Patrons of any age who display inappropriate or disruptive behavior may be asked to leave the library. In the case of a child causing a disruption which interferes with patrons or staff members, staff may elect to call the parent and/or bar the child from the library unless accompanied by an adult.

If an unaccompanied child is at the library at closing, the staff member in charge will do the following:

Attempt to contact the child's parent or care giver.

If the parent is contacted within the 15 minutes, the staff will remain in the library while the child is in the outer lobby. The staff member will tell the parent that he/she can stay with the child for 20 more minutes and if the parent has not arrived, the staff member will notify the sheriff's offices and turn the responsibility over to the sheriff.

If the staff member is unable to contact a responsible adult within 15 minutes, he/she will contact the sheriff as above.

Under no circumstances will the staff member leave the library with the child.

## **G. Meeting Room Policy**

A copy of this policy shall be provided to each applicant organization.

1. This Library will make a meeting room available to the public it serves. These facilities are available on an equitable basis, regardless of the benefits or affiliations of individuals or groups requesting their use.
2. The meeting room is available at no charge (donations are welcome). A group's use of the Library does not constitute endorsement of that group by the Library.
3. The Library's name, address or telephone number will not be incorporated as a part of the user group's official address or headquarters designation.
4. The Library reserves the right to reject the application of any group or organization for cause; (e.g., previous misuse of room, repeated no-shows, scheduling conflicts or uses incompatible with the community well-being). Requests for frequent use; e.g., weekly, and/or on a long-term basis, will be evaluated by the Director and negotiated case-by-case.
5. Written applications are required and will be scheduled in priority order on a space available basis with the Library activities taking precedence. The Library reserves the right to cancel, with a one week notice; a reservation granted an outside group in order to use the room for Library purposes. The Board of Elections takes priority in all cases of elections, whether regular or called.
6. Applicants must be at least twenty-one (21) years of age.

7. Meetings scheduled when the library is closed will require someone to pick up the key in advance and return it via the drop book after the meeting.
8. Attendees of the meeting scheduled when the Library is open should use the parking lots on the side of the building or behind the building. Parking in front of the Library entrance is reserved for Library patrons.
9. Reservations are to be made on a fiscal year basis and for no more than 12 months prior to use. Each group must resubmit their reservations yearly.
10. Smoking and illegal drugs are prohibited anywhere in the library. Alcohol may be served to adult groups in the library and meeting room by prior arrangement with the Director.
11. **Meeting room should be returned to the arrangement it was found in unless requested to do otherwise by library staff. This is especially important due to the special needs of the Homework Center.** Kitchen facilities and equipment must be left in a clean and orderly fashion. Trash must be taken with the occupant.
12. The user group must pay for any damage to premises or equipment as a result of use.
13. Whoever uses the meeting room while artwork is present must be respectful and see that no harm comes to any piece on display. Adults must be present at all times and are responsible for children.
14. The Library is not responsible for any injuries incurred during the use of the room or for any lost or stolen property.
15. A copy of this policy shall be provided to each applicant organization.
16. Use of the meeting room includes use of the tables, chairs, projection screen, refrigerator, microwave, sink, and coffee pots. Use of the overhead projector is reservation only. Use of the library's computer projector is by reservation only and a member of the group must be an authorized user. Authorization is obtained by meeting with a library staff member for an orientation session.

## **H. Policy for Art Displays in Meeting Room**

It is Library policy that artists be encouraged to display their works in the meeting room.

1. Art works shall be displayed on a rotating basis. One or more artists may show at any given time.

2. Art will be limited to wall hanging. This will keep the floor area clear for meetings, work sessions, and classes. The Director may make exceptions for special displays on a case-by-case basis.
3. Art is defined as framed oil, acrylic, water color, pastel, charcoal, pen and ink, photography, graphics, fabric, needlepoint, samplers, etc. The artwork shall be designed for easy hanging.
4. Artists must sign a waiver relieving the Library of responsibility for damage or theft.
5. Any publicity or pictures for the news media will be at the artist's initiative. A sign may be placed in the main library to inform "who and what" is features in the meeting room.
6. Displays will not be limited to Northumberland County residents.
7. No price tag may be shown on the individual pieces. A printed list of prices may be displayed. The artist's name, address and telephone number may be exhibited for a follow-up. A sign-in book identifying visitors may be placed in the meeting room.

Art Displays will be planned and selected by a person or committee established by the Director.

## **I. Displays and Exhibits Policy**

As an educational and cultural institution, the Northumberland Public Library welcomes exhibits and displays of interest, information and enrichment to the community. The Board of Trustees of the Library believes that controversial issues are educational and thus part of the mission of the library. We advance the interests and responsibilities of the Library fairly and professionally and without personal bias, prejudice, or preference. Displays of artwork, handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited.

Materials should not be excluded because of the origin, background, or view of those contributing to their creation. Materials and information presenting all points of view on current and historical issues are welcome and will not be proscribed or removed because of partisan or doctrinal disapproval.

The Library will challenge censorship in the fulfillment of their responsibility to provide information and enlightenment and cooperate with all persons and groups concerned with allowing free expression and free access to ideas. The exhibit spaces and meeting rooms are made available to the public on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use. Exhibits and displays may include information about the exhibit/exhibitor.

The Board of Trustees/ Director shall review and approve in advance of display any material offered for display based on its suitability and availability. Application to exhibit should be mailed to the Director. Library use of exhibit and display areas takes precedence in scheduling.

Exhibitors/Artists are responsible for the installation and removal of their displays. The Library does not provide porter service, storage space, or special furnishings.

The Library assumes no responsibility for the preservation or protection, and no liability for damage or theft of any item displayed or exhibited. All items placed in the Library are there at the owner's risk.

The Library does not carry insurance on artwork/items loaned to the Library for exhibit. The exhibitors must sign a release, an insurance waiver, before any artwork/ items of value can be displayed in the Library.

The following will be posted as part of all non-library exhibits or displays: "Exhibits are offered as a community service and do not carry the endorsement of the Northumberland Public Library." Signs will state that the articles on display should not be photographed or touched.

Exhibits cannot in any way disrupt the normal functions of the library.

*Approved by Board of Trustees: March 12, 2014*

## **J. Community Drop-Off Box**

The Library shall maintain a community drop-off box for patrons to leave items for other people. The Library has no responsibility for loss or theft of items placed in the drop-off box or for notifying persons when items are received.

## **K. Special Collections and Donated Collection Materials**

### ***(1) Special Collections***

The Library may develop special collections to meet the unique needs of Northumberland County and the Northern Neck and to support special programs of the local schools.

### ***(2) Donated Materials***

The Library policy is that donated materials, which can be used, will be added to the collection and all others will be sold or disposed of at the Director's discretion. The Library will not put a value on donated materials, but may provide a receipt when requested.

## **L. Reservations, Overdue, Lost and Damaged Materials**

### ***(1) Reservations of Books***

Any bar-coded item in the collection may be reserved by contacting the Library in person or by phone. Reserved materials will be held for three days after notification that they are available.

### ***(2) Lost and Damaged Library Materials***

Library patrons are responsible for replacement costs of any library materials checked out which are not returned. The fee for lost books is the price stated in the computer record. If there is no price listed, the Director will establish a fee.

The fee for individual lost cassettes and CDs is \$5.00.

The fee for damaged materials will be set by the Director and is based on the extent of the damage and whether the materials can be repaired.

If the lost and paid for materials are returned within 60 days, only the assessed replacement fee will be returned to the patron

### ***(3) Overdue Material Policy***

The primary sanction for overdue materials is to levy fines. When materials are overdue, it deprives other patrons of their use.

When a patron comes to the desk and the Library system indicates the person has overdue items, the person should be notified of the fact and requested to return them promptly.

The Library computer system identifies excessive overdue materials in the monthly overdue report. Based on the report the following actions are taken at the option of the Director:

1. Shelves are checked for missing materials and either a postcard is sent to the borrower or a volunteer telephones the person.
2. If no response, after a period of 3 months, the patron will be call and/or sent a letter requesting a response within two weeks and establishing a firm deadline for

return of the materials. The person's computer file is flagged and no new materials may be borrowed until the matter is cleaned up.

3. If no response is received within 2 weeks, a registered letter is sent, notifying the patron that it is a misdemeanor to not return borrowed materials to the Library in a timely manner by the previously established deadline.

4. If the firm date is ignored, the Director may request a judgment from the Circuit Court that requires the return of the materials. The amount of the requested judgment should cover the replacement cost of the materials, legal fees, and related staff costs. The Sheriff serves the formal notification of the court hearing.

The goal of fines is to encourage timely return of materials and the goal of the Library is to meet the needs of its patrons. The goal of this section is to recover overdue materials and to not bring suit except as a last resort.

## **M. Fines, Fees and Sanctions**

### ***(1) Library Cards***

The first time a library card is replaced; there is a \$1.00 fee for the replacement card. The fee will be \$5.00 for subsequent cards for adults and \$1.00 for subsequent cards for children. Damaged or unreadable cards are replaced for free.

### ***(2) Collection Materials***

The fee for overdue books/audio is \$0.10 per day. The fee for overdue videos and DVDs is also \$0.10 per day.

There is a maximum fee of \$5.00 per item for any overdue library materials.

The overdue fine is calculated from the date of the day following the date the book is due through the date the book is returned, counting only the days the Library is open.

There is no charge for overdue unbarcoded paperbacks.

### ***(3) Interlibrary Loans***

When a patron requests a book the Library does not have and it is borrowed from another library; there is a \$2.00 fee to be paid when the material is picked up. This fee is to partially cover the postage or delivery costs to the library.

#### **(4) Fax**

The fee for incoming faxes is 15 cents per page. The fee for outgoing faxes is \$2.00 for the first 5 pages + \$2 for each additional 5 pages. The fee for faxes to foreign countries is \$5 for every 5 pages.

#### **(5) Black/White and Color Copies**

The fee for copies, per side, is:

Paper Size	Black/White	Color
8 ½ X 11	\$0.15	\$0.30
8 ½ X 14	\$0.25	\$0.50
11 X 17	\$0.50	\$1.00

The copyright law of the United States (Title 17, U.S. Code) governs the making of photocopies or any other reproductions of copyrighted materials. The person using this equipment is liable for infringement.

#### **(6) Misbehavior**

Sanctions for egregious behavior, as adjudged by the Director may result in loss of Library privileges

## **N. Complaints and Chain of Authority**

Complaints shall be addressed in accordance with the following policy:

1. Complaints involving Library personnel (other than the Director) will be addressed and resolved by the Director since he/she is the supervisor of the Library staff and volunteers; the President should be advised of any complaints and their resolution.
2. Complaints about the Director should be addressed to the President of the Board of Trustees and resolved by the President with the advice of the Executive Committee.
3. Complaints about the collection will be addressed and resolved by the Director and transmitted to the President of the Board of Trustees as necessary.
4. Complaints about the Library operations and policies should be transmitted to the Library Director for resolution.

## **O. Outreach Services**

It is the policy of the Library to provide outreach services to local schools, the homebound, institutionalized, and handicapped to the degree feasible within the staff and budget constraints.

The Library shall provide bookmobile and/or library branch services when economically feasible and justifiable.

## **P. Web Site and Social Media Policy**

### ***(1) Web Site Policy***

The Northumberland Public Library provides a web site that is an extension of the library's information resources and supports its mission to provide access to information and connections to knowledge for all residents of the community through library materials, services, facilities and programs. 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 Northumberland Public Library patrons. The library director and 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 Internet research tools or to sites that facilitate the public's access to commonly needed ready reference information.

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

1. Sites should be original 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 should be examined and re-evaluated 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 staff. 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.

### ***(2) Social Media Policy***

The Northumberland Public Library sponsors social media sites to further its mission to provide access to information and connections to knowledge for all residents of the community. The Northumberland Public Library's sponsored sites are also a place for the public to share opinions about library related subjects and issues. Comments are welcome and will be reviewed prior to publishing.

As with more traditional resources, the Library does not act in place of, or in the absence of, a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

### Social Media Acceptable Use

The goals of the Northumberland Public Library sponsored social media sites are:

- To increase the public's knowledge of and use of library services;
- To promote the value and importance of the Library'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 Northumberland Public 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 Northumberland Public Library reserves the right not to publish any posting, or to later remove it.

### Comments from the Public

Comments, posts, and messages are welcome on the Northumberland Public Library social media sites. While the library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy (before publishing when possible). Library sites are intended for moderated discussion and not for a public forum. All postings which contain any of the following could be removed, at the library's sole discretion, and the poster disallowed from posting any subsequent messages to library social networking sites:

- Obscene or racist content;
- Personal attacks, insults, or threatening language;
- Potentially libelous statements;
- Plagiarized copy-written material;
- Violation of intellectual property rights;
- Private, personal information published without consent;
- Comments totally unrelated to the content of the forum;
- Hyperlinks to material that is not directly related to the discussion;
- Commercial promotions or spam;
- Organized or political activity;
- Photos or other images that fall in any of the above categories.

The Northumberland Public Library also reserves the right to edit or modify any submissions in response to request for feedback or other commentary.

Notwithstanding the forgoing, the Northumberland Public Library is not obligated to take any such actions, and will not be responsible or liable for content posted by any subscriber in any forum, message board, or other area within the service.

By posting comments, individuals agree to indemnify the Northumberland Public 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.

Northumberland Public Library assumes no liability regarding any event that occurs or interaction that takes place involving any participant in any Library-sponsored social networking service. The Library does not endorse or review content outside the "pages" created by the library staff. Participation in the Northumberland Public Library social networking services implies agreement with all Library policies, including its Social Media Policy and Public Internet Policy, and the Terms of Service of each individual third-party service. If an individual does not agree to these terms, the individual should not use the Northumberland Public Library sponsored sites as a violation of these terms may lead to legal liability.

Social media sites may be terminated at any time without notice to subscribers.

Social media is defined as any website or application which allows users to share information. Social media can include, but is not limited to, blogging, instant messaging, social networking sites, and wikis. Examples: Twitter, Facebook, MySpace, YouTube, Flickr, and Wordpress.

## **2. PUBLIC RELATIONS**

The public relations policy defines the purpose and procedure for the public information and public relations program.

The Director shall coordinate publicity for the Library. The Director shall be in communication with all individuals who have responsibility for Library activities, including the staff, Trustees, the Friends of the Library, volunteers and program chairpersons.

Publicity shall support the goals of the Library and its long-range plan.

Photography used in publicity and media releases will reflect the diversity of Library users.

The library shall develop and maintain an Internet Web page to provide access to Library services and to provide information on Library services and programs. The Director is responsible for Web page design, content and maintenance.

The Director and the Chairperson of the Board of Trustees Publicity Committee shall develop jointly an annual publicity program. This program shall be outlined to the Board of trustees at the normal January meeting.

### **3. VOLUNTEERS AND FRIENDS**

This section covers the volunteer services and support of individuals and groups for the Library programs.

The Director is responsible for recruitment, selection, and assignment of the volunteers. Position Descriptions for volunteers that support library operations are appended to the Policy Manual.

Volunteers that support the Library include the following: (1) the volunteers that support Library Operations; (2) the volunteers that support the Library in community activities; (3) the friends of the Library.  
(Add Friends Charter)

### **4. COOPERATION WITH LIBRARIES AND GROUPS**

Policies on cooperation define the sharing of resources and the establishment of networks with other libraries, groups, and agencies.

It is the policy of the Board to encourage cooperation and networking with other libraries and groups in order to enhance the services provided to the community. This includes providing access to data bases provided by other institutions to facilitate research by Library patrons.

Disclaimer: this cooperation does not include collection of funds or performing any other financial service for non-Northumberland Public Library organizations.

### **5. RELATIONS WITH SCHOOLS**

Policies regarding relations with schools specify areas of cooperation and any limitations of services.

It is policy of the Board to encourage cooperation and networking with the schools of Northumberland County in order to improve their educational opportunities. To the extent economically feasible, electronic linkages will be developed and distance-learning opportunities provided.

Materials shall be selected for the collection to specifically complement the research and reading materials provided by the schools.

**Following section approved by the Board on Mar 14, 2007**

## **II. INTERNAL POLICIES**

The Constitution and bylaws of the Board of Trustees constitute Board policy and are included in this section by reference. (Note: the content and maintenance of the Bylaws are the responsibility of the Bylaws Committee and the Board of Trustees. The Bylaws provide the organization and governance policies of the Board of Trustees.)

### **1. Financial and General Management Policies**

The financial management policies provide direction for the planning, use and control of the library financial resources and the general management policies provide direction for administrative and planning decisions.

#### **A. Financial Operations Policy**

##### ***(1) Bank Accounts***

The library will maintain a checking account. The checking account shall be used for current operating expenses and to facilitate movement of funds to other accounts. Operating reserves and emergency funds will generally be maintained in the designated Investment Account. Establishment of any additional Bank accounts must have prior approval of the Board of Trustees.

Signatures of the President of the Board of Trustees, the Library Director, and the Treasurer shall be on record at the bank used for the checking and savings accounts. Each is authorized individually to sign checks for amounts up to two thousand dollars (\$2,000.00). The signatures of two of the three are required for amounts in excess of two thousand (\$2,000.00). All three shall be bonded.

The Treasurer is responsible for assuring all funds are properly deposited and allocated to appropriate operating, reserve or endowment accounts.

##### ***(2) Handling of Cash and Check Receipts***

Cash or check receipts, including monies for Friends of the Library, will normally be collected at the Library's front desk. Checks will be stamped "For Deposit

Only" upon receipt. All cash or check receipts (except for \$50.00) will be removed daily from the front desk. **Cash and Checks received will be counted, verified, stored in the safe, and deposited in accordance with established procedures. (Approved by Board 3/10/10)**

### ***(3) Payments***

The Director or Board Treasurer must approve all expenditures of \$25.00 or more for goods and services before payment is made. Payments of \$25.00 or more shall be by check. Lesser amounts may be made by check or from petty cash fund (see below). When not in use, checks will be stored in a secure place.

### ***(4) Petty Cash Fund***

A petty cash fund shall be established in the amount of \$50.00, kept in the safe. One employee will be in charge of the fund, making disbursements as needed. (3/10/10)The fund may be used to pay for goods and services for amounts less than \$25.00.

### ***(5) Budgeting***

The Director, in cooperation with the Treasurer shall develop the annual budget and present it to the Executive Committee for concurrence and to the Board for approval.

The annual budget should include anticipated revenues, operating expenses, a capital budget and reserves for capital replacement. Further, the Director will ensure that the requirements necessary to receive Grants-in-Aid from the State of Virginia are met.

### ***(6) Reports and Annual Financial Review***

The Treasurer is responsible for preparation of a monthly profit and loss statement to be made available to the Director and a bimonthly balance sheet, profit and loss statement and budget analysis for the Board of Trustees.

The Library shall have an annual audit of the financial records made by an independent Certified Public Accountant after the end of each Fiscal year.

## **B. Investment Accounts Policy**

There shall be established two types of investment accounts: an Endowment Fund and a Reserve Fund. Both shall be administered by the Investment Committee as described below.

### ***(1) Establishment of the Endowment Fund***

The Northumberland Public Library Endowment Fund has been established by the Library Board to enable the Library to have monies available from the earnings of the Fund, in order to offer increased services and opportunities to the clients of the Library. It is the policy that the principal of the Endowment Fund remain intact and grow and that only earnings should be withdrawn. The Northumberland Public Library Endowment Fund is established in accordance with the local Commonwealth regulations and statutes.

### ***(2) Establishment of the Reserve Fund***

The intent of the Reserve Fund is to earn a return on funds not required for operations but are being set aside for purposes other than the Endowment Fund. This includes the Capital Reserve set aside for future replacement of capital assets; long term designated funds from donors; and other reserve funds identified for specific purposes or being considered for transfer to the Endowment Fund.

### ***(3) Responsibilities***

The investment committee has been established in accordance with the applicable local Commonwealth regulations and statutes and shall be held to the same standard of judgment and care as is required of fiduciaries generally and as set forth in Section 26-45.1 subsection A of the Virginia Code.

The investment Committee shall be responsible for the investment management of the Investment Accounts including the Endowment Fund and Reserve Fund under the policies described herein.

The Investment Committee is authorized to invest, reinvest, retain, and sell securities for the benefit of the library using a recognized and reputable investment manager. The investment manager shall provide monthly reports.

The Endowment Fund is to receive all gifts especially designated for it as well as any additional funds, which may be transferred to it by the Library Board.

The Investment Committee shall report investment status and changes to the Board at each regular Board meeting.

#### ***(4) Due Diligence***

In the investment, reinvestment, retention, and sale of securities for the benefit of the Library, the Committee shall exercise the same judgment of care, skill, prudence and diligence under the circumstances prevailing from time to time including, among other things, general economic conditions and the needs of the Library, that a prudent person familiar with such matters and acting in his own behalf would exercise under the circumstances. In investing pursuant to this standard, the Committee shall consider individual investments in the context of the investment portfolio as a whole and as part of the Committee's overall investment plan and shall have a duty to diversify investments, unless under the circumstances, it is prudent not to do so.

The following investments are specifically prohibited: commodity trading, short selling, buying on margin, and options trading.

Proposed amendments to Section B. Investment Accounts Policy must be read at two consecutive regular Library Board meetings. After the second reading, a motion in favor of the amendment must be made and seconded prior to voting. Seventy-five percent of all Board members must approve any change or amendment to this policy.

### **C. Long Range and Technology Planning**

The Board shall review and adopt a Long Range Plan and a Technology Plan, which shall provide the bases for budgeting and financial planning and acquisition of capital assets and technology. These plans shall be updated bi-annually in accordance with the Library of Virginia submittal schedule. The Director is responsible for the implementation of these plans.

The plans shall include quantitative and measurable goals where possible.

### **D. Financial Planning**

The Board shall adopt a written plan using data from community analysis, the Library planning documents, and economic and political factors. The Financial Plan shall document the Library's fiscal strategy to maintain or improve services in any economic climate for a multiyear period.

The financial planning shall include an analysis of reserve requirements for replacement of capital assets and shall consider the capital budget requests of the Director and the Expansion Committee. The analysis shall identify the amounts to be set aside annually and placed in restricted accounts and the resulting cash flows.

The Financial Plan shall provide the basis for integrating the budget and planning processed and shall identify sources of necessary financial support.

The Financial Plan shall be a subsection of the Long Range Plan.

## **E. Travel and Professional Organization Attendance**

The Board members will be reimbursed for travel and other expenses related to official Board functions and to attend professional library organization meetings.

Travel expenses shall be reimbursed for use of their own vehicle at the current mileage rate authorized by the IRS and other expenses shall be reimbursed at actual cost. Itemized expenses, including receipts for expenditures over \$25.00, will be submitted to the Director for reimbursement.

The President or Vice President shall approve Board member travel in advance.

## **2. PHYSICAL FACILITIES POLICIES**

The establishment, use and maintenance of buildings and equipment are delineated in the physical facilities policies.

### **A. Emergency Procedures**

At the discretion of the Director, the Library will be closed for weather emergencies. Announcements will be made to local about Library closures.

**The library will follow the county on weather closings, although the library may close evenings, Saturdays, and other times when conditions are not safe in the parking lot**

The Library Director, in consultation with the Board President, may contract for services to mitigate physical facility damage caused by catastrophic events.

The Library shall install and maintain appropriate anti-virus software and firewalls to protect the computers, databases and web pages from unauthorized entry and damage.

Backup copies of the Library databases shall be made at least monthly and one set shall be stored at a remote site.

Emergency lighting and smoke detectors will be tested on a regular basis and batteries replaced per the manufacturer's instructions and at least annually.

The Director shall prepare and implement a Disaster/Recovery plan and, as necessary, shall coordinate such activities with the County Emergency personnel. The

Disaster/Recovery Plan shall be provided to the President of the Board of Trustees and updated annually. A copy shall be provided to the County Administrator.

## **B. Power Failure or Water Failure**

In the event of a power or water failure of any significant duration, the Library will be closed to the public. The Library director has the authority to determine the Library's operating schedule during and after such failure. The safety of the public and staff should be of primary concern in these decisions.

## **C. Keys**

The President of the Board of Trustees, the Treasurer, and the paid staff of the Library are authorized to have keys to the library building. The President may designate one other individual to have a key for emergency purposes. The Director shall maintain a list of persons with keys and shall provide the list to the Secretary of the Board of Trustees.

## **D. Maintenance**

The Director is responsible for the maintenance of the Library facilities in cooperation with the Building and Grounds Committee and Technology Committee of the Board. The responsibility includes contracting for necessary services and supervising contractor, staff and volunteer activities.

## **E. Inventory and Insurance**

The Director is responsible for maintaining an inventory of all Library physical assets and recommending levels of insurance to the Board. A copy of the inventory shall be provided to the Secretary of the Board of Directors and updated annually at the time of the Annual Meeting.

## **F. Handicapped Access**

It is the policy of the Board that the library shall meet all of the requirements of the Americans with Disabilities Act of 1990 and amendments. It is the responsibility of the Director to assure the Library is in compliance and to bring any problems to the Board for resolution.

### **3. COLLECTION POLICIES**

Collection policies are established to assure that the collection is comprehensive, balanced and accessible to the public.

#### **A. Collection Development Policies**

##### ***(1) Overview of the Community; Library's Roles and Mission***

The Northumberland Public Library exists to provide library services of high quality to all persons who wish to use its services, programs, and facilities. As the public library for the County of Northumberland, most Library users will be citizens of the County; however, Library materials and services will be accessible and available, in accordance with the policies stated herein, to everyone, regardless of race, religion, origin, age, sex, economic status or personal or social views. The Library subscribes to the American Library Association's Bill of Rights as presented in paragraph (6) below. It will also work toward meeting the goals documented in the Library of Virginia's document titled: Planning for Library Excellence. Its efforts will be directed toward excellence in its chosen roles as:

- a popular materials resource for all ages, cultural, and socioeconomic groups in the community;
- a center for reference, educational, and cultural materials;
- a learning center for all ages;
- and a community center, working with other organizations.

##### ***(2) General Overview of the Collection***

Library resources, including books, periodicals, pamphlets, maps, government documents, electronic resources and various types of audiovisual materials, will be selected to reflect a broad range of subject matter and points of view with no attempt to promote or restrict the presentation of any particular opinion, belief, or philosophy. The type and formats collected (paperbacks, magazines, large print, audio books, videotapes, etc.) shall reflect the needs and demographics of the community.

##### ***(3) The Purpose of the Collection Development Policy***

The Library will strive to develop a collection that will provide enjoyment to Northumberland County residents and visitors while serving their varied interests and educational and informational needs.

The collection will contain materials targeted to the demographic composition of the community.

#### ***(4) Selection Responsibility***

It is the responsibility of the Director to select materials for the Library.

Library materials will be organized and displayed in accordance with established library systems and procedures to facilitate accessibility to all users. Most materials will be available for circulation. Some periodicals and reference material, as well as rare or delicate items, may be designated non circulating by the Library Director.

#### ***(5) Collection Maintenance***

##### Weeding Criteria

The collection will be reviewed and evaluated on a regular basis. Outdated, unused, and worn materials may be removed based on criteria developed by the Library and at the discretion of the Director.

##### Inventory Timeline

An inventory will be conducted at least every three years to validate and update the database.

#### ***(6) Intellectual Freedom***

##### Library Bill of Rights (ALA)

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

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.

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 and doctrinal disapproval.

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

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

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

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

Adopted June 18, 1948. Amended February 2, 1981, June 27, 1967 and January 23, 1980, by the ALA Council.

Procedures for requests to reconsider the acquisition and display of materials.

The Library will consider written requests regarding reconsideration of acquisition and display of materials. Decisions made by the Director shall be considered final.

## **4. GIFTS AND SPECIAL MATERIALS**

The purpose of an established policy on gifts allows the Library to accept or refuse gifts depending on their value, use, and practicality.

### **A. Gifts and Memorials**

The Library will accept donated materials, including property, paintings, equipment, money, etc., with the understanding that they will be retained in the collection, sold in the book store, used or disposed of at the Library's discretion. Donors are informed of this policy when their gifts are accepted. Acceptance or rejection of gifts and materials shall be at the Director's discretion subject to the limitations of this policy.

All monetary contribution, including memorial, shall be acknowledged in writing.

Memorial gifts may be accepted or rejected by the Library depending upon the conditions attendant to the gifts and may be rejected by the Director if an undue or unique burden is placed on the Library.

### **B. Special Materials**

The Library may refuse to accept or display religious, historical, contemporary or other materials deemed objectionable by the Director.

The Library encourages donations of historical materials related to the community and writings of local authors.

The Director, in consultation with the Chairman, shall determine the appropriate medium to recognize gifts to the Library.

## **5. PERSONNEL POLICIES**

All personnel policies comply with the Civil Rights Acts of 1964, as amended in 1972 and 1991, which prohibits discrimination because of race, color, religion, sex, or national origin in any term, condition, or privilege of employment.

All personnel will be selected for the best-qualifies applicants for all positions. The library is an Equal Opportunity Employer with due consideration given to all applicants regardless of race, religion, sex, age, or national origin.

## **A. Roles of the Board, Director and Staff**

Please see Appendix II “Roles of the Board, Director, and Staff.”

## **B. Job Descriptions for Paid Employees**

The job description for the Director will be maintained and updated by the Board President and one other Board member, and will be approved by the Board of Trustees. Job descriptions for other paid employees will be developed by staff and Director, and approved by the Director. Job descriptions for paid employees are included in this Policy Manual in Attachment I.

## **C. Personnel Evaluation**

There will be a mid year preliminary evaluation the year of employment. The evaluation in the following years will occur before the end of the fiscal year. Evaluators for the director will be the Board President and a Board Member selected by the President. The Library Director evaluates full-time/part-time staff annually. The Director shall maintain personnel files to include copies of evaluations. Access to these files shall be controlled by the Director.

## **D. Compensation**

Each approved staff position will have a salary range approved by the Library Board. It is the policy to review compensation each year. The Board will consider merit as well as the cost-of-living index as the basis for increases.

## **E. Annual Leave**

Annual leave is based on the fiscal year. Full-time employees will earn one day per month of the annual leave during the first year of continuous employment, up to ten days per year and in addition will receive a paid vacation day on their birthday. From the sixth year, fifteen days of annual leave will be earned. From the eleventh year twenty days of annual leave will be earned. The twenty days are not to be used sequentially. A maximum of twenty days may be carried-over into the next fiscal year and a maximum of twenty days of unused leave shall be reimbursed at termination or retirement.

Part-time employees who work at least 20 hours per week will earn ½ day per month of annual leave after the first year of continuous employment, up to five days per year; and in addition will receive a ½ day off for their birthday. There is no carryover of annual leave into the next fiscal year.

## **F. Sick Leave**

Sick Leave will be awarded on the basis of full-time employment and may be accumulated for necessary use in subsequent years. Effective March 12, 1997 annual sick leave is twelve days per fiscal year for full-time employees with less than five years employment, fourteen days per fiscal year for five to ten years employment, and sixteen days per fiscal year for employment in excess of ten years. Sick leave may be used for illness or death in the immediate family as well as medical and dental appointments. Employees will not be reimbursed for unused sick leave at termination or retirement. No sick leave may be taken for more than 6 months at any one time.

## **G. Worker's Compensation**

The cost of the Worker's Compensation benefit is paid entirely by the Library and is intended to provide for work-related injuries. Coverage includes medical, hospital and surgical expenses. If injured on the job, the employee must report directly and immediately to the supervisor so medical attention can be given as required by the State Worker's Compensation Act. The "Employer's First Report of Accident" form must be completed immediately.

## **H. Civil Leave**

An employee may receive full pay for any absence necessary for serving on a jury or attending court as a witness under subpoena. When an employee is paid for civil duties, he/she will be paid the difference between the sum received for civil duty and his or her Library salary.

## **I. Retirement Benefit**

The Library has established a retirement benefit plan with an investment company. The Board will contribute 7½% of the salary of each full-time employee to be invested monthly. All employees are immediately vested.

## **J. Health Insurance Benefit**

The Library shall establish or participate in a group health insurance program, if possible. The Library shall pay 80% of the cost of any group or individual policy. This

cost shall not exceed \$600.00 per month per full time employee. The balance of the cost of the policy is to be paid by the employee by payroll deductions if a group policy exists or directly to the insurance company if an individual policy exists.

## **K. Staff Development**

The Board will promote professional growth and competency. Funds will be budgeted and the Director shall determine their allocation to individual employees considering the long term benefits to the Library.

## **L. Work Schedule**

The Board sets the number of hours the Library is open to serve the public best within the Library's resources of money and staff. The Director arranges the hours of duty worked by an employee. Full-time employees work forty hours per week except for allowances for holidays, vacation, and sick or personal leave.

## **M. Compensation for Unpaid Overtime**

An employee working more than the scheduled number of hours in a given week, where the Director has requested the additional hours be worked, shall receive credit of one hour for each hour of authorized overtime. This compensatory time is to be applied first to any leave taken; i.e., comp hours are to be subtracted before sick or vacation leave.

## **N. Leave Without Pay**

Upon the recommendation of the Director, leave without pay for an employee may be authorized by the Executive Committee of the Board of Trustees. Unless an emergency occurs; such leave must be approved in advance. The executive Committee will set the term and any special conditions for such leave with the Director and employee.

## **O. Emergency Income Advances**

The Board of Trustees, with the concurrence of the Director, may approve a request from an employee for a salary advance of up to one-half the normal salary for a period of up to six weeks. Partial salary to be paid on normal pay days. The employee must sign a contract committing to repayment, in terms of extra hours worked on a one-for-one basis, over the period of one year after return to work. A sample of the contract is presented below.

Scheduling of the repayment hours shall be coordinated with the Director.

## CONTRACT FOR REPAYMENT OF EMERGENCY ADVANCE

I, \_\_\_\_\_ do hereby commit to the Northumberland Public Library to provide \_\_\_\_\_ hours of work at the Library between the dates of \_\_\_\_\_ and \_\_\_\_\_. These hours are to compensate the Library for the advance payment of salary provided between \_\_\_\_\_ and \_\_\_\_\_.

The compensating hours shall be coordinated and scheduled with the Director at the convenience of the Library.

\_\_\_\_\_  
Name Date

Approved \_\_\_\_\_ Date \_\_\_\_\_  
Board of Trustees

## **P. Disciplinary Procedures/Termination of Employment**

The Library has a responsibility to establish performance of expectations of all employees in order to protect the welfare and safety of our employees and visitors. These performance expectations are outlined in the employee's job description/performance evaluation and in the Library's policies and practices. It is the employee's responsibility to know and adhere to appropriate professional conduct. Employees who fail to abide by the policies and rules of the Library, or fail to perform the tasks and duties of their position, are liable to receive corrective discipline.

Where an employee's conduct is detrimental to the Library of the general welfare of a fellow employee, disciplinary action will be taken. Disciplinary action may be necessary because of inefficiency, incompetence, insubordination, failure to perform assigned duties, absent without leave, narcotics addiction or abuse, or infraction of safety rules. The steps of the disciplinary procedure are outlined below.

Procedure:

Disciplinary Procedure

1. A verbal reprimand to the employee involves identifying and discussing problem areas and the actions that must be taken to improve job performance and/or employee behavior within a specific period of time. Written documentation of the verbal warning should be given to the employee and a copy to be placed in the employee's official personnel file.

2. A written reprimand to the employee is implemented if the employee fails to take action to resolve the problem previously discussed or fails to correct it within the specified time. The written reprimand should again clearly identify the problem, relate what standards need to be met or rules observed within a specific period of time, and include a written statement such as “future problems of a similar nature will result in more serious disciplinary action.” A copy should be provided to the employee, and also placed in the employee’s personnel file.
3. A final written reprimand to the employee is issued for a repeated breach of rules of job performance standards or serious misconduct. The final written reprimand should again clearly identify the problem, relate what standards need to be met or rules observed within a specific period of time, and include a written statement such as “future problems of a similar nature will result in more serious disciplinary action including termination.” A copy of the final written reprimand should be provided to the employee, and also placed in the employee’s personnel file.
4. A discharge of the employee will occur for the fourth breach of rules or job performance standards or such serious misconduct that termination must occur. Terminated employees shall be paid final wages for days worked, including any accumulated and unused vacation time up to twenty days.

The following are some examples of unacceptable conduct, though not an all-inclusive list. Violation of these rules may be grounds for immediate termination or other disciplinary action. The Library reserves the right to take disciplinary action or terminate employment at any time without notice for any behavior deemed unacceptable.

1. Careless performance of duties.
2. Refusal to complete an assignment or meet a request of a supervisor or other proper authority unless refusal is based on legal, moral or ethical considerations.
3. Repeated tardiness or absences or abuse of sick leave.
4. Being under the influence or use of illegal drugs or alcohol.
5. Unauthorized absence from work during working hours or not showing up for a scheduled shift.
6. Conduct endangering life, safety or health of self or others.
7. Sexual harassment.
8. Sleeping on the job.
9. Theft from the Library or from other employees.
10. Malicious gossip or verbal attacks on any employee, patron or visitor.
11. Altering, removing or destroying Library property.
12. Any other conduct determined unacceptable by the Director.

# APPENDICES

## Appendix I : Position Descriptions

Position Description: Library Director

### General Description of Work

Plan, develop, direct, and evaluate all library services for adults and youth. Work closely with Library Board, local public officials, Library volunteers, Friends of the Library, school and parent groups, and other community organizations to accomplish the mission to provide library materials, services, programs, and facilities for, and access to them by, the diverse groups served by the Northumberland Public Library. Supervise paid and unpaid staff. Other duties as required.

### Library Science

Be informed on significant developments in the profession, in the community, region, state, and nation, such as state and federal programs, library service agencies and area of cooperation. Affiliate with the Virginia Library Association, the Virginia Library Directors Association, and the American Library Association. Attend related meetings.

Know the resources available in the statewide library system and make efficient use of them, including inter-library loan.

Become cognizant of the community's needs and address them in collection development.

Know the Library's collection and be able to utilize for the maximum benefit to the patron.

Understand and utilize the reference collection. Develop long-range and short-range collection development plans.

Select, acquire, and carry out plans for improving and extending library services.

### Supervision

Select and supervise all library personnel, including paid and unpaid. Write job descriptions and establish position clarification for all employees, paid or unpaid. Recommend adequate salaries for Library personnel. Encourage continuing education for paid and unpaid employees.

### Board Relations

Attend all Board meetings except when the Director's salary or tenure is discussed.

Recommend needed policies and bylaws revisions for Board action. Encourage continuing education for Trustees, urging their attendance at Trustees' meetings, workshops, etc. Welcome new Trustees, help orient them to work of the Library and encourage them to take an active part in the Board's activities.

### Public Relations/Advocacy

Conduct an effective public relations program in accordance with Board policies.

Support legislation which would improve library service.

Cooperate with other agencies and institutions including government, educational, cultural, vocational, recreational, and civic groups.

### Policies, Plans and Goals

Develop long range and technology plans and goals to be approved by the Board of Directors. Administer the Library operations, carrying out policies and objectives determined by the Board.

#### Finance/Administration

Maintain records and prepare reports for the Library, governmental bodies, the Library of Virginia, and the public. Be familiar with laws governing public libraries and their administration; Recommend rules and regulations on the use of the Library; Prepare with the Library Board the annual budget. Assist the Board in securing funds by attending budget hearings. Investigate possible new sources of funding.

#### Facilities

Recommend needed improvements to facilities to the Board. Supervise maintenance of property.

#### Technology

Provide network administrator services and support for the Library LAN and automated catalog system. Maintain and upgrade the Library computer and telecommunications technology and services in accordance with the Technology Plan and the Long Range Plan. Maintain and upgrade computer hardware, software and peripheral equipment to keep the system current and provide cost effective service to the users.

#### Knowledge, Skills and Abilities

1. Thorough knowledge of library science and library management.
2. Thorough knowledge of the theory and objectives of a public library.
3. General knowledge of reader interests, of books, of authors and of all media including electronic information.
4. Ability to establish and maintain effective working relationships with Library Board, employees, volunteers, and patrons.
5. Ability and interest in learning new tasks as the need arises.

#### Education and Experience

A combination of education and experience equivalent to a Master's degree in Library Science and experience in working at a public library.

#### Position Description: Library Aide

##### General Description of Work

Performs routine general library services and clerical work associated with public library operations under supervision. Has responsibility for circulation desk activities, including training of and supervising volunteers.

##### Specific Tasks

General library services. Primary responsibility for performing the following:

1. supervise and train volunteers working at the circulation desk;
2. schedule the meeting room.

The Library aide has responsibility for the following items, with the understanding that it is up to the Library aide to determine which tasks the volunteers may perform

1. charge and discharge books and other materials;

2. register patrons;
3. facilitate public use of the fax machine, copier, and computers;
4. advise patrons in locating books;
5. shelve circulated items, such as books, magazines, videos, audio cassettes;
6. empty the book drop daily;
7. collect monies, such as overdue fines, charges for fax and copies; and
8. answer the phone.

Reference and other services. Provide patron assistance with the entire collection, including books, magazines, newspapers, reference, and electronic resources. Perform general reference work, searching for information as requested by phone and walk-in patrons. Process ILL books and articles. Notify patrons of the arrival of ILL items and reserve items.

Administrative support. Compile and maintain monthly statistics. Order supplies. Maintain inventory of furniture and equipment. Pick up, sort, and distribute mail and newspapers. Water and maintain the indoor plants.

#### Knowledge, Skills and Abilities

1. Thorough knowledge of library procedures, English, spelling and arithmetic.
2. General knowledge of reader interests, of books, and of authors.
3. Some knowledge of the theory and objectives of a public library.
4. Ability to establish and maintain effective working relationships with other library employees, volunteers, and patrons.
5. Ability and interest in learning new tasks as the need arises.

#### Education and Experience

A combination of education and experience equivalent to graduation from high school and experience in working at a library.

#### Position Description: Library Clerk

##### General Description of Work

Performs routine of general library services associated with the public library operations under supervision. Has responsibility for circulation desk activities, including training of and supervising volunteers.

##### Specific Tasks

1. update the check-out stamps and machinery daily;
2. register patrons;
3. facilitate public use of the fax machine, copier, and computers;
4. advise patrons in locating books;
5. shelve circulated items, such as books, magazines, videos, audio cassettes;
6. empty the book drop daily;
7. collect monies, such as overdue fines, charges for fax and copies;
8. answer the phone;
9. notify patrons of reserve books;
10. pick up, sort and distribute mail and newspapers;
11. label magazines with Library property-stamp

12. help patrons with computer;
13. print signs and other materials as needed; and
14. train volunteers for circulation desk.

#### Knowledge, Skills and Abilities

1. General knowledge of reader interests, of books, and of authors.
2. Some knowledge of the theory and objectives of a public library.
3. Ability to establish and maintain effective working relationships with other library employees, volunteers, and patrons.
4. Ability and interest in learning new tasks as the need arises.

#### Education and Experience

One to two years of prior experience in the school or public library.

## POSITION DESCRIPTIONS

### VOLUNTEERS

### TO BE DEVELOPED

## Appendix II. Roles of the Board, Director and Staff

BOARD	DIRECTOR	STAFF
Employ a competent and qualified director at an adequate salary.		
Provide an adequate and qualified staff to work with the director.	Select and supervise all library personnel and maintenance services.	Supervise employees as directed.
Attend Board meetings.	Attend all Board meetings except when the director's salary or tenure is discussed.	Attend Board meetings when requested by the director or according to library policy.
Establish policies (including personnel) to govern the operation and programs of the library and assign their execution to the director and the staff, in compliance with the federal, state, and local laws.	Recommend needed policies for Board action. Administer the library, carrying out policies and objectives determined by the Board	Be familiar with library policies. Suggest needed policies or revisions to the director.
Establish conditions of employment and provide for the staff's welfare.	Write job descriptions and establish position classifications for all employees.	Assist director in revision of job descriptions when requested.
Establish, support and participate in a vital public relations program for the library.	Conduct a forceful public relations program in accordance with Board policies.	Maintain good public relations with patrons. Assist the director as requested.
Report regularly to the governing officials and to the general public and establish an annual reporting procedure.	Maintain records and prepare reports for the governmental bodies, the Library of Virginia, and the public.	Prepare reports as requested by the director.
Acquire knowledge about state and national library laws. Actively support state and national library legislation which would improve and extend library service.	Be familiar with laws governing public libraries and their administration.	
	Support legislation which would improve library service.	
Approve bylaws for the Board.	Recommend revisions to the bylaws to the Board.	
Adopt clear-cut policies and procedures in the area of collection management and censorship.	Select, acquire, and dispose of library materials in compliance with library policy.	Carry out policies, procedures. Report censorship incidents to the director.

BOARD	DIRECTOR	STAFF
Determine short range and long range goals and objectives of the library and reexamine them regularly. Study the programs and needs of the library in relation to the community by keeping informed on community changes, trends, needs, and interests.	Suggest and carry out plans for improving and extending library services.	Assist the director with development of the long range plan. Keep the director informed of community changes and needs.
Provide for accurate record keeping for the library and library Board.	Maintain proper records.	Maintains departmental record as specified by the director.
Establish rules and regulations governing the use of the library, upon the recommendation of the director.	Recommend rules and regulations on the use of the library.	Suggest additions and revisions of rules and regulations to the director.
Assist in the preparation of an annual budget.	Prepare with the library Board the annual budget.	Provide requested information to the director.
Help secure adequate funds from appropriating agencies and from new sources, if necessary, to carry out the library's programs and to make the objectives for updated and improved services a reality.	Assist the Board in securing funds by attending budget hearings. Investigate possible new sources of funding.	
Acquire an awareness of public library standards and library trends.	Be informed on significant developments in the profession, in the community, region, state, and nation, such as state and federal programs, library service agencies and areas of cooperation.	Be informed on development on specialized work-related areas.
Provide for building and space needs and maintain library property.	Recommend needed improvements to the facilities to the Board. Supervise maintenance of property.	
Affiliate with professional organizations and provide funds through the budgeting process for involvement by Trustees and staff.	Affiliate with the Virginia Library Association and other professional organizations. Attend related meetings.	Affiliate with appropriate professional; organizations.
Attend and participate in regional, state and national Trustee meetings and workshops for a fuller understanding and utilization of Trustee talent, knowledge and experience.	Encourage continuing education for Trustees, urging their attendance at Trustees' meetings, workshops, etc.	Attend staff meetings and other programs workshops, and conferences approved by the director.
	Know the resources available in the statewide library system and make efficient use of them.	
	Welcome new Trustees, help orient them to work of the library, encourage them to take an active part in the Board's activities.	