

Geneseo Public Library Policy Manual



GENESEO PUBLIC LIBRARY DISTRICT

Mission Statement	Page 1
Unattended Children	Page 2
Unattended Children letter	Page 3
Services of the library	Page 4
Meeting room use	Page 5
Public Computer Use	Page 6
Public Social Media	Page 7, 8,9
Public Social Media letter	Page 10
Philosophy of Service	Page 11
Gifts; Charges & Fines	Page 12
Accidents/First Aid/Unsafe Working Conditions	Page 13
Blood Borne Pathogens	Page 14
Severe Weather	Page 15
Fire Emergency	Page 16
Bomb Threat	Page 17
Director Duties and Responsibilities	Page 18
Library Staff Responsibilities	Page 19

Staff Development	Page 20
Attendance	Page 21
Friends of the Library	Page 22
By-Laws of the Board of Trustees	Page 23
Rules for Board Members	Page 24
Ethics Statement for Public Library Trustees:	Page 25
Library Bill of Rights	Page 26
Freedom to Read	Page 27
Intellectual Freedom	Page 28
Library Meeting Agenda	Page 29
Prohibited Gifts Policy	Page 30
Investment Policy	Page 31, 32, 33
Technology Standards	Page 34, 35

GENESEO PUBLIC LIBRARY DISTRICT POLICY MANUAL

MISSION STATEMENT

The Geneseo Public Library District provides materials and services to assist Library District residents of all ages to obtain information for their professional, personal, educational, recreational, cultural, and reference needs. The Library provides timely access to a variety of materials relevant to and of general interest to the community it serves. We assist students of all ages in meeting educational objectives, emphasizing the pursuit of lifelong learning, promoting the enjoyment of reading, and providing outreach services.

WHO MAY USE THE LIBRARY

1. All residents of the Library District may use the Library. Service will not be denied or curtailed because of political convictions, religious, racial, social, or economic reasons. Persons residing outside the geographical area of the Library District are non-residents. Non-residents, with exceptions as listed in Illinois Revised Statutes, (75 ILCS 16/30-55.60), are required to pay a fee, as established by the Board of Trustees, to borrow materials from the Library.
2. A borrower's card from the Geneseo Public Library District entitles the holder to all services offered by member Libraries in the Reaching Across Illinois Library System, its affiliates, and state of Illinois.
3. The use of the Library and its services shall be limited when excessive demands by groups and/or individuals tend to curtail service to the general public.
4. The use of the Library or its services may be denied for due cause, such as:
5. Failure to return books or other materials.
6. Failure to pay fines or bills. ,
7. Disturbance of patrons /or staff.
8. Destruction of Library property.
9. The Library should be a quiet place for study and concentration. Loud conversation shall be avoided and patrons will be asked to lower their voices.

Unattended Children Policy:

Parents are responsible for the behavior of their children while they are in the Library. The GPLD staff is committed to helping children with activities related to the Library. However, Library staff cannot, nor is it their responsibility to serve as baby-sitters, teachers or disciplinarians. Prolonged or repeated violations of this policy are grounds for suspension.

Unattended children or those who are disruptive can create problems for themselves and others because they are too young to be left unattended. Examples of disruptive behavior include but are not limited to screaming, excessive crying, running, fighting, climbing on furniture, etc. Their misbehavior makes it difficult for others to enjoy using the library. The librarian might ask any parent or guardian to leave the library temporarily to get the child under control. Children under 10 should not be left unattended anywhere in the library. A child 10 years and younger may be accompanied by a responsible person age 14 years and older.

The rules of the Geneseo Public Library District include:

Pick up your child before closing time at the library. This closing time is posted on the front door and also on the library's website (<http://geneseo.lib.il.us>) For liability reasons and in keeping with this policy, the librarians are not permitted to stay with any child after closing. Parents or guardians will be called to find a ride for the child. If the librarian cannot contact the parents then the police will be called to pick up the child.

UNATTENDED CHILDREN PARENTAL NOTIFICATION LETTER:

Dear

The Geneseo Public Library District has recently experienced an incident involving your child, , while he/she was on Library grounds unattended by you or a responsible caregiver. A copy of the Library's policy on Unattended Children is enclosed here for your attention. We ask that you review this policy and make every effort to follow it. We do not wish to suspend Library privileges for you or your family, but the safety of children as well as the proper operation of the Library is our first responsibility. If you have any questions re-guarding this incident, policy, or its enforcement, please contact the undersigned.

Very truly yours,

...

(Board President or Library Director)

SERVICES OF THE LIBRARY:

1. The Librarian will select and organize for easy use the books and materials which best meet the growing and varying needs of our community.
2. The Librarian and staff will provide guidance and help people to find the information they seek from our resources.
3. An adequate, electronic card catalogue or OPAC (Online Patron Access Catalogue) shall be established and regularly maintained.
4. The Library will initiate programs to stimulate use of Library materials and acquaint patrons with new services.
5. The Library will secure information beyond its own resources for patrons by borrowing from Reaching Across Illinois Library System (RAILS), its member Libraries and affiliated systems.
6. The Geneseo Public Library District (GPLD) will lend materials to other Libraries in the RAILS and its affiliates requested by patrons. Patrons of the GPLD have priority in the use of materials in our Library.
7. Library services are provided during the following hours:
 8. Monday through Thursday -9:00 a.m. to 8:00 p.m. Friday – 9:00 a.m. to 6:00 p.m. Saturday -9:00 a.m. to 5:00 p.m. Sunday - CLOSED.
9. The Library is also closed on the following holidays:
 10. New Year's Eve, New Year's Day, Martin Luther King, Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving Day and day after, Christmas Eve, and Christmas Day.
11. Periodic reviews of the Library service will be made by the Library Board to see what services might be discontinued, expanded, or added.
12. Any request made to the Librarian or staff for information concerning the reading habits of a patron shall be denied on legal grounds.
13. Reciprocal borrowing of books, historical materials, prints, furnishings, equipment, etc. shall be allowed between the Library and the Geneseo Historical Society. These exchanges shall be made only between the Librarian and the Museum Curator. Careful records will be kept of each item borrowed and a specified time stated for its return.
14. Historical materials may be taken from the Library building only with Board or Library Director approval.
15. Any group wishing to include historical materials as part of a program may hold its meeting in the Library. The arrangements for such meetings must be made with the Librarian and he/she or a staff member must be in attendance at the meeting.

Meeting room use for the community:

As an extension of our mission to serve as a community resource and center for intellectual growth, the Library welcomes the use of its meeting rooms for educational, informational, cultural, charitable or civic meetings and programs. Guide lines for usage are as follows:

- Library-sponsored programs have preference for room usage. "Reservations" are revocable and do not constitute a lease.
- There is currently no charge for these rooms, but that policy is subject to change.
- You must be 18 years old and have a Geneseo Public Library District card to reserve a room.
- Reservations for space are made on a first-come, first-served basis, up to three months in advance. To ensure that meeting rooms are available to a variety of groups, patrons may only reserve a room once per week.
- Library meeting rooms are available during normal operating hours, with the exception of rooms used for elections and library-sponsored programs.
- Please leave the room as you found it (clean up, re-arrange furniture, etc.). Groups are responsible for taking care of the meeting room and will be held responsible for any damages.
- The GLPD is not responsible for any lost, stolen or damaged property.
- Please be courteous and do not disturb other patrons. Library staff may attend or observe any meeting or activity at any time. Patrons misusing the rooms will be asked to leave. GLPD reserves the right to deny use or continued use to any person or organization.
- The following types of events will not be allocated space:
 - Personal events such as birthday, anniversary, or graduation parties.
 - Events where items are sold or admission is charged.
 - Any event that may be harmful to the public image of the GPLD.

Food & Drink

- Finger food is allowed in the Foundation room if clean-up is completed. Please bring prepared food -no cooking or crock pots are allowed. In addition, we cannot provide refrigeration or storage space for any items.
- You may use the available coffee maker, but you must provide your own coffee and condiments.
- No alcoholic beverages may be served.
- Computers are offered by GPLD for access to the Internet and its multitude of resources for its staff and patrons. GPLD does not monitor and has no control over these resources and cannot be held responsible for its content or quality. Information on the Internet may be reliable and current or it may be inaccurate, controversial, illegal, or offensive. Internet access, like other electronic equipment, may from time to time be unavailable. Internet users are responsible for the materials they access and are to respect copyright laws. Users cannot be assured of privacy. The Library reserves the right to end an Internet session at any time if it is creating a disturbance. As with other Library materials, restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. GPLD reserves the right to limit, or ban any patron from using the public Internet workstation.

PUBLIC COMPUTER USE AGREEMENT

The Geneseo Public Library District welcomes the use of its public computers and provides the following procedure for their use.

1. Computer users must sign in before logging onto any public computers. Anyone under the age of 8 must be accompanied by a parent or guardian while using the public computers. The computers are available on a first come, first served basis. Users may have one hour of Internet time. If no one is waiting they may have an additional hours. This does not apply to the research computers.
2. Staff members cannot provide assistance to users on specific software programs. However, hardware problems should be reported to the circulation desk immediately.
3. Copyright laws forbid duplication of copyrighted software. Only library-installed software is to be used. Software not owned by the library is not to be installed on library equipment. All files saved to the hard drive will be deleted once a week to conserve space. Users are encouraged to provide their own blank diskettes for saving documents permanently. Blank diskettes are also available for purchase at the circulation desk. Computer users must pay for all pages printed.
4. The Geneseo Public Library District reserves the right to limit, refuse, and/or ban any patron from using the public computers.
5. The internet at the Geneseo Public Library is not filtered. Please remember that we have children in the library, so discretion is necessary.

I have read the above procedure for public computer use at the Geneseo Public Library and agree to abide by the procedure.

Signature:

Please Print Name:

Date:

Phone Number:

PUBLIC SOCIAL MEDIA POLICY

Purpose of the Library's Social Media Sites:

The Geneseo Public Library District has established social media sites primarily in order to inform Library users about Library programs, events (including those co-sponsored with other organizations), and materials, and to encourage dialogue and the exchange of information and knowledge between users and Library staff about these programs, events and materials. The Library's Social media sites may also be used to notify the general public of Library employment opportunities. The Library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing library programs, events and materials. Courts have recognized that Libraries are limited purpose public forums, and as such, are only obligated to permit the public to exercise rights that are consistent with the nature of the Library and consistent with the government's intent in designating the Library as a traditional public forum. All postings related to this mission statement (as so determined by the Library in its sole discretion) are permitted except as otherwise stated in this policy.

Agreement:

By joining, utilizing and/or posting on the Library's social media sites, the poster agrees to comply with this Policy, and the Geneseo Public Library's Policy on Internet and Computer Use, as applicable.

Definitions:

1. "Library" shall mean the Geneseo Public Library District
2. "Posting" shall mean any writing, image, video, download, audio file, and hyperlinks to other websites or media which is downloaded, referenced, inserted, placed upon any Library social media site.
3. "Social media site" shall include any online forum/site, web application or account created and/or maintained by the Library or its agents, which permits users to communicate with other users through postings, including without limitation, Facebook, Twitter, blogs, chat rooms, wiki, YouTube, Flickr, and LinkedIn

Disclaimer:

The Library is not responsible or liable for the content of postings by third parties on any Library sponsored social media site, and postings do not reflect the opinions or positions of the Geneseo Public Library District, its employees, or its Board of Trustees.

No Privacy:

There shall be no expectation of privacy in postings on Library sponsored social media sites, and by utilizing these sites, the poster consents to the Library's right to access, monitor and read any postings on the sites. If requested, the Library must disclose public records to third party requestors unless certain exemptions apply. The Library in its sole discretion shall determine whether postings on its social media websites are public records and whether exemptions from disclosure apply.

Ownership:

By posting on the Library's social media sites, the poster gives the Library permission to use his/her name, profile picture, and the content of any posting made without compensation or liability on the part of the Library. This permission ends when postings are deleted by the poster or library.

Postings:

The purpose of the Library's social media sites is to inform Library users about educational opportunities, library programs, events (including those co-sponsored with other organizations) and materials, and to encourage dialogue and the exchange of information and knowledge between users and Library staff about these programs, events and materials. Accordingly, any postings inconsistent with this stated purpose, as determined by the Library in its sole discretion, may be removed in accordance with the process set forth in this policy. Examples of postings not permitted include, but are not limited to:

1. Advertisements
2. Spam
3. Postings which contain obscene matter
4. Disparaging, harassing, abusive, profane or offensive postings
5. Postings that are hateful, threatening, pornographic, that contain graphic or gratuitous violence
6. Potentially libelous or defamatory postings
7. Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the Library or Library partners
8. Postings which violate or potentially violate local, state, or federal laws, including, without limitation, intellectual property and copyright laws
9. Posting which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed, or ancestry

10. Postings which are sexually harassing, including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals' body or appearance, unwelcome sexual compliments, innuendos, suggestions or jokes
11. Postings which promote alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity
12. Postings which support or opposes any labor organization or any action by, on behalf of, or against any labor organization
13. Posting which support or opposes the nomination or election of a candidate for public office, the investigation, prosecution, or recall of a public official, or the passage of a levy or bond issue

Violations of this policy:

Postings which the Library in its sole discretion, deems unpermitted under this policy, may be removed in whole or in part by the Library or its agents immediately upon discovery by the Library (or its agent) without prior notice. The Library reserves the right to terminate accounts, ban or block users who have posted in violation of this policy on more than one occasion.

Reporting Violations:

Users may report violations of the Library's social media site's policies to the Library by contacting the administrators of Geneseo Public Library District.

ACCEPTANCE OF SOCIAL MEDIA POLICY

By accessing, creating or contributing to any blogs hosted by the Library, and in consideration of the services provided to you by the Library, you submit that you have read and understand this Policy and agree to abide by its terms. The Library may suspend a user's access upon breach of terms or conditions of this Policy. Violation of this Policy by a Library employee will be subject to discipline, up to and including, immediate termination of employment.

Name

Date

Please Print Name

PHILOSOPHY OF SERVICE:

The Geneseo Public Library District was established to provide the residents of the District with access to books and other resources and services for education, information, and recreation. The Board of Trustees recognizes that the Library must furnish current and past materials to supply these needs. To provide satisfactory Library service, the Board employs competent professional -and clerical staff whose well-being must be of Board concern. It sees the necessity for suitable housing to carry the Library's resources to the people of the District economically, efficiently, and effectively.

DEFINITIONS:

The words "book", "library materials", or other synonyms that may occur have the widest possible meaning; hence, it is implicit that every form of permanent record be included, whether printed or in manuscript; bound or unbound; photographed or otherwise reproduced Also included are audio records on tapes, discs, or otherwise; films on video, photographs, etc.

MATERIAL SELECTION:

1. The librarian shall select library materials with assistance from such professional persons as are qualified by reasons of education and training.
2. Selecting Library materials shall be made on the basis of value, of interest, information, and enlightenment of all people of the community. No material shall be excluded because of race, nationality, or political, or social views of the author.
3. This Board believes that censorship is purely an individual matter and declares that, while anyone is free to reject for himself/herself books of which he/she does not approve, he/she may not exercise this right of censorship to restrict the freedom of others to read whatever they choose.
4. This Board adopts and declares that it will adhere to and support the "Library Bill of Rights".
5. The Library will try to purchase those books which are of current and permanent value. Regular book funds are used to build a well-rounded adult collection and to provide for the juvenile collection the best possible materials to enrich children's literary and artistic tastes.
6. Materials, which are no longer useful in the collection because of out dated information, poor appearance, and volumes that no longer circulate, may be weeded from the collection according to professional practices. Such materials will be destroyed or put aside for the Friends of the Library Book Sale. .
7. No citizen in a democracy has a right to prevent another from reading a specific book by demanding its removal from the Library's shelves. However, the Library does welcome comments and criticisms of its collection. Anyone wishing to make a formal complaint may do so by filling out the form "Request for Reconsideration of Library Material."

Gifts:

1. Books and other materials will be accepted with the understanding that the librarian has the authority to make whatever disposition is deemed advisable. If they cannot be used at our library, they will be offered to another library, or to the friends of the library book sale. If we have no takers, they will be given to a charity group.
2. Gifts will be shelved in the regular collection where they will be most useful rather than in a separate gift section.
3. Donor's name must be attached to a gift for acknowledgement. Depending on the type of gift, a report will be made to the board and a news item may be placed in the newspaper(s).
4. A memorial bookplate is filled out and attached to the inside front cover of books that are given as memorial books.
5. A gift book plate is made for gift books and the donor is notified when books or other materials, are added to the collection.
6. Memorial gifts of \$1,000 or more shall be acknowledged in the book of appreciation at the library's expense.

CHARGES AND FINES:

1. Lost or badly damaged materials must be paid for at replacement cost. A damaged book is relieved of its barcode and marked discarded and given to the patron if he or she ask for it after the book has been paid for. Patrons returning materials with damaged or missing item barcodes will be charged a \$3.50 re-processing fee. Refunds will not be given if the patron finds and returns a lost book or material to the library at a later date. It is theirs to keep.
2. Overdue fines are 10cents per day for overdue books, magazines, records, compact discs, videos, DVD's. When a patron owes more than (\$5.00) five dollars in fines, he shall be denied borrowing privileges until the fine is paid. Fines accrue until the item is returned or reported lost or the replacement cost is recovered.
3. Charges are 50cents a foot for laminating.
4. Fax fee for sending non-library related items are\$1.00 for each page, and \$1.00 per page for receiving information.
5. Computer printouts are charged at 15cents per page for black and white copies and 50 cents for color copies.
6. Non-resident fee is \$100.
7. The replacement charge for a lost or destroyed patron library card is\$2.50.
8. The replacement charge for damaged or lost cases are\$6.00.

9. PHYSICAL FACILITIES:

10. To attain the goal of good Library service, the Board accepts the responsibility of seeing that the Library building meets current physical requirements.
11. Pleasant surroundings and adequate resources will offer the community an invitation to ENTER-READ-LOOK-LISTEN and LEARN. The building should fit an expanding program of library service. ·
12. The Board accepts the responsibility of securing funds for all the Library facilities and services.

ACCIDENTS/FIRST AID/UNSAFE WORKING CONDITIONS

All accidents involving employees during working hours or while on Library premises, and all other accidents in which the Library or its property are involved directly or indirectly, including those involving patrons of any age are to be reported immediately to the Library Director or designee. Where necessary, police, emergency 911, ambulance, or rescue squad should be called. Any unsafe working conditions are to be reported as soon as possible to a supervisor, the Library Director, or designee. First aid kits are available at the Library if necessary.

Safety and Health

The GPLD is committed to providing a safe and healthful working environment, and complies with applicable federal and state occupational health and safety laws. To accomplish this objective, all employees are expected to work diligently to maintain safe and healthful conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

There are a few guidelines that all employees should follow to fulfill that responsibility:

1. Keep work areas clean and obstacle-free;
2. Report any accidents or illnesses immediately;
3. Report all unsafe conditions or work procedures immediately;
4. Think about doing jobs in a safe manner.
5. There should be no less than three (3) employees working during library operating hours. In the event an employee is injured or becomes ill, one employee would assist the incapacitated employee while the other employee calls for help.

*SMOKE-FREE WORKPLACE: No smoking will be permitted in the Library facility.

*ROADWAY SAFETY: Employees are required to obey all traffic laws while driving on Library business. Failure to exercise roadway safety and courteous driving habits can result in disciplinary action, up to and including dismissal.

BLOOD BORNE PATHOGENS POLICY:

While normal Library operations are not likely to involve circumstances exposing employees or users to blood borne pathogens, the GPLD complies with Illinois Department of Labor regulations and therefore the federal Occupational Safety and Health Administration regulations relating to occupational exposures to blood borne pathogens.

Exposure: No particular job classification of the Library requires occupational exposure (meaning "reasonably anticipated ...contact with blood or other potentially infectious materials that may result from the performance of an employee's duties"). However, emergencies may occur with staff or patrons to which Library employees in all classifications may be called upon to respond with assistance. Emergencies involving "out of control" individuals (e.g. biting, spitting, etc.) could present an individual threat.

Precautions: All potential circumstances of exposure must be taken into account by the Library and its employees to protect against exposure to Hepatitis B (HBV), human immunodeficiency virus (HIV), and other blood borne pathogens. In emergency or other such circumstances, when contact with blood or other potentially infectious materials may result, the Library's approach to infection control requires treatment if it is known to be infectious. Engineering and work practice controls shall be used to eliminate or minimize employee exposures, and if a possibility of exposure remains, personal protective equipment shall be used. Be sure to use proper hand washing procedures and disinfectant soap.

Exposure Control: In the event of potential exposure the area contaminated shall be immediately cordoned-off and quarantined even if the entire Library must be closed to accomplish this completely. Personal protection clothing, such as gloves, gowns, masks, etc., shall be provided and used in the cleanup and safe disposal of contaminated waste such as diapers, blood tinged materials (e.g. Band Aids, gauze, cotton, clothing, etc.). If advisable, a professional hazardous cleanup firm shall be contacted and retained for complete cleanup and decontamination. Quarantine shall be effective until this is accomplished. Hand washing facilities are provided by the Library and must be used by the employees as soon as feasible, including following the removal of personal protective equipment. A complete record of all incidents, exposures, cleanup, and disposals shall be kept. If a biohazard team cannot be found, call the Rock Island County Health Department 1-309-793-1955 for assistance.

Actions during Severe Weather at the library:

The staff members will announce the safest places in the library, which are the bathrooms. The staff will escort patrons into the bathrooms; however, a library employee cannot force a patron to stay at the library. Staff members will check for other staff and patrons to make sure they are led to the bathrooms. Patron safety is our primary concern.

Actions In Case of Fire:

The first staff member to detect fire or smoke will call 911 and alert all other staff members and patrons to leave the building, using the nearest exit that is free from fire. When the building is being evacuated, special efforts will be made to assist handicapped persons. The senior staff member on duty will check all areas including washrooms, storage room, genealogy room, children's room, teen area, study rooms, Central Bank room, and the Foundation rooms for people who may not have heard the alert.

Fire extinguishers should be used only if the fire is confined and its use does not put an employee in a dangerous situation. The fire extinguishers are located in the staff area, the teen area, the mechanical room, next to the donor plaque from the old library, and between the bathrooms.

If time permits, interior doors are to be closed to prevent the spread of fire. Staff members should help patrons move across the street or out of the way of oncoming emergency personnel, ensuring all staff members and library patrons have been evacuated. DO NOT re-enter the library until notified by emergency personnel. The Library Director will document the incident with photographs and a narrative report at an appropriate time.

Actions in the Event of Flooding:

The senior staff member on duty will call the Water Department of the City of Geneseo (309-944-3033) and try to locate the source of flooding. If it is a pipe that can be turned, turn the water off. Then the senior staff member is to call our maintenance person. If possible, the senior staff member should turn off the electricity at the main disconnect ONLY if the water DOES NOT IMPEDE THE PATH TO THE ELECTRIC VALVE. If possible get materials that may be damaged off the floor. The call tree should be initiated. The Library Director will document the incident with photographs and a narrative report at an appropriate time.

Fire Emergency

The first person to see the fire will call 911 and alert all staff members and patrons to leave the building. The staff and patrons will use the nearest exit that is free from fire. When you evacuate the building, special efforts should be made to assist handicapped persons. Check all areas including washrooms, storage room, genealogy room, children's room, teen area, study rooms, Central Bank room, and the Foundation rooms. Fire extinguishers should be used only if the fire is confined and you will not put yourself in a dangerous situation. The fire extinguishers are located in the staff area, the teen area, the mechanical room, next to the donor plaque from the old library, and between the bathrooms. If time permits, close the interior doors to prevent the spread of fire. Staff members should help people move across the street or out of the way of the fire. Everyone should assemble to make sure all staff members and library patrons have been evacuated. If there is time and the Fire Department permits the request, remove priority items from the building (history room). Notify all board members and remaining staff members. DO NOT re-enter the library until it is cleared by emergency personnel.

Flood Emergency

We will try and locate the source of flooding and turn the water off. Call our maintenance person. Turn off electricity at the main disconnect if the water levels threaten to reach the wall outlets. Turn off main gas valve if water threatens the hot water heater. If possible get materials that may be damaged off the floor. Contact the call tree.

Bomb Threat Procedures:

Submitted by Director Crawford/approved by Board of Trustees 4/2013

For the staff member who receives a phone call that a bomb has been placed in the library, ask, where the bomb is located, when the bomb will go off what materials are in the bomb, who is calling, why the caller is doing this, listen closely to caller's voice and speech patterns and to noises in the background, call *57 to trace the call. Make sure of the line that the call came in from. Also the telephone can trace the call; notify the Library Director, who will call 911 and report the incident while assigning staff to meet and brief emergency responder agencies outside. Other staffers should check their desks, library surroundings and work area for suspicious items and report any findings to the Director.

Library Director and Law Enforcement Agency will make a decision to:

1. Conduct a low profile search of the exterior grounds and public areas of the building,
2. Conduct a comprehensive search of staff and public areas and exterior,
3. Search with partial evacuation
4. Evacuate after searching, and/or
5. Evacuate immediately to other areas of the building or to a shelter-in-place

No one is to re-enter the building until fire or police personnel declare it safe. At that time, the Library Director will notify staff and patrons of the termination of the emergency.

Normal operations will continue. Arrange for the person who found the item or took the call to talk with law enforcement official. The library director will inform the Board of the incident.

Discovery of a Suspicious Item

If a suspicious item is located, notify law enforcement official and order an evacuation, selecting routes and assembly areas away from the suspicious item. **DO NOT ACTIVATE THE FIRE ALARM. DO NOT TAKE PERSONAL BELONGINGS.** Leave windows and doors open when exiting. Ensure staff and patrons evacuate to a safe distance outside of the library. (A minimum 1,000 ft. is the general rule).

Active Shooter

If an active shooter enters the building, run out the nearest door. If it is possible to dial 911 from inside the library but the staff member cannot talk, put the phone down so the police will be able to hear what is going on and send help. **WE DO NOT WANT TO ALARM THE SHOOTER.** The best advice is to **GET OUT** then call for help. Emergency personnel will advise whether staff and patrons are to leave or they will announce the building is safe to return to. Do not take matters into your own hands. Listen for directions from the emergency personnel.

Proposed by Director Claire Crawford approved by Board of Trustees, June, 2014

DUTIES AND RESPONSIBILITIES OF THE LIBRARY DIRECTOR:

1. Act as technical advisor to the Board; recommend needed policies for Board action; recommend employment of all personnel and supervise their work.
2. Be responsible for hiring, dismissal, disciplining, and promotion of all Library personnel.
3. Carry out the policies of the Library as adopted by the Board.
4. Suggest and carry out plans for extending the Library's services and facilities.
5. Prepare regular reports embodying the Library's current progress and future needs; cooperate with the board to plan and carry out the Library programs.
6. Maintain an active program of public relations.
7. Make suggestions in the preparation of an annual budget for the Library in consultation with the Board and give a current report of expenditures against the budget at each meeting.
8. Know local and state laws; actively support Library legislation in the state and nation.
9. Have overall responsibility for the selection, acquisition, processing, and maintenance of all Library materials.
10. Attend all Board meetings other than those in which his/her own salary or tenure are under discussion.
11. Affiliate with local, state, and national professional organizations and attend professional meetings and workshops.
12. Make use of the services and consultants of the State Library and System services.
13. Report regularly to the Library Trustees and general public.

DUTIES AND RESPONSIBILITIES OF THE LIBRARY STAFF:

The first duty of the Library Staff is service to the public. The whole purpose of the Library is to offer prompt, efficient, impartial, courteous, and friendly public service. The Staff Member at the front desk should bear in mind that he/she is the immediate representative of the Library and does much to form public opinion regarding the institution. He/she should endeavor to create a receptive and cordial atmosphere in which the Library user may feel welcome, whatever his age, race, appearance, social, or intellectual status. The queries or opinions of a patron should never be commented upon in a disparaging or condescending manner.

Expression of personal differences and antagonisms have no place in a Library. Private problems, moods, or anxieties should be put aside as far as possible during the working hours. Self-control shall be expected under all circumstances.

Each member of the Staff owes loyalty to the Library and an active interest in its improvement and development. Loyalty should prevent Staff Members from voicing critical comments regarding the Library, its employees, or patrons in public places. Progressive ideas and constructive criticism, however, are valuable. Such suggestions should be received with gratitude and given courteous consideration by supervising personnel.

SERVICE TO PATRONS WITH DISABILITIES:

The GPLD offers the same services to patrons with disabilities as to all other segments of the population. In addition to those services, GPLD acts as facilitator between the patron and Services to the Blind and Physically Handicapped, offers home delivery to patrons, for any reason which may prevent them from coming to the Library, and welcomes service animals in the Library.

CONFIDENTIALITY:

Illinois law insures the confidentiality of Library records. This means no third party can receive information pertaining to items borrowed by any patron; this does include requests from parents regarding their children's library record. This is not library policy - it is the law.

You may request your own check-out information at the front desk; parents of younger children may wish to have their children borrow materials on the parents' card(s) to allow access to this information.

STAFF DEVELOPMENT POLICY:

The Library Director may be granted the opportunity, with pay and approved expenses, to attend Library association conferences and other professional meetings. An employee may also be granted the opportunity, with pay and expenses, to attend state and local meetings at the recommendation of the Director.

On some occasions job related courses for continuing education may be required of an employee. The Board of Trustees will pay for these classes as budget dictates.

Staff meetings will be held at least once a month to inform staff members of actions taken by the Board of Library Trustees, to plan or change services, to instruct employees in various phases of Library operation, and to discuss new techniques and procedures.

If the staff meeting is held outside an employee's regularly scheduled workday, part-time employees will be paid for the time of the meeting.

All staff members are encouraged to attend continuing education opportunities and workshops offered by the State Library, RAILS, area colleges, and other professional programs. Mileage and time will be paid according to policy.

The guidelines recommended for staff tuition reimbursement are as follows:

Reimbursement should be 50%.

The reimbursement cannot come before the class is taken. It should come after the class is completed and the final grade has been awarded. Proof of this is necessary.

The final grade should be a B or better.

Then and only then should reimbursement be considered.

The classes should be offered through a facility of proven credibility.

These classes would also have to be approved by the Director and the Board of Trustees as to appropriateness.

This program will run on a trial basis for one year and be reviewed after the spring session of classes by the Board and Director.

ATTENDANCE AND WORK HOURS:

The Library considers regular attendance and punctuality to be critical both to acceptable job performance and to the employment relationship. Employees are expected to begin work on time and to work their scheduled hours. Excessive absenteeism or tardiness will result in disciplinary action, up to and including dismissal.

The Library recognizes that circumstances beyond employees' control may occasionally cause them to be late or to miss a workday. Employees who find they are unable to report to work as scheduled on a given day **must** notify the Library Director or person in charge of scheduling as far in advance as possible. At the Board of Trustees or Library Director's discretion, employees may be required to provide written documentation explaining the cause of their absence or tardiness.

Employees who are absent from work for two consecutive days without providing notice will be considered to have voluntarily resigned their employment.

Hours of work (revised March 11, 2014 – Board Meeting)

The Scheduler will make up a schedule for the employee to follow. It is the employee's responsibility to work the hours assigned to you. If you cannot work those hours it is the employees' responsibility to inform the scheduler and arrange for a change in hours in writing. If you change a Saturday, it is your responsibility to find a replacement. Employees who have "earned vacation time" will have preference over a situational request.

An employee who works 37 1/2 hours per week is considered a full time employee. Any hours less than that shall be considered part time.

PERSONNEL RECORDS:

Each employee is responsible for notifying the Library director about any changes in important personal data, including: address, telephone number, spouse or domestic partner, emergency contact, personal physician, number of dependents, and insurance beneficiary. The director will notify the accounting agency.

FRIENDS OF THE LIBRARY:

Guidelines for the development of a group.

The Board of Library Trustees of the GPLD looks upon the Friends of the GPLD as a worthwhile community endeavor, which also benefits the Library.

Complete advance information regarding all Friends of the Library projects shall be provided to the Library Director. The Board of Library Trustees does not supervise the activities of the Friends of the Library, but reserves the right not to participate in any Friends projects in which the Board does not believe the best interest of the Library is being served.

The Board of Library Trustees acknowledges that the Friends of the Library is an organization separate and apart from the GPLD with its own Board and its own goals and purposes.

Neither the Friends of the Library as an organization nor any member or participant thereof may assume any liability or authorize any act on behalf of the GPLD.

Because Friends of the GPLD is an organization composed solely of volunteers, distinct and separate from Library personnel, no Library personnel shall perform any duty or any act on behalf of the Friends of the Library, except to act as an advisor.

Operating expenses of the GPLD are provided through allocation of true monies, which are audited by an independent auditor, annually. Friends funds and Library funds shall not be commingled or integrated, except that gifts from Friends may be accepted by the Library. 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 the GPLD becomes the custodian of any Friends funds, those funds shall be kept as a separate account for audit and bookkeeping purposes.

BY-LAWS OF THE BOARD OF TRUSTEES

DUTIES AND RESPONSIBILITIES OF THE LIBRARY BOARD:

1. Employ a competent and qualified Library Director.
2. Determine and adopt written policies to govern the operation and program of the Library.
3. Determine the purposes of the Library and secure adequate funds to carry on the Library's program. Know the program and needs of the Library in relation to the community and keep abreast of standards and Library trends. Establish, support, and participate in a planned public relations program.
4. Take an active role in the preparation of the annual budget. Know local and state laws; actively support Library legislation in the state and nation.
5. Establish among the Library policies those dealing with book and material selection.
6. Attend all Board meetings and see that accurate records are kept on file at the Library.
7. Attend regional, state, and national trustee meetings and workshops, and affiliate with the appropriate professional organizations.
8. Be aware of the services of the State Library System and System services.
9. Report regularly to the general public.

BOARD MEETINGS:

Trustees shall make every effort to attend the regular Board meetings. In the event a Trustee is unable to attend a regular meeting, he/she shall notify the Library Director prior to the meeting. The Executive Committee may excuse absences. Any Trustee who misses three consecutive regular meetings that are unexcused, shall be requested to relinquish his/her seat on the Board for failing to serve the office he/she was elected to, and for being unable to carry out the duties of the Trustees as found in the By-laws or **Illinois Library Laws** handbook.

STATEMENT OF POLICY REVIEW:

These policies are subject to review by the Library Board of Trustees at any time. They may be amended if the Board deems it necessary. The amending shall follow the practice for By-law amendments set forth in the By-laws.

PREVAILING WAGE ACT:

In accordance with the State Statute and the Illinois Department of Labor Regulations, GPLD annually adopts and files an Ordinance, which establishes the prevailing rates of wages. Certified copies of our compliance are sent to the Illinois Department of Labor. Newspaper publication notifying area residents is also made. The Library will reference in every public works contract or purchase order, that compliance with the Prevailing Wage Act is required.

RULES FOR BOARD MEMBERS:

Leave the actual management of the Library to the Library Director. It is the Librarian's responsibility to select books, employ the staff, and to supervise day-to-day operations.

After a policy or rule is adopted by the majority vote of the Library Board, do not criticize or re-voice your opposition publicly.

Respect confidential information.

Observe any publicity and information policies of the Board and Library. Refer requests for information to the Librarians or appropriate representative to interpret policies.

Treat staff members and Librarian in an objective manner. Under no circumstances, listen to grievances of staff members or treat individual problems on your own. The Librarian is in charge of the staff and has administrative control up to the point where a grievance is presented to the Library Board as a whole.

All rules and policies directed to the Librarian must be approved by a quorum of the Board at a regular meeting. Even the president should abide by this rule.

The Administrative Librarian should attend all Board meetings and be the Trustee resource.

Complaints from the public are the Librarians' responsibility. Continued dissatisfaction and problems should be taken up at the Board meeting only if policy revision is necessary or legal ramifications are involved.

Assume your full responsibility as a Board member. If you are unable to attend meetings regularly and complete work delegated to you, resign so that an active member can be appointed.

If you miss three (3) consecutive board meetings **in person** you will be considered an "inactive" board member. An inactive board member will be terminated and a new board member will be appointed to replace the inactive board member.

ETHICS STATEMENT FOR PUBLIC LIBRARY TRUSTEES:

Trustees in the capacity of trust upon them, shall observe ethical standards with absolute truth, integrity, and honor.

Trustees must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the situation. .

It is incumbent upon any Trustee to disqualify himself/herself immediately whenever the appearance of a conflict of interest exists.

Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institution, acknowledging the formal position of the board even if they personally disagree.

A trustee must respect the confidential nature of library business while being aware of and in compliance with applicable laws governing freedom of information.

Trustees must be prepared to support to the fullest the efforts of librarians in resisting censorship of library materials by groups or individuals.

Trustees who accept library board responsibilities are expected to perform all of the functions of library trustees.

Adopted by the Board of Directors of the American Library Trustee Association, July, 1985.

Adopted by the Board of Directors of the Public Library Association, July, 1985. Amended by the Board of Directors of the American Library Trustee Association, July,

1988.

American Library Association. Reprinted by permission.

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.

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 or doctrinal disapproval.

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

Libraries should cooperate with persons and groups concerned with resisting abridgement of 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 or affiliations of individuals or groups requesting their use.

Adopted June 18,
1949

Amended February 2, 1961, June 27, 1967, and January 23, 1980 by the ALA Council. ·

THE FREEDOM TO READ:

It is in the public interest for publishers and librarians to make available the widest diversity of views and expression, including those, which are unorthodox or unpopular with the majority.

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

It is contrary to the public interest for publishers to determine the acceptability of a book on the basis of the personal history or political affiliations of the author.

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.

It is not in the public interest to force a reader to accept with any book the prejudgment of a label characterizing the book-or author as subversive or dangerous.

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.

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, bookmen can demonstrate that the answer to a bad book is a good one; the answer to a bad idea is a good one.

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, originally issued this statement in May of 1953.

Adopted June 25, 1953;

Revised January 18, 1972, January 16, 1991 · by the ALA Council.

INTELLECTUAL FREEDOM:

"Every American Librarian worthy of the name is today the champion of a cause. It is to my mind, the nobles of all causes for it is the cause of man, or more precisely the cause of the inquiring mind by which man has come to be. But nobles or not, it is nevertheless a cause—a struggle-not yet won; a struggle which can never perhaps be won for good and all. There are always in any society, even a society founded in the love of freedom, men and women who do not wish to be free themselves and who fear the practice of freedom by others-men and women who long for the comfort of a spiritual and intellectual authority in their own lives and who would feel more comfortable still if they could also impose such authority on the lives of their neighbors. As long as such people exist- and they show no sign of disappearing from the earth, even the American earth the fight to subvert freedom will continue. And as long as the fight to subvert freedom continues, libraries must be strongpoints of defense." (MacLeish 1971) These words were spoken in 1956 by Archibald MacLeish, poet and former Librarian of Congress.

Although almost forty years old, the words still ring true in a society in which censorship is on the rise and book selection is being challenged by individuals along the entire political spectrum from the far left to the far right.

"Intellectual freedom is a state of absolute ability to pursue any idea or expression to its the United States in the First Amendment, The First Amendment has been interpreted by the Supreme Court to protect both the right to hear, see and know." (Soper, Osborne, and The role of the trustee in the protection of this vital role of public libraries is to "form the buffer between the public and the institution, translating into policy the needs, desires, and will of the electorate, while simultaneously allowing the library to perform its duties and responsibilities," (Young 1988) namely that of free access to ideas and information.

With that in mind, the primary policy which library trustees must establish is the Book Selection Policy, sometimes called the Collection Development Policy. The board must recognize the vast differences of opinion often in conflict which flourish in the local community and take these into consideration when adopting the policy. The board should look to the library staff for the drafting of the book selection policy and the complaint procedure, the process by which citizens can voice their complaints concerning materials.

As censorship continues to grow in the United States, library boards and staff must be prepared to fight for intellectual freedom and open access to information. As Vartan Gregarian, former director of the New York Public Library said, the library is central to the heart of a democracy the only place that welcomes all people equally, offering them freedom of access to information. (Burkett 1995) Library trustees must be prepared to uphold this responsibility.

PLANNING A MEETING:

Library boards are required by state law to conduct business following the dictates of the Open Meetings Act (5ILCS 120.1.01 et. Seq.) . For the rules of a general procedure in conducting a meeting, Roberts Rules of Order or some other accepted form of Parliamentary procedure are followed.

Here is the general outline of how to conduct a meeting:

Steps and Functions

1. Call Meeting to Order

Board President or designate

2. Reading of the Minutes of the Last Meeting

Allow for corrections/additions to be made. (If members of the board have received the minutes in advance, you may dispense with the reading. However, corrections or additions should be heard. Boards should accept the minutes as is or as amended.)

3. Treasurer's Report

This report should include an itemized listing of bills paid and budget status reports.

4. Librarian's Report

5. Correspondence

The secretary should read correspondence, if any. The President may defer particular correspondence until reports by the appropriate committee, or until New Business.

6. Committee Reports

Committees are either Standing (on-going) Committees, such as finance, program and fundraising, or Ad Hoc Committees, such as nominating and special events. The chairperson of each committee should have a full report on its activities and, if necessary, present the items requiring a vote by the membership at this time.

7. Unfinished (Old) Business

The President may recall any business not completed at the previous meeting.

8. New Business

Items not previously discussed or considered can be addressed here.

9. Adjourned

PROHIBITED GIFTS POLICY

The library follows the Ethics Act (5 ILCS 430/1) in acceptance of this policy pertaining to gifts.

INVESTMENT OF PUBLIC FUNDS POLICY

PURPOSE AND SCOPE. The purpose of this policy statement is to outline the responsibilities, general objectives, and specific guide lines for management of public funds by the Geneseo Public Library District. Its scope is all public funds of the Library.

RESPONSIBILITIES. All investment policies and procedures of the Geneseo Public Library District will be in accordance with Illinois Law. The authority of the Library Board of Library Trustees to control and invest public funds is defined in the Illinois Public Funds Investment Act and the investments permitted are described therein. Administration and execution of these policies are the responsibility of the Treasurer who is hereby designated as the "chief investment officer" of the Library acting under the authority of the Library Board of Library Trustees.

DELEGATION OF AUTHORITY. Management and administrative responsibility for the investment program is here by delegated to the Chief Investment Officer. The Chief Investment Officer, and by designation, the Library Director, is responsible for establishing internal controls and written procedures for the operation of the investment program.

"PRUDENT PERSON" STANDARD. All Library investment activities shall use a "prudent person" standard of care. This standard shall be applied in the context of managing an overall portfolio and specifics that investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment considering the probable safety of their capital, as well as the probable income to be derived. Investment officers, acting in accordance with this Policy and the written procedures of the Library and exercising due diligence, shall be relieved of personal responsibility for a security's credit risk or market price/value changes, provided deviations from expectations are reported in a timely fashion and appropriate action is taken to control adverse developments.

OBJECTIVES. In selecting financial institutions and investment instruments to be used, the following general objectives should be considered in the priority listed:

- Legality (conforming with all legal requirements)
- Safety (preserving capital and including diversification appropriate to the nature and amount of the funds)
- Liquidity (maintaining sufficient liquidity to meet current obligations and those reasonably to be anticipated)
- Yield (attaining a market rate of return on investments)
- Simplicity of management

GUIDELINES. The following guidelines should be used to meet the general investment objectives:

Legality and Safety: Investments will be made only in securities guaranteed by the U.S. government, or in FDIC insured institutions including SAIF of the FDIC. Deposit accounts in banks or savings and loan institutions will not exceed the amount insured by FDIC coverage [unless adequately collateralized pursuant to Regulations of the Federal Reserve regarding custody and safekeeping of collateral] Authorized investments include and will primarily consist of: Certificates of Deposit, Treasury Bills and other securities guaranteed by the U.S. Government, participation in the State of Illinois Public Treasurer's Investment Pool, and any other investments allowed under State law that satisfy the investment objectives of the library district.

Liquidity: In general, investments should be managed to meet liquidity needs for the current month plus one month (based on forecasted needs) and any reasonably anticipated special needs.

Yield-Return on investment: Within the constraints on Illinois law, considerations of safety, and this investment policy, every effort should be made to maximize return on investments policy. All available funds will be placed in investments or kept in interest bearing deposit accounts.

Simplicity of management: The time required by library administrative staff to manage investments shall be kept to a minimum.

REPORTING. Investments, fund balances and the status of such accounts will be reported at each regularly scheduled meeting of the Library Board and at least quarterly include information regarding securities in the portfolio by class or type, book value, income earned, and market value as of the report date. At least annually, the Chief Investment Officer shall review this Policy for any needed modifications and report to the Board on the investment portfolio, its effectiveness in meeting the Library's need for safety, liquidity, rate of return, diversification and general performance. These reports will be available to the general public request.

INTERNAL CONTROLS. In addition to these guide lines the Chief Investment Officer shall establish a system of internal controls and written operational procedures designed to prevent loss, theft or misuse of funds.

AUTHORIZED FINANCIAL DEALERS AND INSTITUTIONS. Any investment advisors, money managers and financial institutions shall be considered and authorized only by the action of the Board of Library Trustees upon the recommendation of the Chief Investment Officer. The Chief Investment Officer will maintain a list of financial dealers and institutions authorized to provide investment services.

CONFLICTS OF INTEREST. Officers and employees involved in the investment process shall refrain from personal business activities that might conflict with the proper execution and management of this investment program, or that could impair their ability to make impartial decisions, or that could give the appearance of impropriety.

TECHNOLOGY STANDARDS

Approved by Board of Trustees _____, 2014

(Pending approval of technology plan update)

Annual Review - July

The Geneseo Public Library District (GPLD) Board of Trustees, assisted by the Library Director and legal counsel (as needed), develops, approves and codifies all policies. Devising procedures to implement and enforce these policies are duties delegated to the library director and staff.

The Illinois State Library has established per capita grant requirements that include use of the EDGE initiative that may assist the Geneseo Public Library District in evaluating and developing its Technology Policies and Practices. A complete listing of the EDGE benchmarks, goals and objectives can be found in Appendix D.

The GPLD Board of Trustees and Library staff provides programs, services and resources so that members of the community who need or want access can get it regardless of ability, skill, personal technology, or available time. Policies and practices are aimed at increasing the level of digital literacy in the community. The GPLD District with the assistance of the Director and Library Staff has developed a Technology Plan including goals and strategies for using technology, a professional development strategy, a needs assessment, budget resources, and evaluation process. The Technology Plan is in Appendix D.

The GPLD trustees and staff are committed to providing access to relevant digital content and information resources for education, workforce development, e-government, entrepreneurship, and health and wellness. The Board of Trustees and Library staff routinely evaluate community needs and quality of services to provide cost effective solutions and appropriate alternatives. The following are illustrative of the Technology related issues the Board considers:

- The library provides a sufficient number of patron accessible workstations to meet patron demand. (Wait time does not exceed 15 to 30 minutes).
- The library annually evaluates its Internet connectivity options for service impact and cost effectiveness.
- The front line library staff are computer literate and have been trained to assist patrons in the use of electronic resources and materials, and accessible via email.
- The library maintains, troubleshoots, repairs and replaces computer hardware and software.
- The library protects the integrity, safety, and security of its technology environment by enforcing the Wi-Fi privacy policy and protecting patron confidentiality. These policy statements can be examined in Appendix D.

- The library maintains Public Services such as a reader's advisory and virtual reference service, and automated catalog systems that comply with current state, national, and international standards.
- The library considers feasibility of applying for e-rate discounts.

The GPLD integrates public access technology into its Technology planning and policies. The library maintains technology and patron data management policies that includes:

- Technology management plan addressing network security and system recovery
- Practices for updating to current versions of browsers, web applications, and plug-in
- Hardware replacement
- Software upgrade
- Social media policy
- Patron privacy and confidentiality

The GPLD has sufficient front line staff with technology expertise to help patrons achieve their goals in the areas of education, workforce development, e-government, e-commerce, health and wellness. Personnel policies encourage staff education and professional development. GPLD participates in the EDGE initiative

The GPLD has sufficient equipment, devices, bandwidth and peripheral equipment to support staff needs and public user demand within a reasonable time frame.

The GPLD manages their technology resources to maximize quality and minimize downed or inadequate services. The library tracks key measures about public technology services for planning purposes.

The following metrics are tracked on an ongoing basis and reviewed by the Board of Trustees:

- Number of hours public devices are in use by patrons
- Number of attendees in technology classes
- Average wait times for public devices
- Number of wireless sessions
- Number of requests for one-on-one technology help

The GPLD ensures participation in digital technology for people with disabilities by the use of assistive technology devices and compliance with World Wide Web Consortium (W3C) principles of web design.