Roswell P. Flower
Memorial Library

POLICY MANUAL

229 WASHINGTON STREET
WATERTOWN, NY 13601

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LIBRARY HOURS

Monday	9:00am-8:00pm
Tuesday	9:00am-8:00pm
Wednesday	9:00am-8:00pm
Thursday	10:00am-6:00pm
Friday	10:00am-6:00pm
Saturday	9:00am-5:00pm
Sunday	Closed

HOLIDAYS

The library is closed for these holidays;

- New Year's Day
- Martin Luther King
- President's Day
- Easter
- Memorial Day
- Juneteenth
- 4th of July
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

ACCEPTABLE PATRON BEHAVIOR

It is the policy of the Roswell P. Flower Memorial Library Board of Trustees that library staff will encourage, in a friendly and polite manner, the use and enjoyment of the library.

It is expected that all patrons will exhibit acceptable and legal behavior while using the library. Persons engaging in unacceptable behavior, as determined by the Library Director or other staff in charge, shall be required to leave. Some examples of unacceptable behavior:

- People shall not harass or annoy other patrons or staff.
- Patrons must be appropriately attired, which includes but is not limited to, footwear and shirts.
- Personal hygiene shall conform to the generally accepted standard of the community. Patrons whose bodily hygiene is offensive so as to constitute a nuisance to other persons shall be asked to leave the building.
- Patrons are able to enjoy small snacks and have drinks with lids while visiting the library.
- For the health and safety of our patrons, Roswell P. Flower Memorial Library adheres to ADA regulations. Service animals are allowed in the library building. Any animal other than a service animal for sanctioned library activities may be admitted with prior approval from the Administration.
- Photography, videography, and filming must be pre-approved by the Administration.
- Offensive language or actions including but not limited to rude or lewd comments will not be tolerated.
- Solicitation in any form is forbidden.
- Littering of the building and library grounds is forbidden.
- "Staff Only" restricted areas are accessible only under the supervision or direction of the Library Director or their designee.
- Tobacco products, e-cigarette, and marijuana use is prohibited inside the library. Tobacco use is defined to be any tobacco product e.g. cigarettes, cigars, pipes, chewing tobacco, and tobacco.
- All bags that are brought into the building is subject to search when the person enters or leaves the building.
- Patrons shall not bring scooters, bicycles, or shopping carts into the library building.

A person who has concerns related to unacceptable patron behavior may fill out an Incident Complaint Form or a Comment Form, both of which are available at the Circulation Desk.

Failure to follow these Rules of Acceptable Patron Behavior Policy will result in action being taken to correct the behavior or end the disturbance. The Library Director or designated senior employee has the right to ban a person from entering the library for an extended period of time because of unacceptable behavior. In all cases when necessary, the Watertown City Police may be summoned to assist in the enforcement of the Rules of Acceptable Patron Behavior Policy.

Library telephones may be made available for patrons for emergency calls.

If requested, library staff will not search for patrons, identify if a patron is in the library, give patrons messages or reveal staff members schedules unless legally required to do so or in an emergency situation.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, May 13, 2025

Individuals requesting a library card must reside, own property, or be temporarily living within Jefferson, Lewis, St. Lawrence, or Oswego counties.

Primary identification should be a government-issued photo identification displaying the individual's current address. If the address on the photo identification is not current or is unavailable, an additional document verifying the individual's current address must be presented.

Individuals who do not possess a valid photo identification must present two documents (paper or digital) verifying their current address.

INDIVIDUALS EXPERIENCING HOMELESSNESS OR HOUSING INSTABILITY

The Library is committed to providing equitable access to library services for all members of the community, including individuals experiencing homelessness or housing instability.
Individuals who do not have a permanent address may obtain a library card by providing reasonable proof of identity and local residency through one or more of the following:

- A government-issued photo identification
- An identification card issued by a shelter, transitional housing program, or social service agency
- A letter on official letterhead from a shelter, social service agency, outreach organization, or other recognized community service provider verifying the individual's identity and that they are currently residing within Jefferson, Lewis, St. Lawrence, or Oswego counties
- Other documentation deemed acceptable by the Library Director or designee.

A permanent mailing address is not required for individuals experiencing homelessness. When no mailing address is available, the library may record the library's own address or use an approved shelter or service agency address for registration purposes. An address is required for registration in the Integrated Library System software.

Patrons registered under this provision will be allowed to check out two physical items at one time. All other library privileges remain the same. Patron accounts will be reviewed monthly in order to ascertain if permanent housing has been acquired to obtain a permanent address.

CHILDREN

Children 11 years of age and younger must be accompanied by a parent, grandparent, or legal guardian. The accompanying adult must present identification as outlined in this policy if they do not already have a library card on record.

DEPOSIT ACCOUNTS

Individuals who are living in this area temporarily for schooling, work, or vacation purposes and cannot otherwise qualify for a standard library card may be issued a Deposit Account. A cash deposit of $25.00 is required. Deposit Account holders may borrow two library items at a time. Upon the return of those items, additional items may be borrowed under the same conditions.

The deposit will be refunded when the individual no longer wishes to maintain the account and all borrowed materials have been returned. Patrons have six (6) months after returning their final borrowed item to claim their deposit. After six months, any unclaimed deposit becomes a donation to the Library.
Individuals experiencing homelessness who qualify for a library card under the "Individuals Experiencing Homelessness or Housing Instability" section are not required to obtain a Deposit Account solely because they lack a permanent address.

AUTHORIZED BORROWERS

Patrons may complete a form authorizing another individual (such as a caregiver or spouse) to pick up holds and check out materials on their behalf.

LOST OR DAMAGED CARDS

Patrons will be charged a $1.00 fee for each of the first three lost or damaged Universal Library cards. Beginning with the fourth replacement, the fee will be $5.00 per replacement card.

RENEWAL OF LIBRARY CARDS

Library cards expire one year from the date of issuance. Most renewals require only confirmation or updating of the patron's contact information and continued eligibility.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, September 8, 2026

LENDING RULES & PROCEDURES POLICY

Borrowers must have a current library card.

LOAN PERIODS

Library materials (fiction & non-fiction)	28 days

Except for the items specified as high demand, library materials that circulate are loaned for 28 days. Some categories of library materials such as New York State reference and microfilm do not circulate.

Material in High Demand

New Books – adult fiction	14 days
Civil service study guides	14 days
Movies (DVDs)	14 days
Magazines	7 days
State Park Pass	3 days
Disc Golf Outdoor Game	3 days

RENEWALS

You may request renewals of the loan periods on your library materials at the Circulation Desk or over the phone by calling 315-785-7705 or online at www.catalog.ncls.org. Materials classified as high demand may not be renewed, with the exception of new books and DVDs, which may be renewed for one additional time period if there are no holds on the item. All other materials may be renewed up to two times (if no other patron has requested the item).

OVERDUE FINES AND OTHER CHARGES

The library does not charge late fines. If a reciprocal patron owes late fines at their home library, they may pay those fines here. Fines in excess of $5.00 will be sent on to the home library. Patrons who have overdue items may not check out more materials until the overdue items are renewed or returned. Items from other libraries are subject to the owning library's renewal limits.

A fee of $20.00 will be charged for any late State Park Passes. This fee may be waved at the discretion of the Library Director.

When an item is 45 days overdue, the patron will be billed for the replacement cost. A borrower's privileges are suspended when the amount of fees in their account reaches $2.00 or more.

BANKRUPTCY

Roswell P. Flower Memorial Library recognizes the importance of library access to all members of the community, regardless of financial status. However, this philosophy must be balanced against the reality that some patrons, for various reasons, do not pay their debts to the library and the library suffers financially as result.

In cases where a patron has declared bankruptcy, the library acknowledges that it is legally barred from collecting the debt. Given that fact, when the library receives confirmation of a patron's bankruptcy as evidenced by a court decree, then that patron will be limited to two checkouts at a time. If the patron chooses, by their own initiative to pay the debt, then full borrowing privileges will be restored to that patron.

After one year, the patron may request a review of their account by the Library Director to determine if full borrowing privileges could be restored.

ITEM LIMITS FOR CERTAIN MATERIALS

There is an overall limit of 20 items per library card. New patrons will be limited to a two item checkout for the first three months. After that, if they are a patron in good standing, they will be allowed the normal limit.

Loan limits are on the following:

- 2 Civil Service Test books
- 5 Periodicals (Adult)
- 5 Periodicals (Juvenile)
- 5 DVDs
- 5 Music CDs
- 2 Adult Multimedia Kits – (i.e. Great Courses DVDs)
- 1 State Park Pass
- 1 Talking is Teaching Literacy Kit
- 1 Disc Golf Outdoor Game

The library reserves the right to adjust the number of items circulated to an individual by subject, format, or other criterion, as may be deemed appropriate in specific instances.

REQUESTS/HOLDS

Persons may request an item in person, over the phone or via the online catalog. Items will be held for the patron seven days from when the item is placed on the hold shelf. Patrons are allowed to have a maximum of 10 holds.

COPIER CHARGES

Black and white copies – 20 cents per page
Color copies – 75 cents per page
There is a limit of 50 pages printed per day

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, September 8, 2026

COMPUTER USE INCLUDING WIRELESS NETWORK POLICY

A current library card is required for the use of all library computers. You do not need a library card to use the wireless network.

If a patron does not have an NCLS library card and does not live in the area, the library can provide a guest pass for computer use. The patron must provide identification in order to obtain a guest pass. The guest pass will be active for the remainder of the day, subject to computer use limits.

Use of the computer is on a first-come, first-served basis with a maximum of 120 minutes (two hours) per day. The Library reserves the right to limit the number of sessions per patron/per day as usage warrants.

In the Computer Area, use is limited to two people at a workstation at a time.

If a patron has a "blocked" or "barred" status, according to library policy, they will not be able to use the library computers unless they obtain the Library Director's approval.

Black and white copies are 20 cents per page.
Color copies are 75 cents per page.
Limit of 50 pages printed per day.

Users may not:

- Use another person's library card to use library computers.
- Invade the privacy of others.
- Make any attempt to damage or modify computer equipment or software.
- Engage in any activity that is harassing or defamatory.
- Use the Internet for any illegal activity, including violation of copyright or other rights of third parties, or in a manner inconsistent with the Library's tax-exempt status or its proper operation.

The library's computer workstations are in a public community setting and may not be used for illegal, harmful, or damaging purposes. Furthermore, the computers may not be used to access potentially offensive or inappropriate information or images as determined by the sole discretion of the Library Director or designee. Filtering software is used to minimize and prevent access to offensive materials or images. Library computers must be used in compliance with these rules and with library policy in general. If a complaint is made, the library may use cameras or monitoring software to view patron's computers.

Violations and unlawful activities will result in loss of computer privileges or the imposition of a barred status in accordance with library policy.

ACCESS BY MINORS

Children's computers have a commercially produced filter which attempts to block inappropriate matter. The filters also prevent access to the following types of websites:

- Chat Rooms, email and other electronic communications.
- Hacking or other websites that allow minors to bypass security measures.
- All social media sites.
- Any other sites that may be considered illegal or harmful to minors.

WIRELESS NETWORK

The wireless network exists for patrons to access with the appropriate equipment in their laptop computer or other devices. Library staff will provide configuration settings for wireless network setup. However, the user is solely responsible for making these changes on their personal computers or devices.

Wireless network printing is available. Library staff will assist with wireless printing passwords. Files may also be saved to a device or emailed.

Communication via the wireless network should not be considered secure. Laptop users are responsible for selecting and installing security protection and maintaining current antivirus software.

When using the wireless network, library users must use earphones to ensure that the sound is inaudible to others.

Access to the library's wireless network is in a public community setting and may not be used for illegal, harmful, or damaging purposes. Furthermore, the library's wireless network may not be used to access potentially offensive information or images as determined by the sole discretion of the Library Director or designee. Filtering software is used to minimize and prevent access to offensive materials or images. The wireless network must be used in compliance with these rules and with library policy in general. If a complaint is made, the library may use cameras or monitoring software to view patron's computers.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, November 14, 2023

LAPTOP CHECKOUT POLICY

ELIGIBILITY

Laptops can be checked out **only** by NCLS cardholders, who maintain a valid library account in good standing, and who read, agree to, and sign the library Laptop Loan Policy. The user's library card or valid ID must be presented to the circulation staff each time a laptop is borrowed. Under no circumstance will a user be allowed to check out a laptop for another person unless that person is their minor child or an individual in their care. The original signer retains all responsibilities for the laptop.

LOAN PERIODS AND AVAILABILITY

Laptops may be checked out at the Library Circulation Desk during library hours. Laptops are to be used **in the library only**. One laptop per user will be made available on a first-come, first-served basis. Laptops are not able to be placed on hold. The loan period for a laptop is two hours. Laptops are due back to the main circulation desk fifteen minutes before closing. One renewal is permitted if there are no other patrons waiting for use.

FEES AND LIABILITY

The overdue fee for a laptop is **$5.00 per hour or any part of an hour thereafter**. The user that checks out the laptop is held financially responsible for damage to, loss of, or theft of the laptop and its included accessories. The replacement cost of a damaged, lost or stolen laptop is **$615 plus the accrued overdue fees**. The person who checks out the laptop **must read, agree to, and sign** the library Laptop Loan Policy and is responsible for its safe return in good condition. **Laptops should never be left unattended. Please keep laptops and accessories in your immediate possession while checked out**. Flower Memorial Library assumes no responsibility if the laptop is stolen while checked out to a user.

LIMITATIONS ON USE

Upon return, all laptops will be subject to a maintenance review by a library staff member to ensure proper working order. Users must not tamper with the hardware or software already installed on the laptop, nor, are they allowed to install hardware or software. All files saved to laptops will be automatically deleted upon signing out. All laptop users are subject to the Computer Use Policy.

Printed Name: Sign: Date:

Check List (staff initials):
Laptop #:
Laptop Sleeve or Case:
Charging Cord:
Mouse:

Adopted by the Roswell P. Flower Memorial Library Board of Trustees, May 13, 2025

CONFIDENTIALITY OF LIBRARY RECORDS POLICY

The Roswell P. Flower Memorial Library supports and complies with New York State Law (New York State Civil Service Practice Law & Rules 4509, Chapter 112, Laws of 1988) with respect to the confidentiality of library records. All library records relating to an individual patron's use of the library and its resources are confidential. These records may be consulted and used by library staff in the course of carrying out library operations, but will not be disclosed to others except upon the request or consent of the library user, or pursuant to subpoena, court order, or otherwise required by law. Such disclosures required by law, may be made only by the Library Director in consultation with the City Attorney.

New York State Civil Practice Law & Rules 4509, Chapter 112, Laws of 1988

Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and library systems of this state, including but not limited to records relating to the circulation of library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of library materials, title reserve requests, or the use of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of the library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, November 14, 2023

REPLACEMENT AND DAMAGED ITEM POLICY

If an item is returned in damaged condition, the library will charge any fees to the account to which the item was checked out. The fees will be based on the amount of damage and the suitability of the item to continue to circulate to other patrons.

DAMAGED ITEM GUIDELINES

Major damage is defined as damage to such an extent that the item cannot be repaired and can no longer be circulated. The replacement cost for the damaged item will be determined by cost of the item. Replacement copies will not be accepted to reduce fees unless prior approval is given by the Library Director.

Moderate damage is defined as damage that will affect the item's suitability for circulation, such as extensive stains, torn pages, or broken spines. The charges for the damage will be determined by the Library Staff based on time and materials replacement costs.

Minor damage is defined as damage where the item can still circulate as is or can be repaired. Examples of minor damage are scribbles in the front cover or if the cover needs to be taped.

Only the Library Director or Librarians may waive or reduce bills or fees.

FEES FOR DAMAGE TO ITEMS

Missing barcode -- $1.00
Missing or damaged cover artwork/booklet -- $2.00
Missing or broken CD case -- $2.00
Missing or broken DVD case -- $2.00
Missing audio book CD -- $9.00/per item
Missing audio book case -- $10.00
Missing audio book sleeve-- $1.00
Replacement processing -- $5.00 per item

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, November 14, 2023

SOCIAL MEDIA POLICY

PURPOSE

Social media provides a valuable and timely way for the Roswell P. Flower Memorial Library to disseminate information about and promote library news, events, projects and services. It also serves to inspire conversation and expand the library's connection with the community. The Roswell P. Flower Memorial Library regards social media as equally important as any other venue for the dissemination of library information.

DEFINITION OF SOCIAL MEDIA

Social media is defined as any web application, site, or account created and maintained by the Roswell P. Flower Memorial Library.

USEAGE RULES

The Roswell P. Flower Memorial Library welcomes the comments, posts, and messages of the community and recognizes and respects differences in opinion. However, all comments, posts, and messages will be periodically reviewed and the Roswell P. Flower Memorial Library reserves the right to, but is not required to, remove any comment, post, or message that it deems inappropriate or off-topic.

The Roswell P. Flower Memorial Library is not responsible for or liable for any content posted by any participant in a library social media forum who is not a member of the library's staff.

Users should have no expectation of privacy in postings on library sponsored social media sites; by using such sites, you consent to the library's right to access, monitor, and read any postings on those sites. Users must understand that social media is permanent, retrievable, and public. Messages can potentially be read by anyone once posted to social media. The library recommends that users do not post their personal information or contact information on social media sites.

The library reserves the right to reproduce comments, posts and messages in other public venues. Such reproduction may be edited for space or content while retaining the original intent of the post.

Content containing any of the following will be removed immediately from any Roswell P. Flower Memorial Library social media forum:

- Obscene content or hate speech
- Personal attacks, insults, or threatening language
- Private or personal information, including phone numbers and addresses, or requests for personal information
- Potentially libelous statements
- Falsification of identity
- Plagiarized material
- Comments, links, or information unrelated to the purpose of the forum
- Spam or other commercial, political, or religious messages unrelated to the library or its social media postings

- Solicitation of funds
- Any images, links, or other content that falls into the above categories

The library reserves the right to ban or block users who have posted in violation of this policy.

In addition, users are expected to abide by the terms and conditions set by third party social media platforms as well as follow appropriate federal and state law.

The library asks that individual user complaints be addressed directly to the Administration so they can be addressed quickly and specifically. Social media is not the mechanism used by the library to document or address library user problems and concerns, or to influence library policy, procedures, or programs.

PUBLIC COMMENT AT LIBRARY BOARD MEETINGS POLICY

The function of the regular meetings of the Roswell P. Flower Memorial Library Board of Trustees is to conduct the business of the Roswell P. Flower Memorial Library.

Although Library Board meetings are public meetings, they are not public hearings. The Board does, however, encourage public attendance at its meetings and provides an opportunity for public comment.

- Time will be reserved at the beginning of each board meeting for public comment. Public comment is limited to this period.
- Members of the public who attend or wish to speak are asked to sign in before the meeting begins, identifying themselves and providing their address and group affiliation, if any, to the board before speaking. A sign-in roster will determine the speaking order for people who wish to make a public comment. The names will be called in the order in which they appear on the sign-in sheet.
- As a courtesy, it is appreciated if notice of an intention to speak at a board meeting is given to the Library Director in advance of the meeting.
- The public comment period is limited to 15 minutes in total. Each speaker is allowed a maximum of three minutes. The public comment period may be extended by a majority vote of the Board.
- Public comments will be addressed to the entire Board but there will not be a response from either Board members or the Library Director.
- If, at any time, persons appearing before the Board exceed the time limitation set forth in this policy or engage in inappropriate language or behavior, it shall be the responsibility of the President to declare that person out of order and to refuse him or her permission to continue to address the Board.
- Comments made by members of the public become part of the meeting record.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

TRUSTEE EDUCATION POLICY

PURPOSE

The purpose of the Trustee Education Policy is to comply with New York State Education Law Section 260-D which requires members of library boards of trustees, beginning January 1, 2023, to complete a minimum of two hours of trustee education annually from a provider approved by the Commissioner of Education that addresses the financial oversight, accountability, fiduciary responsibilities and the general powers and duties of library trustees.

Each member of the Library Board must demonstrate compliance with this policy by filing evidence with the Board President annually.

ADMINISTRATION

Each year Trustees are required to complete two hours of continuing education during their term on the Roswell P. Flower Memorial Library Board.

According to Section 260-D, each Trustee shall demonstrate compliance with the requirements by filing with the President of the Board of Trustees evidence of completion of Trustee Education from an approved provider. Such evidence shall include one of the following:

- Certificates of completion issued by one or more approved providers; or
- A signed self-assurance of completion (included at the end of this policy). Such assurance shall identify the approved trustee education providers, a description of the format and content of the completed instruction activities, the date and time such member began and completed each instruction activity and an explanation of why a certificate of completion was not available from such approved providers.

Evidence of completion shall be submitted to the Board President by December 31st of each year. A grace period of 45 days shall be given to a Trustee who has not completed their hours by December 31st.

Compliance will be tracked through the library's Annual Report to the State.

APPROVED PROVIDERS

At the state level, trustee education providers and activities (topics and formats) are approved by the New York State Library acting on behalf of the Commissioner of Education.

In addition to pre-approving public library systems as trustee education providers, the State Library has delegated authority to public library systems to approve additional trustee education providers and activities (topics and formats) for their member libraries.

PRE-APPROVED PROVIDERS:

- New York State Library/Division of Library Development
- Public Library Systems
- WebJunction
- New York Library Association (including the Library Trustees Section and other Sections/Roundtables)
- Reference and Research Library Resources Councils

- Empire State Library Network (formerly New York 3Rs Association)
- PULISDO (Public Library System Directors Organization)
- ALA (American Library Association) including United for Libraries and other Divisions

ALLOWABLE FORMATS:

Trustee education may be delivered online or in person. The format of this education may include any of the following:

- Lectures
- Workshops
- Webinars
- Online courses
- State or national library association conferences

COSTS OF CONTINUING EDUCATION

Modest and reasonable costs incurred by a Trustee in complying with the trustee education requirements may be reimbursed by the Library. All continuing education requesting reimbursement must be pre-approved by the Executive Committee of the Board of Trustees.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

SELF-ASSURANCE OF TRUSTEE EDUCATION ACTIVITY COMPLETION

Beginning January 1, 2023, each library trustee, elected or appointed, of a board of trustees is required to complete a minimum of two hours of trustee education annually. (Education Law 260-d as added by Chapter 468 of the Laws of 2021) Please use this self-assurance form if a certificate of completion is not available from the approved education activity provider.

Please submit this form to the library Board President for review and signature. Trustees should retain a copy of the signed form.

I give the following assurance: I attended the following trustee education activity:

Trustee Name: _____

Approved Provider: _____

Title of Activity: _____

Topic/Content: _____

Format (e.g. workshop, webinar, online course): _____

Date of Activity: _____ Contact Hours: _____

Adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

TRUSTEE EMAIL POLICY

It is the goal of the Board of Trustees of the Roswell P. Flower Memorial Library to keep its Board members, as well as the Library Director, informed about matters affecting the Board's work. However, the Board must be mindful of the requirements imposed by the New York State Open Meetings Law particularly as they apply to communications among Board members outside normal Library Board meetings.

- Generally, Trustees shall not use email to conduct library business. Email communication to, by, and between the Board members is permitted on a limited basis for matters such as:
  - Agenda item suggestions
  - Reminders regarding meeting times, date and places
  - Board meeting agenda or public record information concerning agenda items
  - Responses to questions posed by the community, administration, or staff

- A Board member may send email items to all other Board members with items of passing interest. Board members may reply to other trustee received emails provided only that their response is limited to the subject of the original message and does not cross over to items of substance. There is no expectation of privacy for any messages sent or received by email.

- Emails from the public to a Library Trustee about library business will be copied to all Trustees and the Library Director. When emails from the public require Board response, the President, or designee, will respond and will copy the other Trustees and the Library Director.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

INTERLIBRARY LOAN POLICY

PRINCIPLES

- The Interlibrary loan service supports the mission of the library by providing expanded access to library materials and information. The purpose of interlibrary loan is to obtain materials not available in the library. The library affirms that interlibrary loan is an adjunct to, not a substitute for, the library's collection. In meeting patron needs, the library will exhaust local resources first, including its own collection and those of North Country Library System (NCLS) member libraries where possible, before requesting items on interlibrary loan.

- The Roswell P. Flower Memorial Library endorses the principles relating to interlibrary loan included in the American Library Association (ALA) Interlibrary Loan Code for the United States, the U.S. Copyright Law and U.S. Commission on New Technological Uses of Copyrighted Works (CONTU) Guidelines, and federal and state laws governing confidentiality of records.

DEFINITION

- An Interlibrary Loan request is defined as a request for library materials made on behalf of a Roswell P. Flower Memorial Library patron through other library systems. This does not include holds placed by patrons or staff for materials available libraries in the NCLS system.

PATRON STATUS

- Any patron with a “blocked or barred status” will be denied Interlibrary Loan Service.

- Patrons must return overdue materials or pay bills before placing Interlibrary Loan requests.

BORROWING RULES

- Two active requests are permitted at any one time per patron for OCLC (Online Computer Library Center) and DueNorth requests. The Library Director may allow exceptions to this limit. A request is active from the time it is initiated until the item has been returned and checked in at the lending library and the record has cleared.

- Materials will be available for pickup for ten days after they are processed.

- Patrons are responsible for any fees or fines from the owning library for failure to return materials in a timely fashion.

- Interlibrary Loan materials are checked out for 28 days or for a period stipulated by the lending library. Items may be recalled at any time by the owning library.

- Interlibrary Loans may not be renewed regardless of owning libraries policies.

- Requests to borrow textbooks from other institutions will not be filled.

- Failure to follow these policies may result in loss of Interlibrary Loan borrowing privileges.

CHARGES

- The library does not charge fees for requests that are filled through the Northern New York Library Network Interlibrary Loan Service and are delivered using the NCLS delivery service.
- The library always borrows from libraries who lend free of charge. Patrons are notified that their hold is available in one of three ways:
    - Patrons can call the library.
    - Patrons can sign into their account online to review status.
    - Patrons will receive a phone call or an email notification if their email address is provided.

Re-adopted by the Flower Memorial Board of Trustees, January 9, 2024

REFERENCE SERVICE POLICY

The reference desks are located on the upper level and lower level of the library. The reference desk on the upper level is staffed on nights and weekends. If the Librarian is busy or unavailable, patrons may leave a voicemail, email, or write down their questions and the Librarian will contact the patron with the answer later.

Librarians:

- Will provide information in the form of short answers to specific questions and guidance in locating current, accurate, information for patrons who appear in person, call on the telephone or request information via mail, email, or social media. Priority is given to in person requests. Answering inquiries has priority over other duties.

- Will assist patrons in the use of the library and teach basic research methodology, when appropriate. This includes providing help in developing a research strategy and advice on whether a trip to the library would be worthwhile.

- Will provide bibliographic verification of items both in the library and not owned by the library and will assist patrons in submitting requests through Interlibrary Loan when appropriate.

- May refer library users to other agencies and libraries in pursuit of needed information.

- Information, particularly in the subject areas of law, medicine, consumer information, religion, politics, and personal finance/tax information, is presented without interpretation, advice, analysis, or personal recommendation.

- May use not only the library's resources in printed form, but consult appropriate digital resources as well as the regional resource library and other agencies by telephone in pursuit of "ready reference" information.

- May not assist patrons in areas where confidentiality is an issue. These situations include Social Security numbers, personal medical records, personal financial information, email accounts, and passwords.

- Will assist patrons using technology available unless the situation compromises the integrity of the library's computer systems. These situations include but are not limited to sending an email for a patron or connecting laptops to the network via cables.

- Will assist patrons with technology issues by making suggestions only.

- Will treat all reference questions in a nonjudgmental and confidential manner.

- Will provide information and assist patrons as time allows. If a patron has a complicated research question or a list of questions or if there are several patrons who need assistance at the same time, the librarian may need to schedule a follow-up time to answer the patron's questions.

Reference computers are available for the public to use for special requirements such as taking tests, using the microfilm scanners, and other special hardware. For any other uses, there are public computers available on the main level.

COLLECTION DEVELOPMENT

The purpose of a Collection Development Policy is to provide the public with an understanding of the scope and nature of the library's collection and explain the criteria used in building a collection that supports and expresses the library's commitment to meeting the needs of the community it serves. It is based on the library's mission, community input, and the service role of the library. Community, in the case of Roswell P. Flower Memorial Library, refers to the citizens of the Watertown area, and, in our role as Central Library of the North Country Library System, the residents of the surrounding counties which comprise the system's service area. The library provides current, high-interest materials in a variety of formats for people of all ages and actively encourages the use of collections, which are both recreational and support life-long learning. Instilling a love of reading in children is a high priority, as is supplementing the educational needs of patrons and furnishing timely, accurate information on a variety of topics. Library materials, including increasingly important electronic resources, reflect a variety of opinions, stimulate self-understanding and growth, enhance job-related knowledge and skills and increase knowledge of and participation in the affairs of the community, the nation and the world.

The Board is charged with being ultimately responsible for the selection of all materials in the collection. The Board has chosen to delegate full responsibility for the selection of all materials to the Library Director. Under the authority of the Board, the Library Director and the Librarians select and deselect library materials.

PRINCIPLES

Materials are selected and retained on the basis of their content and overall value. Roswell P. Flower Memorial Library represents all points of view and the library, as much as is possible, is a reflection of the community and its diversity. It also seeks to advance awareness of those cultures, traditions and ideas not represented in the local community. The selection principles promote the American Library Association's "Library Bill of Rights" and interpretations, "Freedom to Read Act," "Freedom to View Act," "Intellectual Freedom Statement," and "ALA guidelines for Access to Electronic Information."

GENERAL CRITERIA

A policy cannot replace the judgment of individual librarians but only provides guidelines to assist them in choosing from the vast array of available materials. In selection, the librarian uses professional judgment and expertise, based on understanding of user needs and a knowledge of authors and publishers. Flexibility, open-mindedness, and responsiveness to the changing needs of the community are a necessity. Considerations include:

- Appropriateness to the library's mission
- Contemporary significance
- Popular demand (including requests by patrons and staff)
- Suitability of subject and style for intended audience
- Insight into human and social conditions
- Accuracy and authoritativeness
- Appropriateness and effectiveness of medium to content
- Relation to existing collection
- Availability of material elsewhere in the community and through Interlibrary Loan
- Clarity and logic; comprehensiveness and depth of presentation
- Price, format, suitability of physical form for library use
- Inclusion of work in bibliographies, best lists, indexes

An item need not meet all these criteria in order to be acceptable. When judging the desirability of materials, any combination of standards may be used. More specific guidelines can be found in the special collections section of this policy.

ADULT COLLECTIONS

The Adult Services Librarians have primary responsibility for the selection and maintenance of collections for adult patrons.

- Fiction

  A basic collection of classics and standard titles is maintained. There is no single standard for inclusion in the fiction collection. Because of the large volume of fiction published, it is possible to purchase only a representative selection with emphasis on major authors and the most popular examples of a genre. Patron requests for fiction are purchased whenever possible and influence the addition of more copies. Genre fiction such as mysteries, romances, espionage, horror, thrillers, science fiction, fantasy, and westerns are purchased in proportion to demand and circulation statistics. Efforts are made to complete series, purchase award winning titles, and to represent local authors, publishers, and subject matter. Each work will be judged on its own merits. Preferred fiction will be competently written, have plausible characterizations, and give an honest portrayal of the human experience with which it deals.

- Non-Fiction

  The nonfiction collection provides timely, accurate, and useful informational materials to support individual and community interests. It emphasizes materials that are current and in high demand. Materials are available for all ages and reading levels in a variety of formats. Materials are selected to represent a continuum of opinions and viewpoints when available. Titles with continued value and those of current, accepted authority are part of the library collection. As a new field emerges, the library responds with timely additions. General treatment is preferred unless there is an identified need for in-depth treatment of a subject area. Roswell P. Flower Memorial Library emphasizes non-scholarly materials and relies heavily on Interlibrary Loan for academic and in-depth coverage of subject matters.

- Reference and Electronic Information Resources

  Most reference materials may be checked out. They provide quick, concise and up-to-date information. Included are indexes, encyclopedias, biographical resources, dictionaries, almanacs, and directories.

  Selection criteria for printed Reference resources include:

  - authoritativeness
  - demands on subject area which the circulating collection cannot meet
  - ease of use
  - format
  - frequency of use
  - scope and depth of coverage

  Additional selection criteria for electronic and emerging formats include:

  - capability for information to be downloaded

- capability for networked distribution
- demand for format in community
- durability of format for library use
- logical operation and ease of use for public and staff
- reduction/replacement of in print or other format materials
- suitability for direct public access
- technical quality of production or reproduction
- timeliness in updating information

- Periodicals and newspapers

  Periodicals are an important source of new ideas, topics, and consumer information as well as being in demand as recreational reading material. Therefore, Roswell P. Flower Memorial Library subscribes to approximately 35 periodicals and newspapers. The periodicals collection is reviewed yearly for additions and deletions.

- Audio and Visual materials

  The same selection criteria apply to AV materials as to similar materials in print format.

  Additional selection criteria include:

  - technical quality of audio and visual reproduction
  - presentation or experience that is unique to format and provides an alternative to print
  - significance of performance or diversity in interpretation
  - critical acclaim as demonstrated in awards, nomination for awards, and/or reviews by the performing arts community
  - suitability to be circulated or housed in a sturdy, safe, and convenient manner

  Audios and videos are protected by copyright and are intended for home use only.

YOUTH COLLECTIONS

The Youth Services Librarians have primary responsibility for the selection and maintenance of collections for patrons from infancy through sixth grade as well as fiction for young adults, and the types of professional reference material described below. The diverse constituency served includes preschool children cared for at home as well as in day cares and preschools, public, private, and home school students, college students of children's literature, adults who share literature with children, and adults who enjoy children's literature.

Selection Criteria of Materials for Youth Include:

- Materials which meet the particular developmental needs of youth at different stages
- Age and interest appropriate content and presentation
- Emphasis on quality, critically acclaimed materials, or award winners
- Quality and aesthetics of illustrations to stimulate the imagination
- Information and stories which represent a spectrum of family styles and values
- Materials which represent the richness and diversity of the youth's local and world community

- Awareness of curriculum-based needs of public, private, and home school students, as well as college children's literature students
- Awareness of high-demand materials for use with children in preschool classrooms

COLLECTION MAINTENANCE

Roswell P. Flower Memorial Library recognizes the need for ongoing evaluation of its collections to assure provision of inviting and accessible items. This ongoing maintenance includes weeding, replacement, and repair.

- Weeding Guidelines:
  Discard:
    - Materials with obsolete content
    - Materials which are infrequently used
    - Materials in poor or irreparable physical condition
    - Older editions of encyclopedias, almanacs, directories, and standard texts
    - Materials which are incomplete sets in which items missing seriously impair their usefulness
    - Materials that have no anticipated use
    - Works containing information that has been superseded or presented in newer, more comprehensive or more accessible formats

  Weeded items will be disposed of by recycling, placed on the free cart, or sold depending on subject matter and condition.
- Retention Guidelines:
  Retain:
    - Works containing useful local information
    - Primary works in particular disciplines or topics
    - Works identified as core collection items
    - Works representative of an era, trend or movement which provide unique coverage
    - Works listed in standard or authoritative up to date bibliographies regularly used by staff and public
    - Replacement of desired item is not possible
    - The most cost-effective option is selected when making replacement versus repair decisions

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

REQUEST FOR RECONSIDERATION OF LIBRARY MATERIALS POLICY

The Roswell P. Flower Memorial Library subscribes to the American Library Association's Library Bill of Rights, which states in part, that "Books and other library resources shall be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials shall not be excluded because of the origin, background, or views of those contributing to their creation." The Library Bill of Rights continues by saying that "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." It is the Roswell P. Flower Memorial Library's responsibility to provide resources on many subjects, from multiple viewpoints, appealing to the public's diverse interests and tastes.

If you wish the Library to reconsider the purchase of a particular item, you must complete and sign the Request for Reconsideration of Library Materials form. When the Library Director receives the form they will appoint an ad hoc committee of 4-5 members of the professional staff, including the Library Director and the librarian who initiated the order. The committee will examine the item in its entirety, taking into consideration the original reasons for purchase, and evaluate the item in light of the library's selection policy, the Library Bill of Rights, and the item's critical reception. After the item has been thoroughly and objectively reviewed, taking into consideration the complainant's objections, the committee will respond in writing.

If the complainant wishes to appeal the decision of the staff committee, they may do so to the Board of Trustees. The appeal must be submitted in writing and will then be placed on the agenda of the next regularly scheduled Board meeting. The complainant will be given the opportunity to state his or her case to the full Board, who will take the information under advice. The Board President will then appoint an ad hoc committee of three to five Board members and the Library Director to examine the item in question. The ad hoc committee will review the item and make a recommendation to the full Board at the next regularly scheduled meeting. The decision of the Board is final.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

CITIZEN'S REQUEST FOR RECONSIDERATION OF FLOWER LIBRARY MATERIAL

1. Name: _____
2. Address _____
3. City _____ State _____ Zip _____ Phone _____
4. Complainant represents
   a. _____ Themselves
   b. _____Organization (Name)_____
5. Type of material? (Book, DVD, etc.) _____
6. Title: _____
7. Author: _____
8. Did you read/watch/listen to the entire work? ____Yes ____No
9. If not, what parts? _____
10. Are you aware of the judgment of this work by literary reviews? _____
11. What do you believe is the theme of this material? _____
12. What concerns you about this material? (Please be specific; cite pages)

    _____
13. Is there anything positive about the item in question?

    _____
14. What action do you think the Library should take in regards to this material?

    _____
15. What work would you recommend that would, in your judgment, be more appropriate?

    _____

Signature of complainant_____ Date_____

I was given a copy of the ***Reconsideration of Flower Library Material Policy***. ____Yes ____No

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

CHILD BEHAVIOR AND SUPERVISION

The library has a responsibility to provide an environment that is safe and comfortable for every patron who appropriately uses its services and facilities.

The library Board and staff are eager for children to use the library and welcome those who do so. Service to children is an important part of the library's mission. The library is free and open to unaccompanied children who are independent enough to use the resources for recreation, information and education. Children under the age of eight must remain with their parent/caregiver. Children 8-11 years old may be in the library if the parent/caregiver is in the building. Children 12 and over may be in the library unaccompanied. However, based on behavior, staff may ask parents to remain with their children regardless of age.

Parents should be aware that the library is a public building open to all individuals. It is not the library staff's function or purpose to provide supervision or to care for children while parents or caregivers are inside or outside the library. Staff will not monitor children leaving the library.

Adult patrons who are not actively seeking children's materials and linger in the Children's Room without a child will be asked to leave. This is for the safety of all children.

The following policy has been designed to communicate the library Board's concern for the safety and welfare of the children it serves.

UNATTENDED CHILDREN

- At all times, caregivers are responsible for the conduct and safety of their children on library premises.

- Caregivers are expected to be aware of the opening and closing times of the library, bearing in mind that these can and do change. Power failures or other emergencies can occur and require unexpected closing of the building. Children left alone in the library, or on library grounds, could be vulnerable. Every effort will be made to contact the parents or guardians prior to closing.

- If a child is left at the library after closing time, or as the result of an emergency closing, the police will be called. Under no circumstances will a staff member take a child out of the building or transport children to another location. The police department, County Department of Human Services, or a juvenile welfare-related agency may be called if children under 12 years of age are left unattended in front of the building prior to regular opening time or have been left unattended in the building.

- Children are expected to adhere to the same standards of conduct expected of adults. All library users are required to respect library property and to act in a manner appropriate to the use and function of the library. (see Library Behavior Policy and Procedures). Children who are not using the library appropriately or who require excessive staff attention or supervision, will be asked to leave the library.

TEEN SPACE AND BEHAVIOR

The Teen Space was created for the library's teen patrons, defined as patrons aged 12-18, as they age out of the Children's Room. Their environment is designed to meet their informational and social needs in a safe, supportive, and positive manner.

- Patrons using The Teen Space, like any other space in the library, are expected to follow the "Acceptable Patron Behavior" policy of the library.
- The Teen Space is open during all library hours and all patrons may browse and/or check out materials from The Teen Space.
- Adult patrons who are not actively seeking young adult materials and linger in The Teen Space will be asked to relocate to another section of the library. This also includes patrons older than 18 who are accompanying a teen.
    - Parents, guardians, and caregivers are encouraged to utilize the seating outside The Teen Space to keep an eye on their teen(s) if they choose to do so.
    - Patrons younger than 12 are allowed in The Teen Space in the company of a teen and as long as they are not disrupting other teens working in the space.
    - Exceptions to this rule are made at the discretion of Librarians or the Library Director. For example, professional aids actively working with a teen may be in The Teen Space.
- Parents, guardians, and caregivers should be aware that the library is a public building open to all individuals. It is not the library staff's function or purpose to provide supervision or to care for teens while parents are inside or outside of the library. Staff will not monitor teens' use of the library beyond ensuring compliance with library policies.
- Teen patrons using computers in The Teen Space are expected to follow the "Computer Use Including Wireless Network" Policy of the library.
- The library reserves the right to utilize The Teen Space for scheduled teen programs, events, and gaming activities.

Re-adopted by the Flower Memorial Library Board of Trustees, January 9, 2024

LINKS FROM THE LIBRARY'S WEB SITE

The Roswell P. Flower Memorial Library web site is an online source of information for staff and patrons of the library. Included on the website is a limited number of links to other web sites chosen because these links have been useful to staff in answering patron questions. These sites are selected to enrich, broaden, and complement the print and audiovisual library materials available and must be consistent with the Collection Development Policy criteria.

Resources are constantly changing on the internet. Since these linked sites are not under the control of the library, they may change or disappear over time. New links will be added and current links evaluated regularly based on the Collection Development Policy criteria.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

LIBRARY MEETING ROOMS

Meeting rooms are available for use by individuals and community groups. The meeting rooms referred to in this document are:

- The Community Room located on the first floor near the Circulation Desk: Maximum capacity 43 – 49 people.
- The Old Watertown Room located on the second floor next to the Reference Desk in the historic part of the Library: Maximum capacity 28 people.
- The 1812 McGivney Meeting Room located on the second floor in the historic part of the Library: Maximum capacity 22 people.
- The South Reading Room is located on the main floor in the historic part of the Library: Maximum capacity 66 people.

GENERAL GUIDELINES

- Meeting rooms at the Library are meant to be used for informational, educational, cultural, and civic needs including activities such as discussion groups, panels, lectures, conferences, seminars, studying, exhibits, displays, story times, puppet shows, and films.
- Individuals and groups of four or under who wish to use a meeting room to study will be limited to the 1812 McGivney Meeting Room. To ensure equity to the community, individuals and small study groups will be limited to four hours a day/three days a week.
- In order to reserve a library meeting room for public use, the business, individual or organization may be required to obtain insurance. Any activities beyond routine library usage will require insurance unless the Library Director or their designee determines otherwise.
- For groups of ten or more, the library reserves the right to ask you to use off-site parking.
- The library reserves the right to refuse facility use for activities that infringe upon, delay, or conflict with library objectives.
- The number of occupants must be limited to the safe capacity of the meeting space.
- Although a meeting space might be available for use on the date of the requested event, an organization or individual may be denied use under the following circumstances:
    - Damage to library property from prior room use.
    - Failure to make restitution for cost of damages to library property from prior room use.
    - Violation of one or more of the library policies/regulations regarding facility use.
- Meeting room use after library hours is prohibited unless approval obtained from the Library Director. Fees may apply.
- There is no charge for meeting room use by nonprofit groups. For-profit groups which meet more than once a month at the library will be charged a fee of $20.00 for use of the Old Watertown Room or 1812 Room and $50.00 for use of the South Reading Room or Community Room.

- The use of a meeting room does not constitute the Roswell P. Flower Memorial Library or City of Watertown endorsement of viewpoints expressed by participants in the program. Advertisements or announcements implying such endorsement are not permitted.
- Solicitation, admission or other charges, money-raising activities, and/or sales are not allowed. Tutors may not use the meeting rooms if a fee is charged for their services.
- Meeting rooms may not be used for religious services. Religious study groups are permitted.
- Functions must end, and meeting rooms vacated, no later than 15 minutes before the library closes.
- All functions will be conducted in a manner not to disturb other patrons in the library.
- Groups/individuals must provide their own meeting supplies. The library is not responsible for the loss of personal items, equipment or displays used by groups.
- Library needs will preempt any other scheduled event. Nonprofit organizations will preempt any for-profit organizations.
- There is no telephone service in the meeting rooms. Library staff is not available to accept calls or relay messages or page persons using the rooms, except in emergency situations.
- Displays may not be affixed directly to the walls of the meeting room. Library fixtures may not be removed from the walls.
- Due to tight schedules, each organization will be admitted to and must vacate the room at the appointed time.

POLITICAL USE

The Trustees of the Roswell P. Flower Memorial Library believe that as trusted public institutions, libraries play an important role in ensuring that patrons have access to information which allows them to fully participate in civic and political debate, helping them to make informed decisions. The library supports democratic dialogue and wishes to provide time and space for political discourse and the robust exchange of ideas. Thus, we will allow political meetings if, and only if, the meeting adheres to the general meeting room policies.

It is essential that any meetings should not have an impact on library staff, library services and operations; affect patrons' experience of library use; or have an effect on the library's reputation in that they might be seen as endorsing the candidate or political party. As stated above, the use of a meeting room does not constitute the Roswell P. Flower Memorial Library or City of Watertown endorsement of viewpoints expressed by participants in the program. Advertisements or announcements implying such endorsement are not permitted. Violation of this rule will result in the meeting being cancelled.

The Library Director has final discretion in making a determination as to whether or not a meeting meets these requirements.

RESERVATIONS

Requests for use of a meeting room may be made by contacting the library. Requests will be honored on a first-come, first-served basis.

- Person or groups wishing to reserve a meeting room shall file Meeting Room Scheduling Request Form with the Administrative Secretary or appointed staff member. [Form attached]
- To reserve the meeting room, the person in charge must be over 18 years of age. Children and teens wishing to reserve a room for studying must have parent/caregiver approval and signatures on the Meeting Room Scheduling Request Form.
- Reservations are accepted up to two months in advance. No groups or individuals may use the meeting rooms at intervals so regular that the library becomes its primary meeting space, personal office, or hotel.
- Notice of cancellation should be made as soon as possible. After 30 minutes, a reservation is forfeited for failure to appear as scheduled.
- If a group/individual fails to show for two meetings in a row and does not call to cancel, all future reservations are forfeited until the group calls to reschedule. A fee may be charged for organizations which fail to show for two meetings in a row.
- If a group/individual is unable to keep the room reservation, it is requested that they give the library at least a 24-hour notice. Notice may be given by phone, email, or in person. Please contact Andrea Carr, 315-785-7702, acarr@ncls.org to cancel.
- Meetings will not be scheduled before or after library hours. Group/individual representatives may not enter the library building before or after normal operating times unless prior approval has been given by library administration.
- Groups/individuals may not assign their reservations to other others.

CARE AND USE OF FACILITIES

- Please leave meeting rooms as they are found. If the furniture is rearranged, it should be returned to the original arrangement at the end of the meeting.
- Furniture and/or equipment from the main area of the library may not be brought into meeting rooms.
- Equipment, supplies, or personal effects cannot be stored or left in library meeting rooms before or after use.
- Attendance at meetings will be limited to the capacity of the individual meeting rooms as listed in this policy.
- Food can be served in the Community Room. If an individual wishes to serve anything other than simple refreshments in any other meeting room, these arrangements must be approved by the Library Director.
- Kitchen facilities or equipment will not be provided by the library.
- The individual making the reservation, as well as the membership of the group as a whole, will be held responsible for any and all damages that may occur as a result of the use of the facilities.

- Permission to use library meeting rooms may be withheld from groups/individuals failing to comply with the Meeting Room Policy and from any group that damages the room, equipment, or furniture, or causes a disturbance.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

MEETING ROOM SCHEDULING REQUEST FORM

- Please fill out both sides of this form completely. Missing information may cause delays in scheduling.
- Scheduling requests should be made at least one week in advance, but will not be accepted more than two months in advance of the requested date(s).

Organization Name_____

Responsible Party's Name_____

Address _____

Phones (day)_____ (cell)_____

(FAX)_____ Email _____

Date(s) & Time of Meeting _____ Approximate Attendance_____

Purpose of Meeting
_____

Indicate Meeting Room and Meeting Time:

_____Community Room (capacity not to exceed 49 people)
Meeting Time: _____ Set up time (if required) _____

_____Old Watertown Room (capacity not to exceed 28 people)
Meeting time:_____ Set up time (if required):_____

_____1812 McGivney Room (capacity not to exceed 22 people)
Meeting time:_____ Set up time (if required):_____

_____South Reading Room (capacity not to exceed 66 people)
Meeting time:_____ Set up time (if required):_____

Setup Required
__Classroom __Theater __Square __U-Shaped
__Other_____

Equipment Needed (available on a first come, first served basis):
___ Screen
___Computer (Additional laptop policy applies)
___ TV and DVD Player
___Easel(s) (Organization must supply paper)
___ Whiteboard (Library will supply markers)

I have read and agree to abide by the current Meeting Room Use Policy and confirm that this room will not be used for commercial purposes. I agree to notify the Library of any cancellation. Failure to do so may result in denial of future meeting room space.

Signature of Responsible Party or Designee_____

Print Name: _____ Date: _____

Flower Memorial Library, 229 Washington Street, Watertown, NY 13601

MEETING ROOM SET UP

Depending on the requested room, maximum number of people in the space may change based on set up requirements.

Community Meeting Room

Available Layouts	Maximum # of People
Classroom Seating	12 or 16 (3 or 4 per table) 1 table for teacher and 4 max for students
Theater (chairs only)	42
Square	12
U-Shaped	3- table "U" = 13; 4 table "U" = 19

Old Watertown Room

Available Layouts	Maximum # of People
Large Oval Table	12 people; space is available for 1 additional large table

1812 McGivney Room

Available Layouts	Maximum # of People
*Flexible Space	22 People

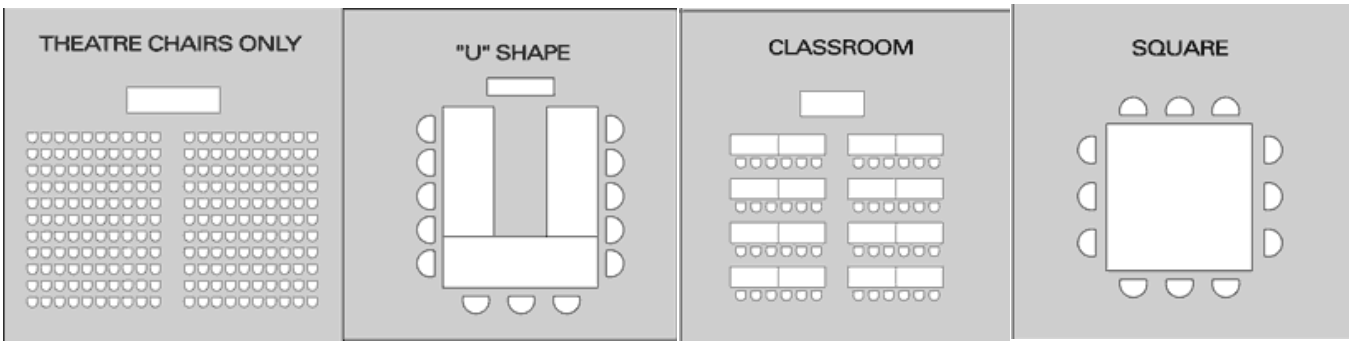
South Reading Room

Available Layouts	Maximum # of People
*Flexible Space	66 People

*room can be set up based on user's needs.

Room Configurations (please check box):

☐ ☐ ☐ ☐



To reserve a room, contact Andrea Carr at 315-785-7702 or acarr@ncls.org.
Then, complete this form and mail it to:

Andrea Carr, Administrative Secretary
Roswell P. Flower Memorial Library,
229 Washington Street
Watertown, NY 13601

Form may also be faxed to 315-788-2584.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

SPECIAL EVENTS POLICY

The Board of Trustees of the Roswell P. Flower Memorial Library approves all event usage of the Roswell P. Flower Memorial Library. The Trustees, or its designee, may determine the number of events to be operated simultaneously, and does not guarantee sole use of the Library. Library programs and events take precedence over external group events. Political campaigning, religious functions and wedding receptions are not permitted.

All events held at the Roswell P. Flower Memorial Library must be conducted in an orderly manner and in full compliance with applicable laws, regulations and Library rules.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, March 12, 2024

LIBRARY VOLUNTEER POLICY

PHILOSOPHY

The Roswell P. Flower Memorial Library believes that an effective volunteer force enhances the library's ability to provide quality services to the public. Furthermore, an active volunteer program is an integral part of the library's relationship with the community.

PRINCIPLES

- A volunteer force brings a wide range of skills, talents, and experience from the community to the library.
- A volunteer program provides community members the opportunity to gain an understanding of the nature and value of public library services.
- Volunteerism provides opportunities for positive community service and work mission.
- The library's volunteer program is governed by Roswell P. Flower Memorial Library policies and procedures.
- Volunteers assist the paid library staff in providing a variety of services beyond the scope of the regular library budget and the regular duties of the paid staff.
- Volunteer services do not displace existing paid staff or eliminate appropriate staff augmentation requirements that may emerge from implementation of the library's mission, changing conditions, or budgetary allowances.
- The administration of volunteer services is at the discretion of the Library Director whose responsibility is to operate the library with the highest possible degree of professionalism.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

DISPLAYS AND EXHIBITS

As an educational and cultural institution, the Roswell P. Flower Memorial Library welcomes exhibits and displays of interest, information and enlightenment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The Library Director shall accept or reject material offered for display based on its suitability and availability.

The library assumes no responsibility for the preservation, protection, or liability of any item displayed or exhibited. All items placed in the library are there at the owner's risk. The library recommends that insurance be purchased if items are of high value to protect your investment.

A release must be signed by the exhibitor before any items can be placed in the library. An example of the release follows:

Roswell P. Flower Memorial Library Display and Exhibit Release

I, the undersigned, hereby lend the following works of art or other material to the Roswell P. Flower Memorial Library for exhibit purposes only. In consideration of the privilege of exhibiting them in the Library, I hereby release said Library from responsibility for loss, damage, or destruction while they are in the possession of the Library.

Exhibition to be held in the _____

During _____

Description of materials loaned _____

Signature _____ *Date* _____

*Address*_____ *Telephone* _____

Email _____

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

TEST PROCTORING POLICY

The professional staff of the Roswell P. Flower Memorial will offer proctoring services under the following guidelines:

- Proctoring tests is a service provided as a courtesy to our community. Scheduling exams is at the library's discretion.
- The test will be proctored on library computers only. Other materials allowed will be based on the testing rules.
- To arrange to have an exam proctored, the student should contact a Librarian at least five days in advance to arrange date and time for exams and to complete any preliminary paperwork. It is the student's responsibility to verify that the proctoring conditions provided by the Roswell P. Flower Memorial Library meet any requirements of the school or professional organization administering the test.
- A librarian will proctor the exam, which must be completed in the reference sections of the library. Librarians schedule proctored exams based on their available times.
- Students should inform the reference staff of cancellation of or the need to reschedule an exam at least 24 hours before scheduled time via email or phone. The staff reserve the right to cancel the exam if the student is more than 15 minutes late.
- All students will be required to show a picture ID before taking the exam. The exam will not start before the scheduled time.
- The student may only take the exam once during their scheduled time. If they need to take another exam, a separate appointment must be made.
- If a student reschedules or fails to show up three times, staff reserve the right to deny further proctoring appointments.
- Students must ask permission to use the restroom. Students are not allowed to take electronic devices to the restroom.
- Librarians only proctor the test. They do not have knowledge of the test program nor have any access to test scores.
- The student must provide the cost for mailing and/or faxing the examination; the library will mail or fax the exam by the next business day.
- All examinations must be mailed to the Roswell P. Flower Memorial Library, Attn: Reference Librarian, 229 Washington Street, Watertown, NY 13601 or emailed to: watlib@ncls.org or to the librarian's email who is scheduled to proctor the test. Inquires may be made at the following number: 315-785-7714 or 7715 or 7701. The Library is not responsible for lost or delayed materials.
- Any examinations not taken as scheduled will be held for two weeks and then returned to the school or professional organization.
- This written policy will be provided to institutions as requested.

NOTE: For all exams, the librarian and the student are in a public area and the student is not watched constantly, as the librarian will also be on duty at a public service desk. Staff will also attempt to keep noise level to a minimum, but student should keep in mind that testing in an area of complete quiet will not be achievable. *Re-adopted by the Flower Memorial Board of Trustees on, January 9, 2024*

LIBRARY BULLETIN BOARD POLICY

The following guidelines for the approval and display of posters on the library bulletin board have been established:

- Posters should be turned in at the Circulation Desk. They will be initialed and posted by the staff person in charge of the bulletin board. No posters shall be removed except by the staff member in charge of the bulletin board. Questions concerning approval shall be directed to the Library Director.

- Posters must advertise cultural or educational events in the four county area (Jefferson, Lewis, Oswego and St Lawrence Counties).

- Posters must be neat and not larger than 11 inches by 17 inches.

- Posters for political candidates, parties, and issues will not be posted.

- Posters for informational political events such as debates or lectures will be posted.

- Legal notices, notices of church services, private instructional courses, business advertisements, or personals will not be posted.

- If the board is crowded, the staff person in charge of the bulletin board reserves the right to select posters for events with the widest appeal.

- Posters will not be returned after posting.

- Any bulletin board notices, which are not approved, will be removed from the bulletin board.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

GIFTS AND DONATIONS POLICY

The Roswell P. Flower Memorial Library may accept gifts of materials and monetary donations. The library reserves the right to refuse any material, gift, or donation and to use or dispose of them as appropriate.

Depending on the nature of the material, a Deed of Gift may be required.

Often gifts are given in memory of a loved one or to commemorate a special event. Donated items will be carefully reviewed for their overall contributions to the library's mission and relevance to the collection. Materials donated to the library may be added to the collection if they meet the criteria for materials selection and are in good physical condition. Items which fall within the criteria for discarding will not be added as gifts. Processing costs are also weighed before placing a gift in the collection. Exceptions to physical condition include rare, out of print, reference, and other materials that fill a specific gap in the collection. All gifts become the property of Roswell P. Flower Memorial Library. The Library Director or their designee will make the final decision on inclusion of materials.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

FAX MACHINE POLICY

Only the library staff will operate the fax machine.

The library accepts no responsibility for missing pages, bad transmissions, or incomplete identification on incoming faxes. The library cannot guarantee fax quality.

Cash or personal checks will be accepted as payment.

Outgoing faxes will be charged $1.00 per page for each location to which the fax is sent. The library cover page will be provided free of charge. Cover sheets will be available at the Circulation Desk; the patron is responsible for filling in correct information for the fax transmittal. The library will not accept faxes to international numbers.

Incoming faxes will be charged $1.00 per page. Incoming faxes will only be accepted during normal library business hours. All incoming faxes will be shredded if not picked up within 48 hours of receipt.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

GENEALOGY AND LOCAL HISTORY DEPARTMENT POLICIES

MISSION STATEMENT

The Roswell P. Flower Memorial Library Genealogy and Local History Department will maintain a genealogy and local history collection to preserve this information to aid and assist the general public in genealogical and historical research. The collections will focus on Jefferson County, New York and the adjacent counties of Lewis, St. Lawrence and Oswego along with the province of Ontario, Canada.

GENEALOGY DEPARTMENT

Monday – Saturday 12:00-4:00 PM

If Genealogy volunteers are not available, a librarian will be able to assist with access to materials.

USE OF MATERIALS

- All visitors are welcome to use the collection in-house, free of charge.
- Materials are to be handled with care as they may be brittle and/or irreplaceable. Certain items may require special handling and, if so, gloves will be provided.
- Please do not make marks, trace over, highlight, fold, use sticky notes on pages, or any handling that could cause damage.
- Materials in the genealogy collection must remain in the department or designated area while being used. Volunteers are available to assist with the location of materials, if needed.
- Materials in the local history collection are available for independent browsing. Assistance is available at the reference desk.
- Use of cell phones or other cameras is permitted to capture images of materials.

PHOTOCOPYING AND PRINTING

- Copier use: 20 cents per page.
- Printer use: 20 cents per page.

Library staff will photocopy all requests if permissible by copyright law; patron use of the copier is not allowed.

COMPUTER USE

There are computers in the Reference Department available for genealogy or local history research. Reference assistance is available for navigating online content.

CORRESPONDENCE

Research requests will be accepted by mail, email, or by phone. A self-addressed, stamped envelope should accompany all mailed requests. Providing pertinent information about a person, such as date of birth or death, place of birth, or spouse's name, is very helpful when making requests. If the search is negative, a reply

will be communicated to that effect.

SECURITY

The Library reserves the right to inspect all research materials and all personal articles before patrons leave the genealogy department or local history area.

LOCAL HISTORY AND GENEALOGY COLLECTION POLICY

MISSION STATEMENT

- Aid and assist the general public in genealogical and historical research, with a focus on Jefferson County New York and the adjacent counties of Lewis, St. Lawrence, Oswego, as well as the province of Ontario, Canada.
- Collect and preserve genealogical and historical information in any and all possible forms and formats at the library's discretion.
- Maintain a genealogy and local history library collection.

ADDING ITEMS TO THE COLLECTION

- The library may accept gifts of materials and/or monetary donations. Often gifts are given in memory of a loved one or to commemorate a special event.
- The library accepts paper items, which includes but is not limited to books, diaries, and manuscripts. In addition to paper items, the library may accept other formats.
- Donated items will be carefully reviewed for their overall contributions to the library's and the Department's mission and relevance to the collection. Materials donated to the library may be added to the collection if they meet the criteria for materials selection and are in good physical condition.
- Items which fall within the criteria for discarding will not be added as gifts.
- Processing costs are also weighed before placing a gift in the collection. Exceptions to physical condition include rare, out of print, reference, and other materials that fill a specific gap in the collection.
- In general, the library will accept information and artifacts relating to Roswell P. Flower and Emma Flower Taylor in any format. These materials may be given to other historical institutions if the items would be a better fit for their existing collection instead of the Roswell P. Flower Memorial Library.
- Current New York State information and local information is an integral part of the collection. Historical information on families, homes, and events are important sources of information to our patrons and these generally will be accepted.
- Scrapbooks will not be accepted unless they fit the focus and mission statements of the library and the genealogy department.
- Recommendations for additions will be made to the Library Director or the librarian supervising those collections. The Library Director or librarian have the final decision about which items are added.
- All gifts become the property of Roswell P. Flower Memorial Library. A Deed of Gift Form is required for rare material, valuable items or a collection of items. The completed Deed of Gift forms are kept at

the reference desk. An electronic copy of a completed Deed of Gift form is stored to the library's hard drive.

REMOVING ITEMS FROM THE COLLECTION

- Items will be weeded from the collection for a variety of reasons, including, but not limited to, if the item does not fit with the focus of the collection, if the item is damaged beyond any use or if the item is superseded by a new edition.

- Recommendations for items to be weeded will be made to the Library Director or the librarian supervising those collections. The Library Director has the final decision about removing an item from the collection.

    - Once the decision is made to remove an item, it will be removed from the catalog by a librarian or the Library Director.
    - If a Deed of Gift form was completed when the item was added, the date of removal and, if possible, the future location of the item will be noted.
    - Once an item is removed, the item will be offered to other historical institutions and organizations.

LOANS TO OTHER ORGANIZATIONS

- In general, items in the collection will not be loaned out to patrons or other institutions. Exceptions may be made depending on the type of item, whether the library has other copies and if the item is still in print.
- The Library Director or a librarian have the final say about whether an item can be loaned out.
- If an item is loaned out to another organization, the loan time will be 28 days with no renewals. Whenever possible, copies of the information requested will be provided instead of the actual item.
- The library will use interlibrary loan to obtain items for our patrons. If the item is rare or valuable, the item will not leave the library. The patron may review the item only in the library.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

GENEALOGY VOLUNTEERS

The genealogy volunteers operate under the jurisdiction of the Board of Trustees and under the supervision of a professional librarian appointed by the Library Director.

Volunteers must complete a Volunteer Application Form and will be interviewed. If there are no suitable volunteer opportunities, application forms will be kept on file six months.

Volunteers will be placed in positions that best suit their skills, interests, and availability.

Selection is based on qualifications of applicants, the needs of the library at any given time, and the volunteer's ability to commit to a consistent schedule of hours.

Volunteers will be familiar with and agree to abide by the library's Confidentiality of Library Records Policy, as well as other library rules and procedures.

Volunteers will communicate any changes to their schedules to the librarian supervising the department.

Volunteers will receive training during their probationary period and as necessary with department changes.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

DEED OF GIFT FORM

I, the undersigned Donor, hereby donate and convey to the Roswell P. Flower Memorial Library Board of Trustees, subject to the Terms and Conditions attached hereto, all right, title, and interest that I possess in the physical property described in this Deed, below:

DONOR INFORMATION

Name: _____

Telephone Number(s): _____

Name of Spouse (if any):_____

Street Address: _____

City/State/Zip:_____

Email address (optional):_____

DESCRIPTION OF PROPERTY

Date Roswell P. Flower Memorial Library Took Possession of Material: _____

DONOR ACQUISITION INFORMATION

The Property was acquired by Donor on (date) _____ by (check one below):

__Gift __Inheritance __Purchase __Debt Satisfaction __Other: _____

INTELLECTUAL PROPERTY

- Intellectual Property Interests:

  This section deals with the copyright, literary rights, artistic rights, or patents (collectively, "Intellectual Property Rights") that may be associated with the physical materials being donated. Please check one of the following:

  There are intellectual property rights _____

There are no intellectual property rights _____

- ___I control the Intellectual Property Rights in some or all of the donated materials. (Please indicate below or on a separate page the materials for which you control the Intellectual Property Rights and the nature of your rights, i.e., copyright, sole/joint owner, heir, literary executor, etc.)

  ___I do not control Intellectual Property Rights in any of the donated materials.

  ___To the best of my knowledge the Intellectual Property Rights are controlled by:

  Name: _____

  Address: _____

  Phone Number: _____

- Intellectual Property Conveyance: If you have indicated that you own the intellectual property rights in some or all of the donated materials please check one of the following boxes (one box only):

  ___I have checked this box, indicating that I wish to transfer, convey and assign to Roswell P. Flower Memorial Library all Intellectual Property Rights that I control in the above-described materials, subject to limitations, if any, stated below.
  Limitations, if any:

  ___I have checked this box, indicating that I do not wish to transfer Intellectual Property Rights, but I give permission for the Roswell P. Flower Memorial Library to make copies for users of the material for scholarship and research purposes.

  _____
  Donor's Signature Date

  _____
  Library Director's Signature Date

DEED OF GIFT TERMS AND CONDITIONS

The Board of Trustees of the Roswell P. Flower Memorial Library has accepted a donor's gift of property (and, if applicable, intellectual property) listed above, subject to the following terms and conditions:

1. By execution of the Deed of Gift, donor expressly represents and warrants to the Board of Trustees of the Roswell P. Flower Memorial Library that they're the sole lawful owner of the title to the property or that donor is fully authorized by such owner to enter into this Deed of Gift. Donor further represents that the property is free and clear from any and all encumbrances, that there has been no prior pledge, option, or gift of any part thereof to any person, and that donor has the right to give or transfer the property.

2. Donor acknowledges that upon execution of this Deed of Gift, the property irrevocably becomes the property of the Board of Trustees of the Roswell P. Flower Memorial Library. The display, use, maintenance, and disposition of the property are at the library's sole discretion.

3. Donor represents and warrants that there are no customs laws, tax laws, laws of inheritance, or other laws or regulations applicable to the property, its export or import, that have been broken.

4. Donor represents and warrants that there are no claims, judgments, liens, or other encumbrances of any kind whatsoever against the property, any portion of the property, or title to it.

5. The Internal Revenue Service has determined that Roswell P. Flower Memorial Library is organized and operated exclusively for educational purposes and is exempt from federal income tax pursuant to Section 501(a) and (c)(3) of the Internal Revenue Code. The library does not advise donors on tax matters and suggests that donor direct any questions regarding donations as charitable contributions to donor's tax advisor or an office of the Internal Revenue Service. The library does not appraise donations but will make the property available for appraisal upon the request of the donor.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

COPYRIGHT CONVEYANCE

If you wish to transfer, convey, and assign to the Roswell P. Flower Memorial Library any copyright which you control in the above-named materials, subject to the limitations, if any, stated below, please initial here: _____

Limitations: _____

_____

I represent and warrant that I am the sole owner of the materials above and that I have full right, power, and authority to give the materials to the Roswell P. Flower Memorial Library. I have received an explanation of all terms and conditions of this Deed of Gift and agree to them as indicated by my signature below.

_____ _____
Donor's Signature Date

Donor's name and address _____
(PLEASE PRINT) _____
_____
_____

Phone Number(s) _____

The Roswell P. Flower Memorial Library gratefully acknowledges receipt of this gift and agrees to the stipulations outlined above, subject to acceptance by the Board of Trustees.

_____
Director's Signature Date

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

ART DISPLAY POLICY FOR LOANED ARTWORK

PURPOSE

The Flower Memorial Library welcomes artists to loan their artwork for temporary display in the library to foster community engagement, celebrate creativity, and support the arts.

ELIGIBILITY

- Artists must be age 18 or older.
- All submitted work must be original and suitable for a public, family-friendly environment.

SUBMISSION PROCESS

- Artists must complete an Art Loan Agreement, including photographs or digital files of the work to be considered.
- A brief artist bio and statement may be requested for promotional purposes.
- The Library Board of Trustees will review submissions for suitability and scheduling.
- The Library Board of Trustees reserve the right to deny requests for any reason and can request that art is removed at any time.

DISPLAY GUIDELINES

- Art must be ready for display with appropriate hanging hardware (e.g., wire, D-rings; no saw tooth hangers).
- The library reserves the right to determine the location and manner of display.
- Art must remain on display for the agreed-upon period, not to exceed six months without Trustee approval.

LIABILITY

- The library cannot provide insurance for displayed works.
- Artists are encouraged to carry their own insurance if desired.
- Artists loan their work at their own risk. While library staff take reasonable precautions, the library is not liable for loss, theft, or damage.

SALES

- No sales can take place while work is on display at the library.

INSTALLATION AND REMOVAL

- Artists are responsible for the delivery, installation, and removal of their work by the scheduled dates.
- If artwork is not removed within ten days after the display period, the library may dispose of or sell it at its discretion.

AGREEMENT

- All artists must sign the Art Loan Agreement outlining these terms before artwork is displayed.

- By submitting artwork, the artist acknowledges acceptance of all policy terms.

ART LOAN AGREEMENT

This Art Loan Agreement is made between:

Artist Name: _____

Address: _____

Phone: _____

Email: _____

and

Roswell P. Flower Memorial Library

229 Washington St

Watertown, NY 13601

ARTWORK DETAILS

Title of Artwork	Medium	Dimensions	Value (for records only)

Total number of pieces loaned: _____

LOAN TERM

- **Start Date:** _____
- **End Date:** _____

(The artwork must be picked up no later than ten days after the end date.)

INSTALLATION AND REMOVAL

- The artist agrees to deliver and install the artwork on the start date, or as coordinated with library staff.
- The artist is responsible for removing the artwork by the agreed-upon end date.
- The artist is responsible for all damage and associated costs to library walls and surrounding areas.
- Any artwork not picked up within ten days after the end date may be disposed of at the library's discretion.

LIABILITY AND INSURANCE

- The library does not provide insurance for artwork on display.
- The artist agrees to loan the artwork at their own risk and releases the library from liability for loss, theft, or damage.
- The library recommends that the artist obtain personal insurance coverage if desired.

ARTWORK CONDITION

- Artwork must arrive display-ready (ex: framed with proper hanging hardware).

PROMOTION AND SALES

- No pricing may be displayed.
- Artist contact information may be made available for interested buyers to contact the artist directly.
- The library will not facilitate sales or accept commissions.

AGREEMENT

By signing this agreement, the artist affirms they are the legal owner of the artwork(s) and agrees to the terms stated herein.

Artist Signature: _____

Date: _____

Library Director Signature: _____

Date: _____

Adopted by the Roswell P. Flower Memorial Library Board of Trustees, September 9, 2025

LIBRARY MATERIAL RECOVERY POLICY

The library is obligated to attempt the recovery of all outstanding patron fines and library materials, or the value of the items. To that end, borrowers with outstanding balances of $25.00 or more may be subject to contact from a collection agency.

Patrons with overdue material or fees will receive a first overdue notice by mail or email after seven days. An overdue bill via mail and email will be sent after 30 days. A final overdue letter will be sent by mail or email at 45 days stating that the items must be returned to the library or full payment received. Otherwise, the patron's account will remain blocked and the patron will be unable to utilize library services.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

INCIDENT COMPLAINT FORM

Date and Time:_____

Complainant:_____

Complainant's address:_____

Complainant's phone number:_____

Synopsis of allegation – Continue on back if more room is needed

Witness(es)

Name _____

Address_____

Phone:_____

Action taken:

_____ Employee called Police _____ Referred to Director

_____ Complainant called Police from Facility

_____Complainant stated they would report to the Police

_____ Complainant wished no action taken

_____ Other

_____ _____

Complainant Employee

ACCIDENT REPORT FORM

1. Date of Accident:	Time of incident:
Name of injured person:	Date of birth:
Address:	Phone:
Parent/Guardian Name:	Phone:

3. Location of Accident:_____

4. What activity was person doing when injured?_____

_____

5. How was the person injured?_____

_____

6. Medical Aid Rendered:

None needed		
First Aid Given		Describe:
Paramedics called		
Doctor called		
Taken to hospital		
Medical assistance refused by individual or parent/guardian		

7. Injured Person Released:

To Parent(s)		
To Parent(s)		

To Other party		Name: Phone:

8. Name(s) of Witnesses at Time of Accident:

Name:	Phone:
Name:	Phone:
Name:	Phone:

9. Name of Staff Person Filling Out Report _____

PUBLIC RELATIONS

Public relations goals of the Roswell P. Flower Memorial Library are:

- To promote a thorough understanding of the library's objectives and services among governing officials, civic leaders, and the general public.
- To promote active participation in the varied services offered by the library to people of all ages.

All press inquiries, excluding program publicity, are to be directed to the Library Director or Board President and they are the only spokespersons for the library.

The Board of Trustees recognizes that public relations involve every person who has connection with the library. The Board of Trustees urges its own members and every staff member to realize that they represent the library in every public contact. Good service supports good public relations.

Materials to be used by press, radio, or television will be approved by the Director or their designee.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

EMERGENCY PROCEDURE POLICY

FIRE

Do not under-estimate the potential danger to customers or staff represented by a fire. At the first indication of smoke or flame, investigate the situation to determine the location and extent of the fire. If the fire can obviously be contained and extinguished quickly and safely by staff, proceed to do so. However, if there is any doubt about whether the fire can be controlled, immediately call 911 or the fire department and then clear the building.

The time to think about fires is before they happen. Familiarize yourself with the type, location, and application of the fire extinguisher(s) in the building. Orient all staff and volunteers to this information.

HEALTH EMERGENCIES

Staff members should exercise caution when administering first aid of even a minor nature because of the safety of the injured individual and the potential liability of the staff member. Without specialized training it is not advisable for staff to undertake more than keeping the sick or injured patrons comfortable and protected from needless disturbance until medical help can be obtained. Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable.

911 should be called immediately in the event of any serious problem.

No medication should ever be dispensed to the public.

BOMB THREATS

Keep the caller on the line as long as possible. Ask the caller to repeat the message and try to write down every word spoken by the person.

If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.

Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.

Immediately after the caller hangs up, call the police. Clear the building. The police will handle the actual bomb search.

OTHER EMERGENCIES

Procedures for physical building and other emergencies can be found in the Disaster Response Plan.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

FRIENDS OF THE ROSWELL P. FLOWER MEMORIAL LIBRARY

The Friends of the Roswell P. Flower Memorial Library is a formal association of people who unite to plan and execute, in conjunction with library goals and the needs of the Library Director, programs and events to benefit the library. In particular, the Friends group raises funds and provides volunteers to support the library mission. The Friends group serves at the pleasure of the Board of Trustees which is the only body with legal authority to set policy for the development of the library.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

EMERGENCY CLOSING

The closing of the library may be required by natural, mechanical or other emergencies. These situations will be handled as follows:

The responsibility for closing the library rests with the City Manager or Board of Trustees.

In the event of an emergency situation, the Library Director shall inform the City Manager and the President of the Board of Trustees or an officer as soon as possible as to the reason for needing such closing.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

LOST AND FOUND POLICY

When items are turned in or found at the library, the item will be labeled with the date found and approximate location where the item was found. The item will also be noted in the lost and found notebook and either placed in the lost and found drawer.

Library Cards:

- Attempt to contact patron to let them know their card is here.
- If unable to contact the owner via email or telephone, make note in the patron account.
- Attach library card to notecard with patron's name and date found.
- File the library card in lost card box in new card drawer at the Circulation Desk.
- Lost cards will be kept 180 days.

Clothing: Coats, sweaters, hats, etc.

- Write description, location, and date in lost and found notebook.
- After 60 days, the items will be donated to a local charity.

Misc.: Gloves, sunglasses, umbrella, personalized book marks, toys, etc.

- Write description, location and date in lost and found Notebook.
- Place the item in Lost and found drawer.
- After 60 days, items will be donated to a local charity.

Gadgets: Cell phones, thumb drives, keys

- Make attempt to contact owner from information found in cell phone.
- If unable to contact owner, write description, location and date found in the lost and found notebook and place item in the lost and found drawer.
- After 1 year, items will be recycled or turned over to law enforcement.

Private: Credit card, driver's License, photo ID's, wallets

- Make attempt to contact owner from information found on credit card, license, other photo ID, or from contents of wallet.
- If unable to contact the owner, write description, location and date found to the lost and found notebook, and place the item in the lost and found drawer.
- After 60 days, items will be destroyed or turned over to law enforcement.

Money:

- Write date and location found in lost and found notebook.
- Place money in labeled and dated envelope and place in Lost and Found drawer.
- After 60 days, money will be put in the cash register under donations.

<u>The patron must supply information in order to prove ownership of items other than clothes.</u>

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

SECURITY CAMERA POLICY

Cameras are used to enhance the safety of library users and staff by discouraging violations of the library's Acceptable Patron Behavior Policy, to assist library staff in preventing the occurrence of any violations and when necessary, to provide law enforcement assistance in prosecuting criminal activity.

SECURITY CAMERA PURPOSE AND PLACEMENT

- Video recording cameras will be used in public spaces of library locations to discourage criminal activity and violations of library policies.
- Cameras may be installed in outdoor and indoor places where individuals lack a reasonable expectation of privacy. Examples include public common areas of the library such as parking lots, entrances, seating areas, meeting rooms, and service desks.
- Cameras will not be installed in areas of the library where individuals have a reasonable expectation of privacy such as restrooms or private offices.
- Signs will be posted at all entrances informing the public and staff that security cameras are in use.
- Recorded data is confidential. Video recordings are stored for 30 days. As new images are recorded, the oldest images will be automatically deleted.

USE/DISCLOSURE OF VIDEO RECORDS

- Access to and production of videos of archived footage in pursuit of documented incidents of injury, criminal activity, or violation of library policies is restricted to designated staff.
- Staff may have access to real time images, viewable on staff computers. The frequency of viewing and the amount of video viewed will be limited to the minimum needed to ascertain if footage is available relative to a specific incident.
- Access is also allowed by law enforcement when pursuant to a subpoena or court order. Law enforcement will be provided immediate access to security video footage without a subpoena in the event of an emergency in order to create a safe environment for library staff and patrons. Access is allowed by law enforcement to assist in documenting traffic accidents or other incidents unrelated to the library that takes place on the sidewalks, public streets, and surrounding property within camera view.
- Video records and still photographs may be used by authorized individuals to identify those responsible for library policy violations, criminal activity on library property, or action considered disruptive to normal library operations as defined in the Acceptable Patron Behavior Policy.
- In situations involving banned patrons, stored still images may be shared with staff system wide.
- Cameras are not installed for the purpose of monitoring staff job performance.

UNAUTHORIZED ACCESS OR DISCLOSURE

- Confidentiality and privacy issues prohibit the general public from viewing security camera footage**.** Patron access to video footage is not allowed without a court order. If the Library receives a request from the general public to inspect camera footage, they will be advised to file a police complaint or obtain a court order.
- A breach of this policy may result in disciplinary action up to and including dismissal. Any library employee who becomes aware of any unauthorized disclosure of a video recording or a potential privacy breach has a responsibility to immediately inform the Library Director.

Questions from the public may be directed to the Library Director.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, January 9, 2024

FINANCIAL POLICY

The Board of Trustees establishes this financial policy to ensure fiscal accountability, appropriate use of funds in support of the library's mission and goals, and compliance with appropriate laws and ordinances. The library has three budgets: City budget, Board Budget and Central Library budget. On an annual basis, all library funds, expenditures and revenues will be audited as part of the annual financial audit. Any notes or communications from the auditor regarding the library shall be communicated with the Board of Trustees. Library finances will also be annually reported to the New York State Department of Library Development.

CITY BUDGET FOR THE LIBRARY

The Library Director and the Board of Trustees shall establish an annual budget request according to City guidelines and submit it to the City Manager for inclusion in the City's budget.

The Library Director shall work with the City Manager to seek adoption of the Board of Trustees request, reporting any changes or concerns to the trustees.

After budget adoption by the City Council, the Library Director will present the adopted budget for the year to the Board of Trustees for review and approval.

The Board of Trustees delegates to the Library Director, the expenditure of monies and the development of an annual collection budget to allocate funds available for library materials and other library expenses.

BOARD BUDGET FOR THE LIBRARY

The Library Director and the Board of Trustees shall establish and approve an annual budget.

The Board of Trustees delegates to the Library Director the expenditure of monies and the development of an annual collection budget to allocate funds available for library materials and other library expenses.

NORTH COUNTRY LIBRARY SYSTEM BUDGET FOR THE LIBRARY

The Library Director and the Board of Trustees shall approve an annual Central Library budget. The Central Library budget is created by the Central Library Committee through the North Country Library System. This committee is made up of library staff from libraries in the system.

Once the North Country Library System Board approves the Central Library budget, the Board of Trustees delegates to the Library Director the expenditure of monies for Central Library materials and expenses.

EXPENDITURES

The Library Director will review and approve all invoices for payment to the City, Board, and North Country Library System, depending on the expense account from which it will be paid.

For City expenditures, the Library Director and Administrative Secretary will work together with City staff, using City forms and procedures for payment of invoices, and will keep library practices in compliance with City practices and policies.

For Board expenditures, upon approval by the Library Director, all invoices will be presented to the Board of Trustees Treasurer for final review and check signatures prior to payment. The Library Director will also present a monthly financial report showing the status of all accounts and funds.

North Country Library System invoices will be stamped, dated and approved prior to being sent to North Country Library System directly for payment. A monthly report will be sent from North Country Library System reflecting all expenditures.

RECEIPTS

Monies received as revenue by the library from fees, general city administrative items such as faxes and refunds for items purchased with city funds will be submitted to the City as general revenue.

Money received from printing, copies, replacement of library cards, lost or damaged materials paid for by the library board budget, and other donations will be submitted to the Board of Trustees as revenue and may be used to defray expenses in these areas as authorized by the trustees. Regular budget lines will be adjusted during the year as necessary to reflect differences between actual and projected revenues. A “Year to Date” revenue report will be presented to the trustees monthly which reflects these changes.

DONATIONS AND GIFTS

Restricted Donations: The Library Director is authorized to expend funds annually out of both the general donations account (i.e. memorial gifts) and trust accounts that are designated for a restricted purpose.

Unrestricted Donations: The Library Director is authorized to delegate these funds to either an unrestricted area that is needed in the library or to the general fund.

All donations to the library shall be subject to the approval of the Board of Trustees per the Gifts Policy.

Staff will track monies donated for the express purpose of purchasing library materials as a "Memorial Fund" and use them only for the purpose for which they have been donated. Staff will request carryover of any unexpended Memorial funds from one fiscal year to the next.

CONTRACTS

Upon approval of the budget, the Library Director is authorized to negotiate and sign service contracts not to exceed $10,000 for services received by the library for its operational or administrative needs.

DISPOSAL OF PROPERTY

Withdrawn library materials and materials donated but not added to the collection may be sold annually by the Friends of the Library or by the library itself. The Friends group will sell these materials to raise funds to benefit the library. Materials deemed by staff or the Friends group to be unfit for sale may be discarded.

INVESTMENTS

The primary objectives of the library's financial investments are (in priority order):

- Preservation of Capital - The preservation of capital is the foremost objective of the investment program. At no time should the safety of the portfolio's principal investment be impaired or jeopardized. All investments shall be undertaken in a manner that first seeks to preserve capital and secondly attempts to fulfill other investment objectives.

- Liquidity - The library's investment portfolio is to remain sufficiently liquid to enable the Library to meet those operating requirements that might be reasonably anticipated.

- Return on Investments (Yield) - The library's investments should generate the highest available return without sacrificing the first two objectives.

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion, and intelligence might exercise in the management of their own affairs.

Authorized Investments: The following investments are deemed to be suitable for inclusion in the library's investment program. The Board of Trustees Treasurer is authorized to invest library funds in only those investments specifically delineated below. All investment transactions will be performed on a competitive basis. The competitiveness of each bid or offer will be verified utilizing the various information systems available and by putting eligible institutions in competition with one another to ensure that a market rate is provided.

- U.S. Treasury Bills and Notes for which the full faith and credit of the U.S. Government is pledged for the repayment of principal and interest. Bills are short term (one year or less) obligations issued and sold at a discount. Notes have fixed coupon rates with original maturities of between one and five years.

- Demand deposit accounts (such as checking accounts) established with local financial institutions.

- Certificates of Deposit (CDs) issued by local financial institutions

Reporting:

- The Board of Trustees Treasurer or Assistant Treasurer shall provide to the library's Board of Trustees monthly investment reports which clearly provide the following information regarding the investment portfolio: types of investment, depository institutions, principal balances, rates of return and maturities.

Fixed Assets**:**

- The purpose of a fixed asset policy is to establish guidelines for management to follow in recording the purchase price of assets on the organization’s records as to whether they are to be capitalized or expensed.
- Objective: To expense certain small dollar amounts paid for fixed asset purchases up to $5,000.
- Procedure: All fixed asset purchases are to be treated as individual units to determine value. If a purchase is less it will be expensed. If a purchase meets or exceeds $5,000 or more, it is to be capitalized and depreciated over the useful life using the straight line method of depreciation.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

CONFLICT OF INTEREST POLICY

It is the Roswell P. Flower Memorial Library's goal to avoid both actual and perceived conflicts of interest in the conduct of its business. A conflict of interest exists in any situation where a trustee or staff member of the Roswell P. Flower Memorial Library has been empowered to make decisions on behalf of the library and who, as a result of that power, can potentially benefit personally, directly or indirectly, from an entity or person conducting business with the library. Examples of potential conflicts of interest include, but are not limited to:

1. A trustee or staff member provides goods or services to the library for financial consideration.

2. A friend or relative of a trustee or staff member provides goods or services to the library for financial consideration.

3. A vendor or business acquaintance with which a trustee or staff member has an outside business relationship provides goods or services to the library for financial consideration.

4. A trustee or staff member receives a referral fee or other valuable consideration from a vendor, paid promoter, fund raising event sponsor, or any other outside party, for referring the library business to such party.

All potential conflicts of interest concerning the Board of Trustees are to be reported to the Board of Trustees President prior to discussion of the issue before the entire Board of Trustees. The Board of Trustees shall rule as to whether the declaration constitutes a conflict of interest. If so, the trustee shall not engage in discussion or vote, and shall be required to withdraw from the meeting for the duration of the debate. All potential conflicts of interest concerning staff are to be reported to the Library Director, who will make a decision - in consultation with the trustees if necessary - as to whether the relationship is an appropriate one for the library. Failure to adhere to this policy will generate further Board or Trustees review.

I understand the concept of a conflict of interest and represent that I have not been party to a conflict of interest action that has not been previously disclosed. I also agree to report any potential future conflicts of interest to Roswell P. Flower Memorial Library prior to engaging in any conflict of interest action.

Signature _____ Date _____

Printed Name _____

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

CREDIT CARD POLICY

At the request of the Library Director, any employee might be asked to run errands which require the use of the credit card.

There is one credit card held by the Library Director or their designee. The Library Director or their designee is designated to hand out the card. Approval of use, and amount of expense must be issued by either the Library Director or the Program Coordinator, depending on use.

When used in person, charge slips/receipts must be turned in at the time the card is returned with the initial or signature of the purchaser. When used online, the user must print the receipt/ confirmation from the internet retailer. Also, the user is prohibited from having the credit card information retained for future use with the retailer's account or in the memory of the computer used.

The person who made the purchases will inventory the items that have been purchased at local retail stores and match these items against the receipt. The Library Director or the Administrative Secretary will check this inventory.

When credit card purchases are made, it will not be necessary to use a purchase order number, but a system will be maintained in the library's business office to encumber credit card purchases to charge expenditures against the appropriate budgeted line items.

The Sales Tax Exemption information will be given every time the credit card is signed out.

Personal use of the business credit card is strictly prohibited.

PATRONS

The library accepts credit and debit cards as a form of payment for fines, fees, merchandise or donations. A third-party provider (Zettle/PayPal) is used to process these transactions. Payment via credit/debit card can be made at the main circulation desk. The types of credit/debit cards accepted are: VISA, MasterCard, American Express, or Discover. NFC contactless payments (i.e. Apple Pay, Google Pay, Venmo, and PayPal) are also accepted. The minimum to use a credit/debit card for payment is $5.00. A transaction fee of 2.29% + $0.09 will be applied to all card transactions and NFC's.

The following may be paid for via credit, debit card, or NFC:
- Material fees
- Lost or damaged material
- Printing fees
- Used book sales (library sales only, not Friends of the library sales)
- Non-resident library card deposits
- Library merchandise
- Donations

Security:

The library reserves the right to refuse service or cancel transactions at any time if fraud or an unauthorized or illegal transaction is suspected. Library staff reserves the right to ask for government issued photo identification to verify the cardholder.

Completion of a payment transaction is contingent upon both the authorization of payment by the applicable credit card company or financial institution and acceptance of payment by the library. In the event that a credit/debit card payment is unable to be processed, the patron will be responsible to provide payment via cash or check for all amounts due.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, November 12, 2024

TRAVEL AND TRAINING POLICY

The Roswell P. Flower Memorial Library recognizes the importance of continuing education and supports staff attendance at seminars, workshops, and conferences. These activities provide opportunities for library staff to keep abreast of developments and trends in library services and demonstrate a continuing commitment to professional growth.

Since the library has limited resources for continuing education fees and related expenses and library coverage is critical, the Library Director will decide as fairly as possible, how these resources will be best allocated. Permission to attend workshops and conferences must be obtained in advance.

REIMBURSEMENT INFORMATION

- Time spent at conferences or programs beyond the regular work day will not be compensated unless approved by the Library Director.
- Registration and conference fees will be reimbursed at the "early bird" registration price.
- Mileage costs for travel and tolls, etc. between the library and the training will be reimbursed. Mileage costs will be reimbursed at the current IRS standard. Carpooling is expected.
- Hotel reimbursement will be based on the cost of a single room. Employees wishing other arrangements will pay the difference.
- Meal costs will be reimbursed per the New York State Rate Schedule. Alcohol charges will not be reimbursed.

THE EMPLOYEE IS EXPECTED TO

- Maintain professional relationships
- Keep accurate expense records
- Take full advantage of the program opportunities at the conference
- Prepare a report for the Library Director and share the learning experience with other staff.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

LIBRARY INTERNET, EMAIL, AND COMPUTER USE POLICY

PURPOSE

The goal of this policy is to ensure that all library staff usage of library computer equipment and employee access and use of internal and external data resources, including the Internet and email are consistent with library policies and all applicable laws. It is also to encourage and promote responsible, efficient, ethical, and legal utilization of these resources and to establish guidelines for acceptable use of these resources.

SCOPE

This policy applies to all library staff and their access to internal and external data resources using any library computer equipment.

ACCESS TO INTERNET

Access to the internet is provided to staff who require internet resources to fulfill their job functions or whose functional area can benefit from information located on the Internet.

ACCESS TO EMAIL

Access to email services is provided to staff who require email based on functional area. Email accounts are provided by and managed by the North Country Library System. All library employees are required to sign an "Email Account Acceptable Use Policy" which is kept on record at North Country Library System.

INTERNET USAGE

The library staff's connection to the internet, which is provided through the North Country Library System, exists to facilitate the official work of the library. The internet connection and services are provided for employees and persons legitimately affiliated with the library for the efficient exchange of information and the completion of assigned responsibilities consistent with the library's purposes. The use of the internet facilities by any employee must be consistent with this policy.

Library employees with internet access are encouraged to use the internet to its fullest potential, providing effective services of the highest quality, discovering innovative and creative ways to use resources and improve services, and encouraging staff development.

Internet access is intended for business purposes. The internet must not be used to compromise the integrity of the library and its business in any way. No library employees shall intentionally use internet services in an illegal, malicious, or obscene manner, including but not limited to, using the services to access materials such as those advocating hate, pornography, or violence.

While access to internet resources is primarily intended for business usage it is also recognized that incidental personal usage may also occur. In addition to following the criteria for acceptable business usage, personal usage must not interfere with normal business activities, must not involve solicitation, nor be associated with any for-profit business activity not directly related to the library.

All use of the internet should be sensitive to the perceptions of other library employees and the public.

OWNERSHIP

Any document, creative work or work product created by library staff as well as all electronic systems, hardware, software, temporary or permanent files, and any related systems or devices are the property of the library. Employees who use information systems provided by the library should have no expectation of privacy. Any document produced by library employee's may:

- be releasable to the public under the Freedom of Information Law
- require special measures to comply with the Personal Privacy Protection Law

All email messages including personal communications may be subject to discovery proceedings in legal actions.

Internet use is routinely monitored and supervisors may exercise their authority to inspect the contents of any files, electronic or otherwise, in the normal course of their supervisory responsibilities. Hardware or software systems problems, general system failure, legal expediency, an urgent need to perform work or provide a service when the employee is unavailable, or any other reasonable need are considered just cause for examination of employees' files.

DISPOSAL OF COMPUTER EQUIPMENT

Any disposal of equipment or software including computers, printers, scanners, fax, network, disc, tape removable media, digital cameras, documentation, and manuals requires the approval of the Library Director or North Country Library System's Information Technology Manager.

COMPLIANCE

Internet and email access are a privilege. Anyone found in violation of this policy may be subjected to disciplinary action under the Civil Service Law. A violation may result in termination of system access, termination of employment or criminal prosecution, if appropriate. Notwithstanding any statement herein, or in any policy or in any verbal statements, the Library Director has sole discretion to grant, transfer, suspend, or cancel any employee's internet access at any time for any reason.

PROHIBITED ACTIVITIES

It is not permitted to use the library's internet, email and, computer facilities:

- For activities unrelated to the library's mission.
- For activities unrelated to the official assignments or job responsibilities.
- For any illegal purpose.
- To transmit threatening, obscene, or harassing materials or correspondence.
- For unauthorized distribution of library data and information.
- To interfere with or disrupt network users, services, or equipment.
- For private purposes such as marketing or business transactions.
- For solicitation for religious and political causes.
- For unauthorized not-for-profit business activities.

- For private advertising of products or services.
- For any activity meant to foster personal gain.
- For viewing, accessing, or sharing pornographic or adult oriented material or any material that violates the policy of the library.
- Use of library owned network systems to send or forward chain letters and other inappropriate content prohibited.
- Employees are prohibited from accessing another user's email.
- Employees are prohibited from connecting any personal equipment to computers or the network. Library issued and owned equipment configured for use with the computer system is permitted.
- Employees are prohibited from modifying screensaver password settings. A password protected screensaver must be used to prevent unauthorized access to computers and email when a computer is left unattended.
- Employees are prohibited from modifying computer hardware and system software configurations including removal of attached devices.
- Employees are prohibited from modifying programs and program data files. Requests for program modifications require the approval of the Library Director.
- Employees are prohibited from accessing any files containing password information or tables containing password information.
- Employees are prohibited from accessing or modifying any library owned or library controlled network equipment.
- Employees are prohibited from creating or modifying network connections, including any type of encrypted connection, wireless or dialup connections.
- Any unauthorized access to computers or data on library-owned computer equipment is expressly prohibited.

RESPONSIBILITIES

The internet provides ready access to software. This does not imply that software is free or that it may be distributed freely. All applicable software copyright and licensing laws must be followed.

All internet users need to understand that email messages and other transfer of information via the internet is not secure. Never, under any circumstances, transfer confidential or sensitive data including but not limited to, user id's, passwords, or any personally identifiable information.

Internet sites and email attachments are primary sources of viruses, malware, and other intrusive applications. Staff must exercise caution when opening any email attachment.

If it is suspected that a computer has been compromised:

- Immediately contact the library IT person, North Country Library System Information Technology Department, or Library Director.
- Immediately cease use of the computer.
- In the event that the library IT person, North Country Library System Information Technology Department, or Library Director cannot be reached, shut the computer off and if necessary, remove power from the system to force a shutdown.

When sending email representing library business activity, staff must include the following information at the end of each message:

- Full name
- Organization, department, and/or division
- Full email address

By signing this policy, I acknowledge that I have received, read and understand this policy.

_____ _____

Name Date

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

WHISTLEBLOWER POLICY

GENERAL

Roswell P. Flower Memorial Library requires the trustees, Library Director, and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Roswell P. Flower Memorial Library, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

REPORTING RESPONSIBILITY

It is the responsibility of all trustees, Library Director, and employees to report ethics violations or suspected violations in accordance with this Whistleblower Policy.

NO RETALIATION

No Library Director, trustee, or employee who in good faith reports an ethics violation shall suffer harassment, retaliation or adverse employment consequences. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within Roswell P. Flower Memorial Library prior to seeking resolution outside Roswell P. Flower Memorial Library.

REPORTING VIOLATIONS

Roswell P. Flower Memorial Library has an open door policy and suggests that employees share their questions, concerns, suggestions, or complaints with someone who can address them properly. In most cases, an employee's supervisor is in the best position to address an area of concern. However, if you are not comfortable speaking with your supervisor or you are not satisfied with your supervisor's response, you are encouraged to speak with anyone in management whom you are comfortable in approaching. Supervisors and professional staff are required to report suspected ethics violations to the City of Watertown's Human Resources Manager who has specific and exclusive responsibility to investigate all reported violations. For suspected fraud, or when you are not satisfied or uncomfortable with following Roswell P. Flower Memorial Library's open door policy, individuals should contact the City of Watertown's Human Resources Manager directly.

HUMAN RESOURCES MANAGER

The City of Watertown's Human Resources Manager is responsible for investigating and resolving all reported complaints and allegations concerning violations and, at their discretion, shall advise the Library Director, Board of Trustees President, or the Board of Trustees.

ACCOUNTING AND AUDITING MATTERS

The Board of Trustees shall address all reported concerns or complaints regarding corporate accounting practices, internal controls or auditing. The Board of Trustees Treasurer or Assistant Treasurer shall

immediately notify the Board of Trustees of any such complaint and work with the trustees until the matter is resolved.

ACTING IN GOOD FAITH

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

CONFIDENTIALITY

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

HANDLING OF REPORTED VIOLATIONS

The City of Watertown's Human Resources Manager will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days. All reports will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

LIBRARY BILL OF RIGHTS

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

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

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

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

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

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

VI. Libraries 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.

VII. All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people's privacy, safeguarding all library use data, including personally identifiable information.

Adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; January 29, 2019.

Inclusion of "age" reaffirmed January 23, 1996

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

FREE ACCESS TO LIBRARIES FOR MINORS

An Interpretation of the Library Bill of Rights

The American Library Association supports equal and equitable access to all library resources and services by users of all ages. Library policies and procedures that effectively deny minors equal and equitable access to all library resources and services available to other users is in violation of the American Library Association's Library *Bill of Rights*. The American Library Association opposes all attempts to restrict access to library services, materials, and facilities based on the age of library users.

Article V of the *Library Bill of Rights* states, "A person's right to use a library should not be denied or abridged because of origin, age, background, or views." The right to use a library includes free access to, and unrestricted use of, all the services, materials, and facilities the library has to offer. Every restriction on access to, and use of, library resources, based solely on the chronological age, apparent maturity, educational level, literacy skills, emancipatory or other legal status of users violates Article V. This includes minors who do not have a parent or guardian available to sign a library card application or permission slip. Unaccompanied youth experiencing homelessness should be able to obtain a library card regardless of library policies related to chronological age.

School and public libraries are charged with the mission of providing services and resources to meet the diverse interests and informational needs of the communities they serve. Services, materials, and facilities that fulfill the needs and interests of library users at different stages in their personal development are a necessary part of providing library services and should be determined on an individual basis. Equitable access to all library resources and services should not be abridged based on chronological age, apparent maturity, educational level, literacy skills, legal status, or through restrictive scheduling and use policies.

Libraries should not limit the selection and development of library resources simply because minors will have access to them. A library's failure to acquire materials on the grounds that minors may be able to access those materials diminishes the credibility of the library in the community and restricts access for all library users.

Children and young adults unquestionably possess First Amendment rights, including the right to receive information through the library in print, sound, images, data, social media, online applications, games, technologies, programming, and other formats.[1] Constitutionally protected speech cannot be suppressed solely to protect children or young adults from ideas or images a legislative body believes to be unsuitable for them.[2] Libraries and their library governing bodies should not resort to age restrictions in an effort to avoid actual or anticipated objections, because only a court of law can determine whether or not content is constitutionally protected.

Article VII of the *Library Bill of Rights* states, "All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use." This includes students and minors, who have a right to be free from any unreasonable intrusion into or surveillance of their lawful library use.[3]

The mission, goals, and objectives of libraries cannot authorize libraries and their governing bodies to assume, abrogate, or overrule the rights and responsibilities of parents and guardians. As "Libraries: An American Value" states, "We affirm the responsibility and the right of all parents and guardians to guide their own children's use of the library and its resources and services."[4] Libraries and their governing bodies cannot assume the role of parents or the functions of parental authority in the private relationship between parent

and child. Libraries and their governing bodies shall ensure that only parents and guardians have the right and the responsibility to determine their children's—and only their children's—access to library resources. Parents and guardians who do not want their children to have access to specific library services, materials, or facilities should so advise their own children. Libraries and library governing bodies should not use rating systems to inhibit a minor's access to materials.[5]

Libraries and their governing bodies have a legal and professional obligation to ensure that all members of the communities they serve have free and equitable access to a diverse range of library resources and services that is inclusive, regardless of content, approach, or format. This principle of library service applies equally to all users, minors as well as adults. Lack of access to information can be harmful to minors. Libraries and their governing bodies must uphold this principle in order to provide adequate and effective service to minors.

[1] *Brown v. Entertainment Merchant's Association, et al.* 564 U.S. 08-1448 (2011).

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

[3] "Privacy: An Interpretation of the *Library Bill of Rights*," adopted June 19, 2002, by the ALA Council; amended July 1, 2014; and June 24, 2019.

[4] "Libraries: An American Value," adopted on February 3, 1999, by ALA Council.

[5] "Rating Systems: An Interpretation of the *Library Bill of Rights*," adopted on June 30, 2015, by ALA Council; amended June 25, 2019.

Adopted June 30, 1972, by the ALA Council; amended July 1, 1981; July 3, 1991; June 30, 2004; July 2, 2008 *under previous name* "Free Access to Libraries for Minors"; July 1, 2014; and June 25, 2019.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

THE FREEDOM TO READ STATEMENT

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

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

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

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

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

   The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up

their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

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

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

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

   The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

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

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

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

A Joint Statement by:

American Library Association
Association of American Publishers

Subsequently endorsed by:

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

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

FREEDOM TO VIEW STATEMENT

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

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

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

Endorsed January 10, 1990, by the ALA Council

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024

POSITION STATEMENT ON THE DEFENSE OF INTELLECTUAL FREEDOM

The Roswell P. Flower Memorial Library Board of Trustees reaffirms its commitment to protecting and upholding intellectual freedom and the freedom to read. We advocate for the rights of all patrons to access information on a variety of topics and viewpoints without restrictions, which is a fundamental act of participation in a democracy.

With the increasing number of challenges, especially for books regarding race and LGBTQ+ communities, New York's school libraries, public libraries, and librarians are being pressured to censor and restrict access to information. Parents have the right to set restrictions for their own children, but no person or group has the right to deny access to all readers. This principle applies equally to the free access of the information in other types of libraries as well.

Roswell P. Flower Memorial Library is a unique institution of education and knowledge that provides information with impartiality and balance. Library materials are carefully selected by professionally trained librarians to represent a broad range of ideas and opinions and appeal to the needs and interests of all members of the greater Watertown/Jefferson County community. In a democratic society, partisan disagreements cannot dictate the decision to remove such materials.

Therefore, the Board of Trustees of the Roswell P. Flower Memorial Library stand firmly opposed to the restriction, removal, or censorship of books and other library materials in an attempt to limit the freedom to read or obstruct intellectual freedom.

Re-adopted by the Roswell P. Flower Memorial Library Board of Trustees, February 13, 2024