

WILLOUGHBY-EASTLAKE PUBLIC LIBRARY BOARD OF TRUSTEES POLICY MANUAL

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Section 1
Introduction

Introduction Policy 1.1
Adopted November 10, 1997
Motion 164-97

History of the Willoughby-Eastlake Public Library

In 1827, the Chagrin Franklin Library, was founded in the area that would later become Willoughby Township. In 1871, the Circulating Library Society was organized with 32 charter members. However, the collection was housed in private homes, and nonmembers paid a weekly fee to borrow books.

Based on the need for a free public library, state legislator S. D. Shankland, worked in 1905 to amend Ohio law to allow the village and township to jointly sponsor a library. Thanks to his efforts, the Willoughby Township and Village Library and Historical Association was incorporated in 1906. The following year, the library opened to the public in a room in the Cleveland Trust building on Erie Street. Efforts began towards raising funds to purchase a building site. Andrew Carnegie donated \$14,500 to construct the library building. In the summer of 1909, Willoughby proudly dedicated its new public library.

With the population in the western portion of the township expanding in the 1920s, branch libraries opened in Wickliffe and Roosevelt School in Willowick. In 1947, authority was transferred to a new library board appointed by the Willoughby Village Local School District, which later became the Willoughby-Eastlake Public Schools.

As a result of the post-war baby boom in the early 1950s, small summer libraries opened in Willowick and Eastlake. In 1955, representatives from Eastlake and Willowick made formal requests to establish permanent branch libraries in their communities. The Lake County Budget Commission made funds available for the operation of the two branch libraries.

In 1956, the Willowick Library opened in the former Willowick Golf Club house, while the Eastlake Library continued to operate in the Eastlake Junior High School. By 1959, the Eastlake Library moved into a rented store on Lake Shore Blvd. so the public could use the facility during school hours. Due to overcrowding and heavy use, a 1-mill 3-year bond issue was passed to expand all three libraries.

The new Willowick Library, located on East 305 St., opened to the public on July 30, 1962. A new Eastlake Library opened to the public in September 1963. During this time period, the Willoughby Library was also remodeled and enlarged.

In 1970, teletype technology was introduced that connected WEPL with the Cuyahoga County Public Library. This enabled the library system to expand interlibrary loan services with all of Ohio's large public and academic libraries. In 1971, the library began its commitment to the visually and physically impaired residents with Homebound Service and the Talking Book Machine program.

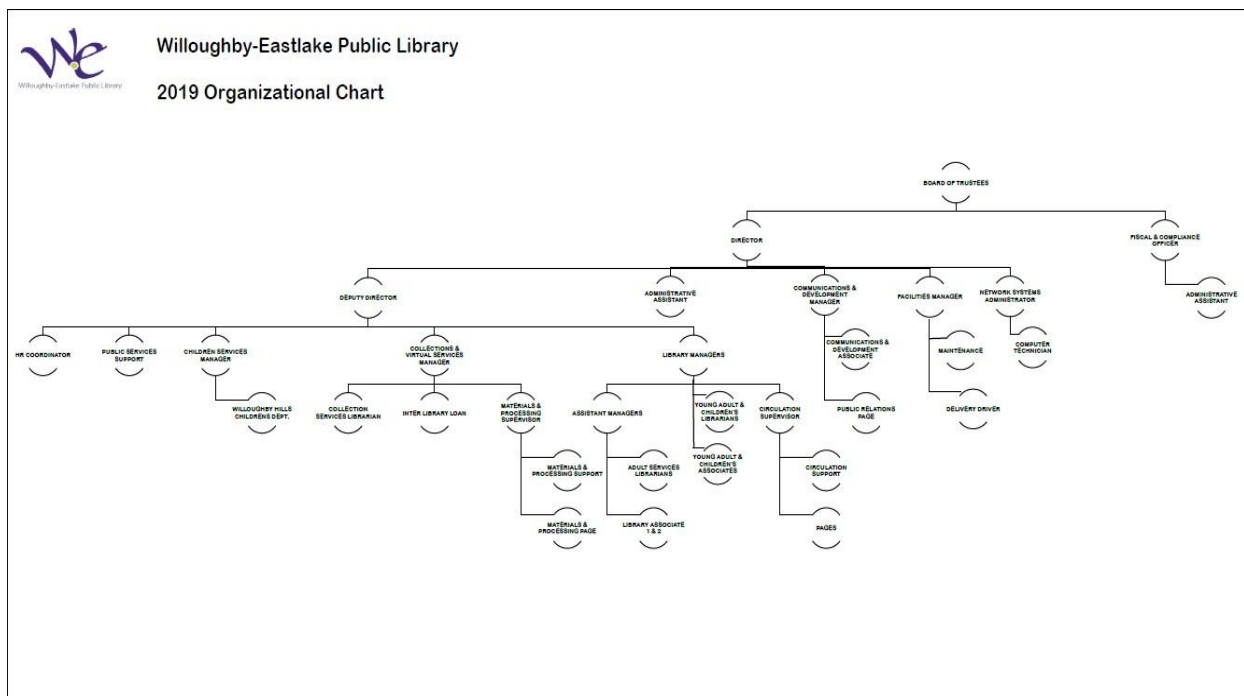
To meet the growing needs for new technologies and expanded library resources, in 1984 WEPL became the fifth library to join CLEVNET, a consortium of libraries sharing an automated database under the leadership of Cleveland Public Library. As the population at the eastern end of the school district rose,

the Garfield Library Station in Willoughby Hills opened in 1985. The Willoughby Library was remodeled in 1987 to create a story/meeting room, and a room for the Willoughby Historical Society.

By the end of the 1980's it was apparent that the libraries needed to expand even further to meet the growing needs of the communities it served, and the technological demands for the future. In 1990, both a bond issue and a permanent library levy passed, which enabled the library to begin simultaneous renovations on all three facilities. A remodeled Eastlake Library opened to the public in September, 1993; Willowick reopened January, 1994 while Willoughby reopened in April, 1994. Unfortunately, support of the Willoughby Hills Garfield Station had dwindled and the decision was made to close that facility at the end of 1994. In 1996, under new leadership, the library introduced graphic access to the Internet via OPLIN (Ohio Public Library Information Network), established a Home Page on the Internet, and migrated to a web-based catalog. The staff voted to have District 925 of the Service Employees International Union, represent them in collective bargaining. The first contract was effective September 1, 1997.

- Organizational Chart 1.2**
- Adopted January 18, 1999**
- Motion 15-99**
- Revised February 20, 2012**
- Motion 28-12**
- Revised September 18, 2017**
- Motion 69-17**
- Revised September 16, 2019**
- Motion 79-19**

WEPL Organizational Chart



**Section 2
Board Operations**

**Board Operations Policy 2.1
Adopted September 8, 1997
Motion 142-97
Revised November 19, 2012
Motion 102 – 12
Revised June 16, 2014
Motion 72-14**

BY-LAWS

ARTICLE I

The Libraries located in the Willoughby-Eastlake School District which includes Willoughby, Eastlake, Willowick, Willoughby Hills, Lakeline, Timberlake and Waite Hill, shall be known as the Willoughby-Eastlake Public Library System.

ARTICLE II

Objectives

The Willoughby-Eastlake Public Library shall serve the communities in the area as an information agency to support both the formal and informal learning needs of its patrons. Emphasis is also placed on providing popular materials for all ages and on stimulating children's interest in an appreciation for reading and learning. This Library System will extend its services to all residents of the State of Ohio on equal terms.

ARTICLE III

Trustee Members/Appointments

The Willoughby-Eastlake Public Library shall be under the control and management of the Board of Trustees consisting of seven (7) members. All vacancies on the Board of Trustees shall be filled by appointment by the Willoughby-Eastlake School Board of Education for a term of seven (7) years and without compensation. In accordance with provisions of the Ohio Revised Code 3375.15 the Board of Education may seek nominations for membership of such Board from current Library Board Members, members of the Board of Education and nominations including self-nominations from individuals. The Board of Education may provide to the general public a notice for any vacancies on the Library Board, setting forth in such general announcement a general description of the duties of the Trustee. The Board of Education may form a subcommittee to interview prospective candidates for appointment or may form a committee of the whole for such purpose. In accordance with provision of law, no person may serve on the Library Board of Trustees who is or has been for a year previous to this appointment a Member of the Board of Education making such appointment. In accordance with provisions of ORC 3375.63, a majority of the Trustees shall be persons not employed by school districts or the political subdivisions. The office of Mayor is incompatible with appointment to the Board of Library Trustees. Vacancies on the Library Board shall be filled by appointment by the Board of Education for the unexpired term. All Trustees shall be residents of the Willoughby-Eastlake School District. Each of the cities: Eastlake, Willoughby, and Willowick shall be represented on this Board by at least two (2) Trustees. No more than three (3) Trustees shall be from the same community.

The Board of Library Trustees is a body politic and corporate, and as such is capable of suing and being sued, contracting, acquiring, holding, possessing, and disposing of real and personal property, and of exercising such other powers and privileges as are conferred on it by law.

ARTICLE IV

Powers of the Board of Trustees

Section 3375.40 ORC

The duly appointed Board of Trustees may:

- A.** Hold title to and have custody of all property both real and personal of the free public libraries under its jurisdiction.
- B.** Expend for library purposes, and in exercise of the power enumerated in this section, all moneys, whether derived from local library support fund or otherwise, credited to the free public library under its jurisdiction and generally do all things it deems necessary for the establishment, maintenance, and improvement of the public libraries under its jurisdiction.
- C.** Purchase or lease buildings or parts of buildings and other real property and purchase automobiles and other personal property necessary for proper maintenance and operation of the free public libraries under its jurisdiction and pay the purchase price therefore in installments or otherwise.
- D.** Purchase, lease, lease with option to buy, or erect buildings or parts of buildings to be used as main libraries, branch libraries, or library stations pursuant to Section 3375.41 ORC.
- E.** Appoint and fix the compensation of all the employees of the free public libraries under its jurisdiction.
- F.** Make and publish rules and regulations for the proper operation and management of the free public libraries under its jurisdiction.
- G.** By adoption of a resolution accept any bequest, gift or endowment upon the conditions connected with such bequest, gift or endowment; provided no such bequest, gift or endowment shall be accepted by the Board if the conditions thereof remove any portion of the free public libraries under its jurisdiction from the control of the Board or if such conditions, in any manner, limit the free use of the library of any part thereof by residents of the communities in which the libraries are located.
- H.** At the end of any fiscal year by a two-thirds vote of the full Board membership, set aside any unencumbered surplus funds remaining in the general fund of the libraries under its jurisdiction to the Building or Capital Projects Fund.

ARTICLE V

Organization of the Board of Trustees and Operation Procedure

(Section 3375.32 and 3375.35 ORC)

The duly appointed Board of Library Trustees shall meet in December of each year and organize by selecting from its membership a president, a vice president, and a secretary who shall serve for a term of one (1) year. At the same meeting, the Board shall elect and fix compensation of a Fiscal and Compliance Officer, who may be a member of the Board, and who shall serve a term of one (1) year. The Fiscal and Compliance Officer, before entering upon his duties, shall execute a bond in an amount and with surety to the approved by the Board, payable to the Board, and conditioned for the faithful performance of the official duties require of him/her.

For the purpose of transacting any business, a quorum is a majority of the full membership of the Board. The purchase of any real property requires a two-thirds vote of the full membership of the Board making such purchase. All conveyance of real property shall be executed by the president and the secretary of the Board making such conveyance. No moneys credited to a free public library shall be paid out except on a check signed by the Fiscal and Compliance Officer or Assistant Fiscal Officer and the president or vice president of the Board.

The Board of Library Trustees shall, at the end of each fiscal year, transmit on forms provided by the State Library of Ohio, to the State Librarian, and to the appointing authority, a report of the activities of the Board of Library Trustees during the year. Such report shall include a complete financial statement showing receipts and expenditures in detail of all library funds for the entire fiscal year made by the Board of Trustees. No member of the Board of Trustees shall have any pecuniary interest in any contract entered into by the Board.

The president of the Board of Trustees shall preside at all meetings, appoint committees as required, prepare annual reports as provided by the Ohio Revised Code and perform such other duties as pertain to the office. The president shall be an ex-officio member of all committees.

In the absence of the president, the vice president shall preside at all meetings of the Board and shall fill the unexpired term of office of the president, should this circumstance arise.

The secretary shall be responsible for recording the minutes of the Board meetings and shall perform such other duties as usually pertain to the office.

ARTICLE VI

Duties of the Fiscal and Compliance Officer

The Fiscal and Compliance Officer of the Board of Library Trustees shall be Treasurer of the library funds. All moneys received by such Fiscal and Compliance Officer for library purpose shall be immediately placed by him/her in a depository designated by the Board. The Fiscal and Compliance Officer shall keep an account of the funds credited to said Board upon such forms as are prescribed and approved by the Bureau of Inspection of the State Auditor's office. The Fiscal and Compliance Officer shall render a statement to the Board monthly showing the revenues and receipts from whatever sources derived, the

disbursements and purposes for such disbursements, and the assets and liabilities of the Board. At the end of each fiscal year the Fiscal and Compliance Officer shall submit to the Board a complete financial statement showing the receipts and expenditures in detail for the entire fiscal year.

At the expiration of the term of the Fiscal and Compliance Officer of the Board of Library Trustees or before the Board approves the surety of any Fiscal and Compliance Officer, the Board shall require the Fiscal and Compliance Officer to produce all moneys, bonds, or other securities in his/her hands, which then must be counted by the Board, or by a representation of the Bureau of Inspection of the State Auditor's office. A certificate setting forth the exact amount of such moneys, bonds, or other securities and signed by representative making such count shall be entered upon the record of the Board and shall be prima-facia evidence that the count stated in such certificate is actually in the Treasury at that date.

On an annual basis the Board shall evaluate the job performance of the Fiscal and Compliance Officer.

Duties of Assistant Fiscal Officer

The Board may appoint an Assistant Fiscal Officer at the organizational meeting. In the absence of the Fiscal and Compliance Officer, the Assistant Fiscal Officer shall act for and perform the functions of the Fiscal and Compliance Officer for which duties the Assistant Fiscal Officer shall execute a bond in an amount and with a surety in the same amount as that required by the Fiscal and Compliance Officer.

ARTICLE VII

Committees

Standing and Special Committees:

A. The standing committees of the Board shall be Audit, Buildings, Finance and Planning, Personnel and Policy. There may be in addition any special committees as the Board shall deem advisable. The president of the Board shall be an ex-officio member of all committees. All other members shall chair one committee and serve on two other committees as appointed by the president with the consent of the Board. The president may appoint committee members, appoint a nominating committee, or ask for committee volunteers.

B. Except by the express approval or direction of the Board no committee shall have (a) more than three (3) members of the Board, or (b) authority to make any decision upon matters, business, or policy, within the power or responsibility of the Board itself any report or recommendation of a committee to the Board shall be deemed advisory only.

C. Standing committees may be combined or contain the same members and as the Board shall deem advisable. Standing committees may continue with the same members as the president shall deem advisable.

D. The Audit Committee shall monitor the Library's financial report and control activities and meet annually or as deemed necessary by the Fiscal and Compliance Officer to accompany auditors or representatives of accounting firms. This committee will be comprised of one representative of the

Finance Committee, one additional board member and one independent committee member representing business or local government.

E. Buildings Committee shall keep informed and make recommendations to the Board after consultation with the Building Facilities Manager and Director concerning the condition, maintenance and improvement of all library buildings, grounds, and equipment.

F. The Finance and Planning Committee shall advise the Board after consultation with the Fiscal and Compliance Officer and the Director on all matters relating to the Library's budget, appropriating funds, investments, finance, receipts, and disbursements. A member of the Finance and Planning Committee will also serve on the Audit Committee.

G. Personnel Committee shall be an advisor to the Board and the Director on Board objectives and policy relating to personnel, practices, standards, and problems. It shall review annually the salary schedule for all employees of the Board and make specific recommendations concerning the compensation of the Director, Deputy Director, and the Fiscal and Compliance Officer.

H. Policy Committee shall make recommendations to the Board after consultation with the Director and/or Fiscal and Compliance Officer of new or revisions to existing personnel, public service, or financial policies. Such policies shall be collected and codified into the Board Policy Manual.

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ARTICLE VIII

Library Director and Deputy Director

The Board shall appoint and fix the compensation of the Director who shall be the chief administrator and librarian of the Willoughby-Eastlake Public Library. The Director shall have full charge of the administration and operations of the library in accordance with the objectives and policies adopted by the Board and under the direction and review by the Board. The Director shall be held responsible for the care of all buildings and equipment, for the employment and direction of the library staff, for the selection, acquisition, and disposition of books and non-book materials within the annual appropriations adopted, for public relations and subject to the general policies adopted from time to time by the Board. The Director shall keep the Board informed as to the program needs, building needs, the desirable expenditures of the library funds and any special problems requiring action or approval by the Board. The Director shall be present at each Board meeting and shall present a report concerning the work of the library and submit for consideration with recommendations all matters requiring action by the Board. The Director shall attend all Board meetings except those at which the appointment of the Director or the salary are to be discussed or decided on an annual basis, the Director shall evaluate the job performance of the staff and make recommendations to the Board should any action by the Board deem necessary.

On an annual basis the Board of Trustees shall evaluate the job performance of the Director.

Deputy Director

The Deputy Director shall be approved by the Board and the Board will fix compensation of the Deputy Director who shall be the Assistant to the Director and shall be responsible for such duties as may be delegated by the Director in accordance with the policies established by the Board. In the absence or unavailability of the Director, the Deputy Director shall act for and perform the functions of the Director.

On an annual basis the Director shall evaluate the job performance of the Deputy Director.

ARTICLE IX

Meetings of the Board of Trustees

Regular meeting of the Board of Trustees shall be held on the Third Monday of each month at 6:00 p.m. at one of the library buildings unless otherwise specified. Special meetings may be called by the president or in the absence of the president by the vice-president, or upon written request by three (3) trustees. The regular December meeting shall be called the Organizational Meeting. Four members of the Board shall constitute a quorum. Written notice of each meeting by the Board with an agenda or statement of purpose shall be mailed by the Fiscal and Compliance Officer to the address designated by the Board member two days before the meeting.

The order of business at a regular meeting of the Board shall be as follows:

1. Reading the minutes of the last meeting and action thereon
2. Report of the Fiscal and Compliance Officer
3. Report of the Standing Committees
4. Report of the Building Facilities Manager
5. Report of the Director
6. Communications
7. Unfinished Business
8. New Business
9. Next meeting and adjournment

Request for meeting notice:

The Fiscal and Compliance Officer shall advise the news media of any regular meeting in time for its enclosure in the Public Notice of Meetings. The Director shall have posted in all libraries a notice of the time and place of the next Board Meeting.

Executive Session:

The Board may hold an executive session only after a majority of a quorum of the Board determines by roll call to hold such session and only at a regular or special meeting. The purpose(s) for holding such an executive session shall be specified in accordance with Section ORC 121.22(g) as amended and shall be included in the motion to hold the session.

Adjourned Meetings:

Adjourned meetings are those held as a continuation of a preceding meeting generally before the next regular meeting. An adjourned meeting resumes business at the point it was interrupted.

Committee meetings shall be called when a Committee, either having authority to make a decision of the Board or having four (4) or more members of the Board on it, such meeting shall be open to the public in accordance with ORC 121.22 and notice of the time, place and purpose of the meeting shall be posted and given as in the case of the special meeting of the Board.

Voting:

Except when a larger vote is required by law, all action of the Board shall require the affirmative vote of a majority of the full membership of the Board on roll call.

Rules of Order:

Where not otherwise governed by law or by these by-laws of the Board, the proceedings of the meetings of the Board shall be in accordance with Robert's Rules of Order as currently revised and published at the time of meeting.

Records of the Library Public Information:

It shall be the policy of the Board of Library Trustees of the Willoughby-Eastlake Public Library to release for public information and place copies at the desks of the Libraries, the official minutes and financial reports after approval by the Board. All documents which are public records shall be available for review and inspection by any person upon reasonable request to the Director.

Official reports of the Board required by the Ohio Revised Code and the Auditor of the State shall be maintained in the Business Office and available to the public in compliance with ORC 149.43 and following the procedures set forth in the Library's Disclosure of Public Records Policy.

The Annual Report of the Director shall be catalogued and made part of the Library's reference collection.

ARTICLE X

Amendments

Those by-laws not specifically designated by the ORC may be amended by an affirmative vote of at least five (5) members of the Board at any regular meeting provided notice of the proposed amendment and the language thereof has been given at the last preceding regular Board Meeting.

Board Operations Policy 2.3
Adopted April 14, 1997
Motion 64-97

Code of Ethics

WEPL Trustees shall:

- Represent the interest of all people served by the Library and not favor special interests inside or outside the Library.
- Not use the Library or his/her service on the Board for his/her own personal advantage of his/her relatives, friends, or supporters.
- Keep confidential information confidential.
- Approach all Board issues with an open mind, be prepared to make the best decision for the whole Library.
- Do nothing to violate the trust of those who appointed him/her to the Board or of those he/she serves.
- Focus his/her efforts on the mission of the Library and not on his/her personal goals. Never exercise authority as a Board Member except when acting in a meeting with the full Board or as he/she is delegated by the Board.

Board Operations Policy 2.4
Adopted November 10, 1997
Motion 169-97

Conflict of Interest

The Board of Trustees will refrain from making decisions on matters where there exists a conflict of interest between the library and other persons or institutions contracting or otherwise having a relationship with the Library. Board members must avoid situations in which personal interest might be served or financial benefits gained at the expense of the Library.

In compliance with ORC 3375.33, no Board member shall have any pecuniary interest in any contact entered into by the Board except contracts for the deposit of library funds in institutions in which a board member is an officer, director, stockholder, employee, or owner of an interest (ORC 135.11).

As public officials, board members are prohibited from accepting or soliciting anything of value including but not limited to gifts, and travel, meals, and lodging, from any improper source, including parties that are doing or seeking business with, regulated by or interested in matters before the Library (ORC 102.03).

It is incumbent upon any board member to disqualify himself/herself immediately whenever the appearance of conflict exists.

Board Operations Policy 2.5
Adopted November 10, 1997
Motion 165-97
Revised October 21, 2013
Motion 112-13

Execution of Contracts

The Director, as chief administrative officer of the library, or the Deputy Director, in the absence of the Director, shall have the authority to purchase items of equipment or any supplies needed for the routine and normal operation of the library for which funds have been appropriated. Furthermore, the Director, or the Deputy Director, in the absence of the Director, shall have the authority to sign, approve, and otherwise endorse service agreements, contracts for the lease of circulation materials and subscriptions along with such other operating and maintenance agreements necessary for the safety and protection of the library, its property, staff and the general public for which funds have been appropriated. Board approval shall be required for contracts, if such approval is required by law, if the contract represents an agreement extending beyond one year, or for all contracts involving the lease, purchase, sale, or disposal of real property (of a value exceeding \$30,000).

The Director shall report monthly to the board the nature and cost, if any, of any agreements or contracts entered into on behalf of the library in the previous month.

Board Operations Policy 2.6
Adopted November 10, 1997
Motion 166-97
Revised November 19, 2012
Motion 102-12

Sunshine Law

The Library Board, as a public body complies with Ohio's Sunshine Law
(Ohio Revised Code, Sec. 122.21)

Meetings

Meetings of the Board that are subject to the Sunshine Law are regularly monthly meetings, special meetings, or any other meeting where four or more trustees are present, and all committee or subcommittee meetings. Monthly meetings and Committee meetings are held at the Administration Offices and at all three library buildings on a rotating basis. All meetings of the Board are open to the public.

Notification of Meetings

The Library will notify the news media of the time, hour, place, and purpose of meetings no less than 24 hours before a meeting. Anyone wishing to be regularly informed of meetings will be added to the list of persons and organizations to be notified. Notification will be made by fax, mail, phone, or e-mail as

determined by the Library. The schedule and location for regular meetings is set for the following 12 months at the Organizational Meeting in December.

Minutes

Minutes are kept of all Regular, Special meetings by the Board Secretary. Committee chairs will keep minutes of all committee meetings. Minutes are maintained by the Administrative Assistant and housed in the Administrative Office.

Exclusions

The Ohio Sunshine Law specifies that at Regular and Special meetings of the Board, in the interest of effective government or confidentiality, certain discussions may be conducted within an executive session at which only certain specified individuals are present.

Executive sessions may only be held as a part of a regular or special meeting. Executive session must be approved by a majority of the quorum and by roll call vote. The minutes of the regular or special meeting must include a report of the general matter of the executive session. The topics that may be discussed in executive session are limited to the following:

- To consider the appointment, dismissal, discipline, promotion, demotion or compensation of a specific public employee or public official
- To consider the sale or purchase of property
- Conferences with an attorney concerning disputes that are subject to legal actions
- Preparing for, conducting, or reviewing negotiations with public employees
- Matters required to be kept confidential by federal law, rules, or state statutes
- Specialized details of security arrangements

Board Operations Policy 2.7

Adopted June 9, 1997

Motion 101-97

Revised December 18, 2006

Motion 112-06

Revised July 16, 2012

Motion 68-12

Revised October 16, 2023

Motion 82-23

Solicitation of Price Quotations

The Willoughby-Eastlake Public Library Board of Trustees uses Ohio Revised Code Section 3375.41 as a guideline for the formal bidding process for expenditures over twenty-five thousand dollars as described in the Code (see Board Policy 2.8, Bidding Procedure).

The following policy shall govern those purchases over \$5,000 and less than \$75,000 and those that are not applicable to ORC 3375.41.

To eliminate any kind of favoritism, misrepresentation or abuse of public funds, Willoughby-Eastlake

Public Library employees will adhere to the following procedures when requesting price quotations for the purchase of equipment, library supplies or services for the Willoughby-Eastlake Public Library program:

- Specifications for services and equipment will be sent to or requested from no less than three vendors when possible. When appropriate, vendor suggestions will be solicited from knowledgeable resources.
- Staff will not divulge quotes to other vendors until after the established deadline of quote submittals.
- When choosing a vendor, the location and past service as well as price will be considered. The vendor quoting the lowest price and/or best product and product support will be awarded the sale.
- All companies which have provided quotations will be notified whether or not they received the sale.

Board Operations Policy 2.8

Adopted June 9, 1997

Motion 101-97

Revised December 18, 2006

Motion 112-06

Revised July 16, 2012

Motion 68-12

Revised October 16, 2023

Motion 82-23

Bidding Procedure

The Willoughby-Eastlake Public Library Board of Trustees uses Ohio Revised Code Section 3375.41 as a guideline for the formal bidding process for expenditures over seventy-five thousand dollars. Section 3375.41 applies only to construction, demolition, alteration, repair, or reconstruction of a building. The bid process and legal advertisement must appear in a newspaper of general circulation in the district (or, if there are two such newspapers, in both) once a week for a period of two weeks. The deadline for bids shall be Noon, one week after the publication of the fourth legal advertisement.

The bids shall be opened (by the Fiscal and Compliance Officer, Board Member or other library employee as specified by Board Resolution) and read immediately after the deadline for filing has expired. The bids shall be read publicly for the bidders present. A tabulation of the bids and the report of tabulation shall be made at the next Board meeting.

For expenditures of less than seventy-five thousand dollars and for items not applicable to ORC 3375.41, Board Operations Policy 2.7, Solicitation of Price Quotations, shall be followed.

Board Operations Policy 2.9

Adopted October 21, 1996

Motion 137-96

Revised July 14, 1997

Motion 111-97

Revised May 14, 2009
Motion 51-09

Investment Policy

This Investment Policy will be reviewed by the Board annually. Funds will be invested in accordance with S.B. 81 and Section 135 "Uniform Depository Act" of the Ohio Revised Code.

The following deposit/investment objectives will be applied in the management of funds of the Willoughby-Eastlake Public Library:

- Compliance with all Federal and State laws
- To maximize the preservation of capital and the protection of investment principal within certain risk parameters.
- Maintain sufficient liquidity to meet the fiscal operating requirements of the Library.
- Strive to attain the best total return or yield on investment funds of the Library as is reasonable and prudently achievable within the safety parameters established in the Investment Policy.

Investments shall be made in good faith, in a manner reasonable believed to be in or not opposed to the best interests of the Library, and with the exercise of that degree of care that an ordinarily prudent person in a like position would use under similar circumstances.

The Board of Library Trustees shall be responsible for making investment decisions. The Investing Authority will be the Library Fiscal and Compliance Officer, Assistant Fiscal Officer or such officer or employee of the Library as the Board shall designate. The Investing Authority shall act only in accordance with the wishes of the Board as described in this Investment Policy. The Investing Authority shall not transfer more than twenty-five (25) percent of investable assets per year into a single investment instrument, other than STAR Ohio, without specific approval for the change by the Board of Library Trustees.

The Investing Authority may deposit and or invest in the following instruments at a price not to exceed the fair market value of the specific investment instrument.

- U.S. Treasury Obligations. United States Treasury bills, notes, or other obligation or security issued by the United States Treasury or any other obligation guaranteed as to principal and interest by the United States.
- Federal Agency Obligations. Bonds, notes, or other obligations or securities issued by any federal government agency or instrumentality.
- Bank Deposits. Time certificates of deposit, including CDARS or savings or deposit accounts in any eligible institution as defined in Section 135 of the Ohio Revised Code.
- State Pool. State of Ohio Local Agency Investment Pool, for example, STAR OHIO.

The Fiscal and Compliance Officer shall maintain accurate, complete, and timely records of all investment activity. A report will be presented monthly to the Board listing all investments, maturity dates, market values, rates of return and other features deemed relevant.

This Investment Policy, along with any future revisions or updates, will be filed with the Auditor of State, Attention: Clerk of the Bureau, P.O. Box 1140, Columbus, Ohio 43216-1140.

Board Operations Policy 2.10
Adopted September 9, 1996
Motion 112-96

Petty Cash Funds

Each library and the Administrative Office will have petty cash funds to purchase supplies and small items not obtainable through regular purchase order procedure. The amount of the petty cash fund shall be recommended by the Finance Committee and established annually by the Willoughby-Eastlake Board of Trustees at its organizational meeting. The amount of the fund may be reviewed periodically and changed if warranted.

Board Operations Policy 2.11
Adopted September 9, 1996
Motion 113-96
Revised January 28, 2019
Motion 9-19

Credit Card Use

1. This policy applies to all (i) payment cards, checks or other payment instruments associated with a credit account issued by a financial institution or retailer, and (ii) payment cards related to the receipt of grant funds. All such cards and instrument are referred to herein as “credit cards”.
2. This policy does not apply to procurement cards (P-cards), or to gas cards or other payments cards that are capable of use only for the purchase of certain limited types of goods.
3. The Library will not obtain or maintain any debit cards
4. The Fiscal Officer will work with the appropriate financial institutions that issue credit cards to determine the best type of credit card accounts for the Library, and also to determine which store credit card accounts the Library will utilize.
 - a. The Fiscal Officer is responsible for working with the issuing financial institution to determine the dates when credit cards expire and the re-issuance of replacement cards.
 - b. The Fiscal Officer is responsible for determining, when necessary, the need to cancel a credit card account and any adjustment to credit limits on the credit cards.
 - c. The Fiscal Officer is responsible for notifying the issuing financial institution of a lost or stolen card.
5. Credit cards will be established in the name of the Willoughby-Eastlake Public Library and the specific name of an individual with a maximum credit limit not to exceed \$5,000 per card or purchase from Amazon unless previously approved by the Fiscal Officer and Director.
6. Credit cards may be issued to:
 - Director
 - Deputy Director

- Fiscal Officer
 - Marketing and Public Relations Manager
 - Facilities Manager
 - Library Systems Manager
 - Collections & Digital Services Manager
 - Eastlake Public Library Manager
 - Willoughby Public Library Manager
 - Willowick Public Library Manager
 - Willoughby Hills Library Manager
 - Maintenance Personnel
 - Materials & Processing staff
 - Library Associate
7. Credit cards will also be established in the name of the Willoughby-Eastlake Public Library and kept in the office of the Fiscal Officer and may be signed out to authorized Library personnel from time to time as necessary. The credit card should be promptly returned to the office of the Fiscal Officer once the purchases for which it was checked out have been made.
8. These credit cards may be signed out only to the following Library personnel:
- Children’s Librarian
 - YA Librarian
 - Adult Services Librarian
 - Assistant Children’s Librarian
 - YA Associate
 - Human Resources Generalist
- A credit card may not be used by anyone other than the individual to whom it is signed out.
9. Prior to initial receipt of a credit card, each individual must read and receive a copy of the Credit Card Responsibility and Use Procedures and sign the Credit Card Cardholder Acknowledgement.
10. The Board authorizes the use of Library credit cards for use in connection with Board-approved or Library-related activities and for only those types of expenses that are for the benefit of the Library that serves a valid and proper public purpose shall be paid for by credit card. Credit cards will be used primarily for travel expenses to conferences and/or workshops and pre-payment of materials when required by a vendor. In any event, credit cards may be used only for expenditures that are within the applicable budget and departmental guidelines.
11. For each purchase made using a credit card, an itemized receipt indicating the amount paid, the vendor, and the goods/services purchased must be submitted to the Fiscal Officer promptly following the purchase.
12. Use of a credit card for personal expenditures, for expenditures in excess of the applicable credit limit, or otherwise in violation of this policy constitutes a misuse of the credit card. Any Library personnel engaging in misuse of a credit card will be responsible to reimburse the Library for any unauthorized expenditures and may be subject to disciplinary action up to and including termination of employment.

13. The Library Board of Trustees will appoint a Compliance Officer to review all credit card accounts every six months, including: the number of accounts and issued/active cards, account expiration dates and credit limits. The Fiscal Officer may not also serve as the Compliance Officer.
14. The Compliance Officer may use a credit card only with the prior authorization of the Fiscal Officer, except that the Library Director serving in the role as Compliance Officer may use a credit card as otherwise authorized in this policy.
15. The Compliance Officer may not authorize Library personnel to use a credit card, except that the Library Director serving in the role as Compliance Officer may authorize such use in accordance with the policy.
16. If a credit card is lost or stolen, or if Library personnel become aware of unauthorized or fraudulent use of any of the Library's credit card accounts, the same must be reported immediately to the and Fiscal Officer and the Compliance Officer.
17. All monthly credit card statements and other correspondence associated with the credit card accounts will be sent to the Willoughby-Eastlake Public Library. Payment of the monthly statements must be made in a timely fashion so that finance charges and late payment fees are not incurred.
18. If the Compliance Officer is authorized to use a credit card, on a monthly basis the Fiscal Officer (or the Fiscal Officer's designee, who may not be the Compliance Officer) will review the credit card statements and will sign an attestation to such review.
19. On an annual basis, the Fiscal Officer (or the Fiscal Officer's designee) will submit a report to the Library Board of Trustees regarding all credit card rewards received by the Library.

Board Operations Policy 2.12

Adopted June 9, 1997

Motion 97-99

Revised March 13, 2000

Motion 00-51

Revised November 15, 2004

Motion 04-117

Revised March 24, 2008

Motion 08-28

Revised September 15, 2008

Motion 08-82

Revised January 26, 2009

Motion 09-10

Retention and Disposal of Records

The Willoughby-Eastlake Public Library, like other public entities in the State of Ohio, must retain records from year to year. Although the Ohio Revised code does not set guidelines for libraries, the WEPL Board of Trustees adopts the following policy for record retention:

A Records Commission shall be established, composed of the Fiscal and Compliance Officer, the Director and one Trustee. The Commission will prepare a list of records to be disposed following the completion of a state audit. The Board of Trustees will approve the list and it shall become an exhibit to the minutes of the Board.

Records shall fall into two categories: Permanent and Non-Permanent. Retention of records may be in the form of electronic media, print or tape. The following list shows the retention period of specific records, which is compiled from recommendations of the State auditor's Office and the Ohio Historical Society.

Permanent Records

- Annual Report to the State Library Audit Reports
- Board Agenda Packets
- Board Minutes including Director's and Treasurer's reports Board Policy Files
- Building Projects Records Building Specifications/Blueprints Capital Outlay Files
- Collective Bargaining Information Historical Files
- Personnel and Payroll Records
- (Includes PERS, change of status long term leave request and final performance evaluation forms. Purge extraneous records 2 years after termination)
- Publications:
- Annual Report to the Public Library Low Down
- Building to Building (in-house newsletter) Strategic /Marketing Plans
- Technology Plans

Non-Permanent Records

<u>Record Type/Title</u>	<u>Retention Period</u>
Contracts:	
Bids-Successful	15 years
Bids-unsuccessful years	4 years, provided audited Contracts 15
Leases	5 years after expiration, if audited
Grants	10 years

Non-Permanent Records

<u>Record Type/Title</u>	<u>Retention Period</u>
Insurance Policies and bonds	5 years after expiration

Administration:

Minutes/agenda of Board & Staff Committee meetings 4 years or until no longer of administrative value

Publications:

PR Materials At discretion of office

Correspondence: Print, Electronic, Digital (includes E-mail and Voicemail)

Routine/transitory Until no longer of administrative value

General 2 years

Historical Permanent

Employee Files:

Incident/Accident Reports 5 years

Employee medical files 7 years after termination

Employment application 6 months active plus one and one-half years inactive if not hired, provided audited

Workers' Compensation claims 7 years after termination

Leave of Absence Request forms 3 years provided audited

W-2 6 years provide audited

W-4 Until superseded

Financial:

Accounts Payable Ledger/ receivable Ledger 5 years provided audited

Appropriations Ledger 5 years provided audited

Bank Deposit Statements 5 years provided audited

Bank Statements 5 years provided audited

Budgets (Annual) 25 years

Canceled checks 5 years provided audited

Cash Journals 5 years provided audited

Check Register 5 years provided audited

Depository Agreements Until superseded/audited

Financial Reports (To Auditor of State) 25 years

Invoices 5 years provided audited

Payroll Bank Statements	5 years provided audited
Petty Cash Records	5 years provided audited
Purchase orders	5 years provided audited
Receipt Journals	5 years provided audited
Time sheets	5 years provided audited
Travel Expense Vouchers	5 years provided audited
Legal:	
Claims and Litigation Records	5 years after case closed and appeals exhausted
Library Materials:	
Book inventories	Until Suspended
Circulation/Patron Transactions	Until materials are returned or fines paid
Interlibrary Loan Record	1 year (non-Clevnet libraries) until materials are returned (Clevnet)
Lost Book Records	Remains on record until paid, once paid, six months in patron history
Miscellaneous:	
Inventories	Until suspended
Job descriptions	Until superseded or classification abolished
Patron Registration (on-line)	Purged from CLEVNET 3 years after expiration
Library Card applications (paper)	Discarded after input into patron database
Meeting Room applications	1 year
Survey Reports (State Library, PLDS)	10 years E-rate Records 5 years
OSHA Records	7 years
Consultant Reports	10 years
Security camera recordings: If staff see or are made aware of an incident which is recorded of unusual, criminal, or dangerous behavior that would normally cause an incident report to be written, it will be	

archived for 6 months, or until legal action has concluded. An incident report will also be written to document the incident.

Board Operations Policy 2.13

Adopted February 10, 1997

Motion 43-97

Revised June 20, 2005

Motion 55-05

Revised October 2, 2007

Motion 77-07

Disclosure of Public Records

Section 1

Public Records

In accordance with the Ohio Revised Code and applicable judicial decisions, records are defined as any item that (i) contains information stored on a fixed medium (such as paper, electronic – including but not limited to e-mail – and other formats); (ii) is created or received by or sent under the jurisdiction of a public office and (iii) documents the organization, functions, policies, decisions, procedures, operations or other activities of the office. Public records are to be open to the public at all reasonable times with exceptions only as provided for in the law.

Section 1.1

As required by Ohio law, records will be organized and maintained so that they are readily available for inspection and copying (See Section 4 for the e-mail record policy). Record retention schedules are to be updated as needed. A poster describing the public records policy is displayed conspicuously at each library.

Section 2.0

Records Requests

Each request for public records should be directed to the Administration Office and be evaluated for a response using the following guidelines:

Section 2.1

Although no specific language is required to make a request, the requester must at least identify the records requested with sufficient clarity to allow the Library to identify, retrieve, and review the records. If a request for records is ambiguous or overly broad or if it cannot be reasonably identified which records are being requested, the request may be denied. An opportunity will be provided for the requester to revise the request by informing the requester of the manner in which the Library keeps its records.

Section 2.2

The requester does not have to put a records request in writing and does not have to provide his or her identity or the intended use of the requested record. The Library is permitted to ask for this information providing it first discloses to the requester that he/she may decline to answer either or both questions.

Section 2.3

Public records responsive to the request are available during regular business hours, with the exception of published holidays. Public records must be made available for inspection promptly. Copies of public records must be made available within a reasonable period of time. "Prompt" and "reasonable" take into account the volume of records requested, the proximity of the location where the records are stored, and the necessity for any legal review of the records requested.

Section 2.4

Each request should be evaluated for an estimated length of time required to gather the records.

Section 2.5

Any denial of public records requested must include an explanation, including legal authority. If portions of a record are public and portions are exempt, the exempt portions are to be redacted and the rest released.

Section 3.0

Costs for Public Records

Those seeking public records will be charged the actual cost of making copies.

Section 3.4

If requested, records may be mailed. Requester will be charged the actual cost of the postage and mailing supplies. Payment may be requested in advance.

Section 4.0

E-mail

E-mail is to be treated in the same fashion as records in other formats and should follow the same retention schedule.

Section 4.1

Records in private e-mail accounts used to conduct public business are subject to disclosure and all employees or representatives of the Library are instructed to retain their e-mails that relate to public business (see Section 1 Public Records) according to the Library's record retention schedule.

Board Operations Policy 2.14
Adopted November 18, 1996
Motion 156-96
Revised November 19, 2007
Motion 89-07

Gifts and Donations

The Library is pleased to receive gifts from individuals or groups, subject to this policy.

Acceptance of Gift Books

Donations of books or audio-visual materials are accepted at all facilities. A donated item may be added to the library's collection if it meets the criteria of the Materials Selection Policy. Donated materials not added to the Library's collection may be given to the Willoughby-Eastlake Public Library Boosters for its book sale, discarded, sold by the Library, or given to another library.

Receipts will be given, if requested, for the number of items donated. Appraisal of donated materials is the responsibility of the donor.

The Library reserves the right not to accept certain materials that are not valuable to the Library or may be difficult to dispose of.

Donors with large quantities or unusual gifts should contact the Library before bringing the materials to the Library.

Acceptance of Gifts (Non-book)

Donations in memory of an individual will be acknowledged by the Library to the family as a memorial, without mention of the amount. Donations to honor a person or organization will be acknowledged by the Library to the person or organization, without mention of the amount.

Donations of stocks and bonds will be acknowledged by the Library to the donor in the value on the day donated. Time of disposal of stocks or bonds will be determined by the Board of Trustees.

Acceptance of donations of cash, stocks, bonds, or other financial instruments is subject to approval of the Board of Trustees,

Acceptance of donations of real property, equipment, furnishings or other goods and services, new or used is subject to approval of the Board of Trustees.

The Board of Trustees may refuse any gift if it determines that the gift is not appropriate for the Library.

The Library reserves the right to use or dispose of and retain any proceeds from any accepted gift.

Any donations with instructions or special conditions will be considered based on the needs of the Library and are subject to approval of the Board of Trustees.

Board Operations 2.15
Adopted February 10, 2003
Motion 28-03

Refreshment Policy

The expenditure of library funds for refreshments for programs or employee or board meeting shall be approved only when, in the judgment of the approving authority, the occasion is significant to the affair of the library. Approval of such expenditures will be based on careful evaluation of costs to be incurred, the anticipated benefits, and the availability of funds.

Program Refreshments

Light refreshments may be provided for library programs at the discretion of the Director or appropriate manager. If the total cost is \$20 or under, reimbursement will be made through petty cash. The splitting of orders to stay within this limit is not permitted. Expenditures in excess of \$20 must be processed in advance through normal purchase order procedures. Expenses for reimbursement can be submitted by employees on "Expense Report Forms," all supporting documents must be original invoices or receipts.

Eligible Expenses for Staff and Board Functions

The use of library funds to defray the cost of meals or light refreshments may be approved for the following types of library-sponsored events and circumstances:

- A.** Official library employee functions scheduled by management, including staff meetings informing the staff of activities of the Board. These refreshments should consist of a beverage and light snack at minimal cost.
- B.** Library Board regular meetings, retreats, or Board committee meetings that occur during the dinner hour and that are expected to last more than two hours.
- C.** Management retreats which last 4 hours or more can include light snacks and/or lunch.
- D.** Staff Development Day and Staff Recognition as per amount budgeted yearly by the Board of Trustees.
- E.** Other functions as designated by the Director or Board.

Board Operations Policy 2.16
Adopted February 20, 2006
Motion 19-06
Revised January 28, 2013
Motion 13-13

Public Comment at Board of Trustees Meetings

Meetings of the Library Board of Trustees are public meetings, which means the meetings may be observed by members of the public. Board meetings are not open meetings, however, which means that observers may not participate in the work of the Board, unless invited by the Board.

The agenda of the board meeting shall include an item for public comment. This is the only time during a board meeting that the public may contribute to the meeting. The Board accepts comments, but may not respond to them, preferring instead to consider them at another time.

Each person wishing to make comments to the Board shall (a) provide his/her name and address, and the name of the organization being represented, if any, for inclusion in the official records of the Board and (b) shall be given three (3) minutes to speak. No more than thirty minutes in any meeting is allotted to public comments. If a speaker's intent is to represent a group, the group is to be identified; the Board reserves the right to require that there be only one speaker for each group. The minutes of the Board will reflect comments made by members of the public. Copies of Board minutes are available when requested in accordance with the Disclosure of Public Records policy approved by the Board.

Board Operations Policy 2.17
Adopted September 17, 2007
Motion 70-07

Check Signer

Check signer software is used to streamline the processing of checks. The Fiscal and Compliance Officer has the overall responsibility of maintaining security of the check signing program.

Only the Fiscal and Compliance Officer and Deputy Fiscal Officer have access to the check signer. The software is installed only on the Fiscal and Compliance Officer's computer and has its own password protection in addition to the protection on the computer. The Fiscal and Compliance Officer's office is locked when not occupied as is the entire Administrative Office.

Because checks are automatically signed, all check runs are approved by the Board President (or another officer) prior to release of checks.

Section 3
Community Organizations

Community Organizations Policy 3.1
Adopted November 10, 1997
Motion 167-97
Revised September 18, 2017
Motion 67-17

Library Boosters

The Library recognizes the Willoughby-Eastlake Public Library Boosters. The Friends group organized in September 1996 at which time bylaws were adopted and officers elected. The Director or his/her designee serves as an advisor and as a member of the group. The purpose of the Library Boosters is to:

- Maintain an association of persons interested in the Library
- Help promote the use and enjoyment of the Library

- Plan and execute programs of a social and educational nature to promote the gathering of the Boosters
- Develop supplemental funding for the Library
- Actively support the policies and procedures of the Willoughby-Eastlake Public Library

The Library will provide assistance to the Willoughby-Eastlake Public Library Boosters in the following ways:

- Directors and Library Managers will work with the Boosters on projects and programs and the promotion of such.
- Preparation and printing (at cost) of Boosters newsletters and other materials.
- Boosters-sponsored programs will be given the same meeting room scheduling priority as Library-sponsored programs at the discretion of the Library Director.

Community Organizations Policy 3.3

Adopted November 10, 1997

Motion 169-97

Revised April 19, 2004

Motion 43-04

Willoughby Historical Society

Founded in 1961, the Willoughby Historical Society collects and maintains artifacts and materials relative to this area. The collection room of the Willoughby Historical Society is housed in the lower level of the Willoughby Library. Hours for the collection room are:

Monday	10:00 a.m. - 12:00 noon
Tuesday	6:00 p.m. - 8:00 p.m.
Wednesday	1:00 p.m. - 3:00 p.m.
Friday & Saturday	Call ahead

The Library works with the Willoughby Historical Society in promoting public access to the collection in the following ways:

- Provides library space to house the collection
- Provides meeting room space for quarterly membership meetings
- Make arrangements for access to the collection room at times when the room is not open to the public
- Provides electronic access to photographs and other WHS materials via the Library WWW site
- Appoints a liaison to work with the group and attend membership meetings

The Willoughby Historical Society will work with the Library by making available materials that the Library believes are of value and interest to the public for electronic distribution via the Internet.

**Section 4
Facilities and Equipment**

Facilities & Equipment Policy 4.1

Adopted August 12, 1996

Motion 100-96

Revised December 14, 1998

Motion 131-98

Revised March 13, 2000

Motion 50-00

Revised April 19, 2004

Motion 43-04

Revised December 21, 2015

Resolution 125-15

Hours of Service

Effective January 3, 2000 the hours of service of the Eastlake, Willowick and Willoughby libraries are:

Monday - Thursday 9:00 a.m. - 9:00 p.m.

Friday, Saturday 9:00 a.m. - 5:00 p.m.

Sunday 1:00 p.m. - 5:00 p.m. (effective 1st Sunday after Labor Day to the last Sunday of April)

Effective December 21, 2015 the hours of service for the Willoughby Hills Library are:

Monday - Thursday 11:00 a.m. - 8:00 p.m.

Friday and Saturday 11:00 a.m. – 5:00 p.m.

Sunday Closed

Facilities & Equipment Policy 4.2

Adopted November 18, 1996

Motion 155-96

Revised September 18, 2017

Motion 67-17

Inclement Weather / Emergency Closings

The Willoughby-Eastlake Public Library maintains the policy to open its libraries whenever possible. On days of severely inclement weather, the Library is concerned with the safety of its employees and patrons. In the event that the Library remains open and an employee believes it is unsafe to travel to work, he/she shall be required to notify his/her supervisor and to use his/her accumulated time-off benefits in the following order: personal, vacation.

In extreme cases, the Director may direct the closing of all or some facilities of the Willoughby-Eastlake Public Library. If an individual facility is at risk to the safety of the employees and patrons, the Building Manager, with approval of the Director, may determine to close the facility. In such cases, employees may be transferred to another facility, sent home on-call or sent home for the remainder of the workday.

Employees will be paid for all hours scheduled on a day when the facility is closed for any portion of the day for inclement weather or any other emergency.

Facilities and Equipment Policy 4.3

Adopted: April 19, 2004

Motion: 41-04

Revised April 21, 2014

Motion: 49-14

Surplus Furniture and Equipment

It is the policy of Willoughby-Eastlake Public Library to dispose of library materials, furniture and equipment that is no longer functional or useful. The Fiscal and Compliance Officer shall be responsible for the sale or disposal of all library furniture and equipment that is no longer of any use to the Library Department. The Board of Trustees will approve all requests for the disposal of furniture and equipment.

Books and other materials, no longer deemed appropriate for the collection, may be donated to the Willoughby-Eastlake Public Library Boosters for disposal through their regular book sales, discarded, sold by the Library, or donated to a non-profit organization.

Equipment and furniture no longer of use to the Library, the value of which is less than \$500, may be donated by the library to a non-profit, charitable organization or to the Willoughby-Eastlake Public Library Boosters for disposal through a silent auction held concurrently with the book sale.

Items not covered by the above will be sold through auction or publicly advertised sale with any proceeds from such sale being deposited to the General Fund of the Library. Prior to such sale, the Fiscal and Compliance Officer will prepare a list of those items to be included in the sale for approval by the Board of Trustees.

If an item is determined by the Fiscal and Compliance Officer to have marginal or no resale value, or it does not sell through auction or publicly advertised sale, it may be sold or discarded in the best interest of the Library.

The Fiscal and Compliance Officer is authorized to accept trade-in allowances on any item of equipment being replaced or upgraded for which a trade-in allowance is offered.

In an instance where an item of surplus inventory is determined by the Director or Fiscal and Compliance Officer to have unusual, historic, or artistic value such items may be referred to the Board for determination of value which determination may include the services of a professional appraiser or outside expert opinion.

Facilities and Equipment Policy 4.5
Adopted April 8, 2002
Motion 48-02

Leasing/Maintenance of Equipment

The Willoughby-Eastlake Board of Trustees shall contract for leased equipment and applicable maintenance agreements. Such contracts shall list payment amount, duration of the lease /agreement and other pertinent information. The Board of Trustees shall approve all equipment leases and maintenance agreements in excess of \$15,000.

Facilities & Equipment Policy 4.71
Adopted June 9, 1997
Motion 98-97

Workplace Safety and Health

The Willoughby-Eastlake Public Library Board of Trustees regards workplace safety as a fundamental value of the organization and is committed to the safety and health of its employees and the public it serves. It is the Board's intention, through the Director to actively inspect work processes and work sites in order to anticipate and prevent harmful incidents.

Safety issues may be brought to the attention of the labor management committee.

A. Employees of the Library must comply with all applicable Ohio Public Employment Risk Reduction standards and with the established work safety rules.

B. Employees will receive training on all aspects of the Library's Safety Program at the time of hire.

C. Employees must notify the Library Manager or the designated person-in-charge immediately of all accidents that occur on the job or on Library property. Damaged or malfunctioning machines or equipment must be reported immediately.

D. An employee who observes a hazard must immediately report his/her observations to the designated person-in-charge who will notify the Library Manager. The employee must then file a Hazard Report Form.

E. Employees have the right to request an OSHA inspection by filing a written notification with the Chief of the Division of Occupational Safety and Health for any violation of a work safety standard that they believe threatens physical harm or creates imminent danger. The identity of an employee requesting an inspection will be confidential.

F. An employee may refuse to work, only if all of the following conditions are met:

- 1.** The employee acts in good faith and believes the work conditions present an imminent danger of death or serious harm and are not a normal, reasonable component of the employee's job.

2. The employee has filed a Hazard Report Form requesting correction of the conditions, or, if there was insufficient time to eliminate the danger through the reporting process, the employee perceives him/herself or others to be in imminent danger of death or serious harm.

3. An employee who refuses to work must immediately submit a written signed statement of the conditions presenting imminent danger of death or serious harm to the Chief of the Division of Occupational Safety and Health.

4. Employees having met all of the conditions outlined above, and refusing to work, may be reassigned.

G. Disciplinary action will be imposed on any employee who refuses to perform assigned tasks without meeting the conditions set forth for refusal.

H. No employee will be discriminated against in any job decision as a result of filing a good faith complaint of a violation of workplace safety or testifying in any proceeding related to an alleged violation or danger.

Facilities & Equipment Policy 4.72

Adopted June 9, 1997

Motion 98-97

Hazard Communication Program

A. Employees will be informed of any hazardous chemicals to which they may be exposed in the workplace and of the appropriate protective measures that can be taken.

B. The Hazard Communication Program can be found in the Administrative Office and at each library facility. Additional copies of the Hazard Communication Program are available upon request from the Facilities Manager. Contractors working on-site will be provided with copies of the Hazardous Communication Program, as applicable.

C. The Facilities Manager is responsible for ensuring that all containers of hazardous chemicals are labeled and any missing labels are immediately replaced as follows:

1. All containers of hazardous chemicals must be labeled with the name of the chemical and appropriate hazard warnings.

2. Labels on containers of hazardous chemicals may not be removed or defaced unless the container is immediately re-labeled with the required information.

3. Labels must be legible, in English, and prominently displayed on containers.

D. Material Safety Data Sheets ("MSDS")

1. The Facilities Manager is responsible for maintaining a file of MSDS's for each hazardous chemical used in his/her work area. See the Hazardous Chemicals Report used at the Library.

2. It is the responsibility of the chemical manufacturer to provide an MSDS with its initial shipment and with the first shipment after an MSDS is updated. However, if the MSDS is not

provided with the shipment of a chemical that has been identified as hazardous, the Facilities Manager must obtain one from the manufacturer, importer, or distributor as soon as possible. The request for the MSDS, whether by telephone or by letter, must be documented and filed with the other applicable MSDS forms.

3. Copies of the MSDS for each hazardous chemical will be readily accessible to applicable employees in their work area. Employees will find copies of the appropriate MSDS at the Administrative Office and at each library facility.

E. Employee Training

1. The Facilities Manager/Library Manager will provide employees with information and training on hazardous chemicals in the work area at the time of their initial assignment and whenever a new hazard is introduced into the work area. Training will include:

- The requirements and location of the Hazard Communication Program.
- Any operations in the work area where hazardous chemicals are present.
- The list of hazardous chemicals and accompanying MSDS forms.
- Methods for detecting the release of a hazardous chemical in the work area.
- Protective measures, including appropriate work practices, emergency procedures, and personal protective equipment.

2. Training sessions will be documented and the names of attendees recorded.

3. If an employee should be required to perform a non-routine task involving the use of an identified hazardous chemical prior to performing the task the employee will be informed by the Facilities Manager/Library Manager of:

- The specific chemical hazards.
- Any necessary protective measures the employee must take; and
- Measures the Library has taken to lessen the specific hazard.

Facilities & Equipment Policy 4.73

Adopted June 9, 1997

Motion 98-97

Safety Training

1. All Willoughby-Eastlake Public Library employees will receive appropriate safety training upon hire.

2. Training will include proper safety measures for the general work site, and specific safety training on any equipment, machinery, or other elements that are considered a normal part of the job.

3. Employees are required to attend periodic re-training sessions, as determined by the Director.

4. It is the employee's responsibility to request re-training if the employee is not certain of the safety practices for any part of his or her job.

5. Employees will be paid for required training sessions.

Facilities & Equipment Policy 4.74

Adopted June 9, 1997

Motion 98-97

Emergency Action Plan

A. The Emergency Action Plan will be located in the Administrative Office and each library facility. Additional copies of the Emergency Action Plan are available upon request from the Facilities Manager. Employees requesting additional information about the Emergency Action Plan may contact the Facilities Manager and/or the Library Manager.

B. Employee Training

1. All employees will be trained to assist in implementing the Emergency Action Plan.
2. Each employee of the Library will be provided applicable information and training on the Emergency Action Plan at the time of hire and:
 - Upon the plan's initial development; and
 - Whenever the plan or an employee's responsibilities or designated actions under the plan change.

Fire

Any employee discovering a fire in the workplace is to immediately notify the local fire department by calling 9-1-1 and then the Library Manager, who will notify the Director as soon as possible.

Upon sounding of the fire alarm, employees are to leave the building quickly and quietly by way of the nearest exit and congregate in the areas indicated below:

- Admin-behind service garage (south)
- Eastlake- West Overlook (down pathway)
- Willoughby- behind the Citizens Bank building
- Willoughby Hills-baseball field south of the library
- Willowick – 307th Street behind library
- Employees are to group themselves around the areas indicated above. The designated person-in-charge will ensure that all employees are present and accounted for.

Enroute to and while gathered in assigned areas, employees are asked to refrain from conversation so that communications to the group by the designated person-in-charge can be heard.

Employees are to remain in the assigned areas until instructed by the designated person in- charge to return to work or to leave the premises.

Tornadoes

The Library Manager or the designated person-in-charge of the Library will monitor weather reports while severe weather conditions prevail. If a tornado warning is issued for the County in which the Library is located, the Library Manager or the designated person-in-charge of the Library will alert the other Library Managers or designated person(s) in charge at each work site, who will in turn instruct employees to follow emergency procedures. Tornado shelter areas are located as follows:

- Administration-restrooms
- Eastlake-restrooms and mechanical room
- Willoughby – downstairs restroom and staff room
- Willoughby Hills-downstairs restrooms
- Willowick – downstairs restroom and staff room

Upon notification by a Library Manager or designated person-in-charge, employees are to proceed quickly and quietly to the appropriate shelter area and sit or crouch with arms protecting the face and head.

Employees are to remain in the designated shelter area until advised by the Library Manager or designated person-in-charge that an "all clear" has been sounded. Employees will be instructed to return to work or leave the premises.

For more information, contact the Facilities Manager.

Bomb Threats

- Any employee who receives a threatening phone call should adhere to the following protocol:
- Remain calm, document the date and time of the call.
- Attempt to keep the caller talking.
- Document as much as possible of what the caller says.
- Attempt to obtain the location of the bomb and the time of detonation.
- Listen attentively to the voice of the caller and attempt to note the following: sex, accent, young/old, speech impediments and voice characteristics, attitude of caller (under the influence, ill, calm, anxious, etc.).
- Listen for background noises, such as traffic sounds, music, or any other noise.
- Document the time the caller hung up.

Once the caller has hung-up, the employee must immediately contact the Library Manager or the designated person-in-charge who will notify the Director as soon as possible. The employee must relay all information gathered.

The Library Manager or designated person-in-charge will notify the local law enforcement agency. All instructions from law enforcement personnel are to be strictly followed.

Employees are to evacuate from the library quickly and quietly by way of the nearest exit and congregate in the areas indicated below:

- Administration-behind service garage (south)
- Eastlake-West Overlook (down pathway)

- Willoughby- behind the new Administration building
- Willoughby Hills-baseball field south of the library
- Willowick- 307th Street behind the library

Employees are to group themselves around the areas indicated above. The designated person-in-charge will ensure that all employees are present and accounted for.

Enroute to and while gathered in assigned areas, employees are asked to refrain from conversation so that communications to the group by the designated person-in-charge can be heard.

Employees are to remain in the assigned areas until instructed by the designated person in-charge to return to work or to leave the premises.

Facilities & Equipment Policy 4.75
Adopted June 9, 1997

Universal Precautions and Protocol

When faced with potential contamination from open, draining wounds, bleeding, coughing or other bodily secretions, the employee must maintain protection of his/herself and the patron/co-worker by:

- **WEARING GLOVES**
- **WASHING HANDS**
- **CLEANING AFFECTED AREA**

Indications for appropriate action are as follows:

WEARING GLOVES: Exposure or potential exposure to blood, vomit, urine, other bodily secretions, or airborne harmful microorganisms; attending to a patron/co-worker who has been injured; cleaning any area affected by the above-mentioned fluids.

HAND WASHING: Exposure or potential exposure to blood, vomit urine, other bodily secretions, or airborne harmful microorganisms; attending to a patron/co-worker who has been injured; maintaining patron/co-worker protection from the above-mentioned fluids.

CLEAN AFFECTED AREA: Exposure to any of the above-mentioned fluids.

EMPLOYEES MUST:

- REPORT IMMEDIATELY TO THE DIRECTOR ANY EXPOSURE OR POSSIBLE EXPOSURE AFTER THE INCIDENT.
- COMPLETE AN INCIDENT REPORT AND FORWARD IT TO THE ADMINISTRATIVE OFFICE. NOTIFY CLEANING STAFF TO ENSURE DISINFECTION OF ANY AREAS THAT HAVE BEEN EXPOSED TO CONTAMINATION.

Universal precautions are the minimal protective measures used against contamination.

Infectious Outbreak Preparedness and Response Plan Policy 4.76

Adopted March 16, 2020

Motion 35-20

Revised October 19, 2020

Motion 99-20

Infectious Outbreak Preparedness and Response Plan Policy

Background

Over the last twenty-five years, there have been outbreaks of disease which had the potential to rise to the level of a pandemic. A “pandemic” (according to Merriam Webster) is an “outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population.”

The World Health Organization (WHO), the federal Centers for Disease Control and Prevention (CDC), the Ohio Department of Health (ODH), and the Lake County General Health District (LCGHD) monitor outbreaks of infectious diseases across the region, state, the United States, and the world. Information, guidance, and instructions are available through all of the websites of these governmental agencies.

Purpose of Plan

The Willoughby-Eastlake Public Library wishes to be prepared in the event of a pandemic that affects our seven-community service area in western Lake County. The Plan will protect staff and patrons from pandemic disease and will guide the response of the Library to any effects from a pandemic declaration.

As over 30,000 people visit our five buildings in an average month, we want to ensure that the Library is prepared to safeguard those people (including our staff) from the effects of any pandemic illness. This Plan will set out the procedures for on-going service as well as address the need for more intensive response should that be warranted based upon the guidance from the CDC and ODH.

Planning Team

The Planning Team will consist of the Director, the Deputy Director, the Fiscal Officer, the Facilities Manager, the Communications & Development Manager, and the four Building Managers.

The Planning Team will make decisions during a pandemic disease situation that will cover communication with staff and the community, effects on Library service, staffing assignments, and any other issues arising from any declarations from the CDC, the ODH, and/or the LCGHD. The Planning Team will keep the Board of Trustees briefed on the Library response and will work closely with the Board on any necessary policy decisions.

The Pandemic Preparedness and Response Plan

WEPL’s Pandemic Preparedness and Response Plan (WEPL Pandemic Plan) will cover such issues as appropriate hygiene practices, staffing, library services, communication, and recovery.

Hygiene: The WEPL plan will rely on the guidance provided by the Ohio Department of Health through its website: <https://odh.ohio.gov/wps/portal/gov/odh/know-our-programs/Novel-Coronavirus/resources/>

Staffing: The implementation of the Plan in any pandemic declaration will address any necessary changes to Library hours of operation, staff assignments, and communication. During such a situation, every effort will be made to maintain library services taking into account the guidance/instructions from the ODH and the CDC. Consistent with the provisions of the Collective Bargaining Agreement, staff may be re-assigned to different work areas, depending upon available personnel.

The Library recognizes that employee absences during a pandemic might occur as a result of individual illness, family member illness, community containment measures and/or quarantine declarations, and school closures. For employees who need to miss work, the Library will approve the use of accumulated sick leave, vacation, personal leave, or unpaid leave as appropriate.

In the event of a system-wide closure on the advice of the ODH or the CDC, the Planning Team will consult with the Board about the potential use of an “administrative close” procedure in order to allow staff not to have to use accumulated Paid-Time-Off. The Team will identify essential employees who will be required to be at work in the event of a system-wide closure.

Library Service: While there will be a preference for maintaining regular service, the Library recognizes that there may be a need to curtail or cancel public programs, the use of Library meeting rooms, and/or the public use of library equipment such as public computers.

The Library may limit in-person public programs to only those provided by community partners that provide vital services to the community as approved by the Director or Deputy Director.

Communication: The Plan will address the most effective ways of communication to ensure that Library staff and patrons are aware of the response of WEPL to the pandemic situation. We will make use of the Library website, social media, and the posting of signage at each of our locations.

Personal Responsibility

Each WEPL employee is asked to use common sense and heed official advice with respect to their individual health. Staff who are ill will be encouraged to stay home at least 48 hours after they are fever-free or free of signs of fever and illness without the use of medications. A list of effective personal hygiene practices will be posted on staff bulletin boards and on the WEPLnet.

Recovery/Termination of Pandemic Situation

In the event of a pandemic declaration for our service area made by the ODH, WEPL will follow official guidance and instructions. Once the declaration has ended, full library services will be resumed as soon

as conditions permit. Public programs, meeting room use, and the use of public computers will commence when recommended by the ODH.

Based on official advice and guidance, the Library may make arrangements for specialized cleaning before re-opening.

A return to full operations and full staffing will be completed as soon as possible, depending on staff health, and building conditions.

Facilities and Equipment Policy 4.8

Adopted April 8, 2002

Motion 48-02

Revised July 15, 2019

Motion 64-19

Use of Library Vehicles

The purpose of the library vehicles is to provide transportation of library materials between locations and for approved transportation of library staff. The vans serve primarily as a delivery vehicle and for travel necessary for the maintenance and repair of buildings and grounds. The vans are also used for daily delivery of library materials among the WEPL libraries and for the weekly delivery of materials to homebound patrons. The Director may authorize other uses of the van. Personal use of the van is prohibited.

The library car is also used for the delivery of materials to homebound patrons. It may also be approved for use by staff members for other work-related travel. Examples of this may include travel to workshops and conferences, as well as travel between libraries.

Drivers of library vehicles are required to obey traffic laws. All drivers and passengers in library vehicles must wear seat belts. The driver must possess a valid Ohio driver's license and may not be under suspension of his/her license. Smoking in library vehicles is prohibited. Use of phones and tablets by the driver while operating the vehicles is prohibited.

Facilities and Equipment Policy 4.13

Adopted April 8, 2002

Motion 48-02

Parking Lots

Parking spaces are provided for the convenience of library customers during hours of service and for library staff members when they are working. The Library does not monitor the parking lot and is not responsible for theft or damage to vehicles in the parking lot.

Vehicles may not be parked on library property when the driver is not using the library. When it is discovered that a vehicle is parked on library property when the driver is not using the library, a notice

will be placed on the windshield, and an incident report filed with a description of the vehicle and license number. Repeated offenses will result in the vehicle being towed.

The library parking lot is not to be used by the public when the library is closed. No overnight parking is allowed at a library parking lot without the approval of the Library Manager. In the event a vehicle must be left in the parking lot overnight, it is the responsibility of the owner to notify both the Library Manager as well as the local police department. Police will be notified when a vehicle is left on library property without prior permission for more than two (2) days.

A separate area with bicycle racks is available at each building for the safety and convenience of those who ride bicycles to the library. Bicycles may not block the flow of traffic, be left inside any building, or interfere in any other way with access to the library. Police will be notified to confiscate bicycle left on library property for more than three (3) days.

In order to ensure the safety of all library customers, skateboarding, roller blading and other recreational activities, as well as loitering, are prohibited on library property.

In the winter, authorized contractors will plow the parking lots when there are two (2) or more inches of snow on the ground. Staff will salt the entry and walkways when needed.

Facilities & Equipment Policy 4.14

Adopted July 15, 1996

Motion 89-96

Revised June 9, 1997

Motion 100-97

Revised August 4, 2001

Motion 101-00

Revised June 20, 2005

Motion 56-05

Revised February 18, 2008

Motion 17-08

Revised March 24, 2008

Motion 29-08

Guidelines for the use of Library Computers

1. Use of the computer will be on a first come, first serve basis. Library users will get an initial 45-minute period on the public computers, as the Library's operating hours permit. Library users are welcome to use the public computers until a waiting list develops. Time limits will be enforced when this occurs.
2. Library staff reserves the right to limit use of external software and hardware.
3. Software downloaded from the Internet may contain computer viruses. Every user is responsible for maintaining virus-checking software of his/her home computer. The Willoughby-Eastlake Public Library is not responsible for damage to any user's storage device or computer, or any loss of data, damage or liability that may occur from patron use of the Library's computers.
4. Access to various sites on the Internet may be difficult at times, for the following reasons:

- There may be too many visitors on the site and the host computer has limited or closed access
- The host computer has changed its address or has closed down
- The Library's Internet connection may be inoperable due to technical difficulties; these are corrected as quickly as possible.

5. Library staff will be glad to assist customers in using the public computers. Because of the many applications available on the public computers, Library staff may not always be familiar with specific programs customers wish to use. In these cases, the patron is responsible for learning how to use the program, Library staff cannot provide technical instruction. Also, Library staff cannot type up documents for individuals.

6. If customers experience any problems with the computer or programs, they should notify library staff immediately.

7. The Library provides free access to the Internet as part of its mission. Misuse of the computer or Internet access will result in the loss of computer privileges. Examples of unacceptable use (some of which may also have legal consequences) include but are not limited to the following:

- Harassment of others
- Destruction or damage to equipment, software, or data belonging to the Library or other customers
- Disruption or unauthorized monitoring of electronic communications
- Unauthorized copying of copyright-protected materials
- Violation of computer system security
- Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others
- Violation of software license agreements
- Violation of network usage policies and regulations
- Violation of another's privacy

8. The library maintains wireless access points in the public areas of some or all library buildings for customers to access the Internet with their own laptop, PDA or other mobile device. Customers using the library's wireless network must comply with all library policies and all applicable local, state and federal laws.

There is no cost for this service. Printing from the wireless network is not available. Library customers are responsible for providing and configuring their own wireless equipment.

Instructions are provided on the WEPL Website for accessing the wireless network. The library cannot be responsible for lost or stolen personal property, including mobile equipment. Laptop computers or other personal property should not be left unattended in the library.

9. Library customers may not send, receive, or display text or graphics that may be construed as obscene under Section 2907.01 of the Ohio Revised Code.

10. Use of the Internet by juvenile is governed by The Ohio Revised Code, Section 2907.31 which prohibits dissemination of harmful materials to juveniles.

Facilities & Equipment Policy 4.15

Adopted July 15, 1996

Motion 88-96

Revised April 8, 2002

Motion 48-02

Staff Use of Computer Resources / Internet

1. Employees are responsible for ensuring the confidentiality of automated borrower's records, including those of other library employees.
2. Employees are responsible for ensuring that all software and hardware owned, leased, or licensed to Willoughby-Eastlake Public Library is properly secured and controlled.
3. Employees shall not reproduce or make personal use of proprietary software purchased by and licensed to Willoughby-Eastlake Public Library.
4. No software, data or information shall be removed from the library premises in the form of tape, diskette, print or other media, unless removal is part of the conduct of Willoughby-Eastlake Public Library business.
5. Employees shall not use the computer resources of Willoughby-Eastlake Public Library for private and/or business purposes, including family and friends, or for playing games.
6. System passwords shall be regarded as confidential and may not be disclosed to others. Employees shall be responsible for keeping their passwords confidential and of notifying their supervisor in the case of suspected loss or misuse of passwords.

Internet Use

7. The Library encourages staff use of the internet to accomplish job responsibilities such as providing reference service, obtaining timely cataloging information and the acquisition of materials (e.g., electronic journals, government documents).
8. The Library encourages use of the Internet/email for work-related contacts and career development such as communication with fellow members of a committee, participation in listserv discussion groups and the development of Internet skills.
9. Email of a purely personal nature may not be conducted on library time.
10. E-mail shall not be used to transmit unprofessional, vulgar, profane, offensive, harassing, defamatory, abusive, or inappropriate materials such as racial or sexual slurs or otherwise violate the rights of another.
11. Privacy of e-mail communications cannot be guaranteed. Staff members should be aware that many of their written and electronically recorded materials might be considered public records.

12. The Library reserves the right to monitor the e-mail system to enforce policies regarding business use and harassment, and to access information when an employee is not available.

13. Any deliberate misuse of computer resources, Internet access or e-mail may be cause for disciplinary action including dismissal.

Facilities & Equipment Policy 4.16

Approved: April 17, 2006

Motion 37-06

Non-Smoking Facility

The health and safety of our employees and customers is a major concern of the library, and the Board recognizes that exposure to tobacco smoke is a health hazard. The Board designates the Library a smoke-free facility. Smoking is not permitted inside any of the library buildings or in library-owned vehicles.

Facilities & Equipment Policy 4.17

Adopted July 15, 1996

Motion 85-96

Drug Free Workplace Policy Statement

Willoughby-Eastlake Public Library (WEPL) recognizes that the use of illegal or unauthorized drugs or alcoholic beverages on WEPL premises or while on WEPL business poses a serious threat to the safety of our employees and compromises the quality and reliability of our work. Therefore, WEPL has established the following prohibitions:

- Possession, use or distribution of illegal or unauthorized drugs or alcoholic beverages on company premises or while on company business; or
- Unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance as defined in schedule 1-5 in Section 202 of the Controlled Substance Act.
- Violation of these prohibitions may result in disciplinary action including immediate termination of employment.

WEPL has established a drug free awareness program and will communicate this program to each new employee and to existing employees annually. In addition to receiving a copy of this policy statement, employees will be informed of the:

- Dangers of alcohol and drug abuse in the workplace
- WEPL's policy of maintaining a drug-free workplace
- Availability of Employee Assistance Program and counseling
- Penalties for drug abuse violations

Employees must notify WEPL of any criminal drug statute conviction for a violation no later than five days after such conviction. Failure to report a conviction or to abide by the terms of this policy statement may result in disciplinary action including termination of employment.

Employees of other companies, including contractors and personnel of vendors, determined to be in violation of WEPL's Drug-Free Workplace Policy will not be allowed on WEPL property and/or may be denied access to WEPL property.

Facilities & Equipment Policy 4.18

Adopted November 15, 2004

Motion 118-04

Revised January 26, 2009

Motion 12-09

Cell Phones, Pagers & Other Handheld Electronic Devices Policy

This policy applies to any device receives is used for phone calls, voicemail, messaging, music or games, Internet, social media, and email whether the device is library-supplied or personally owned.

While at work employees are expected to exercise the same discretion in using personal phones and computers as is expected for the use of library phones and computers. Personal calls/texting and social media during the work hours, can interfere with employee productivity, safety and be distracting to others. Employees are directed to make personal calls, text, and engage in social media during breaks and lunch periods and to ensure that family and friends are aware of the library's policy. On the unusual occasion of an emergency or anticipated emergency that requires immediate attention, a cell phone may be carried on vibrate mode.

Other handheld technologies, such as portable music and gaming devices are not appropriate for use on the public floor.

Library provided cell phones should be used for library business only. Should the need arise for an employee to use these devices for personal business, it is understood that any charges for this usage will be reimbursed to the Library.

General Usage Guidelines for Library Cell Phones:

- Business calls or text messages should be made as necessary and should be kept short to maximize the allotted minutes and prevent unnecessary costs.
- Lost, stolen, or damaged equipment should be reported to the administrative office immediately.
- When driving a vehicle, only use the cell phone when parked. Never dial, answer, text, or take notes while driving.
- ***The cell phone must be maintained and properly charged at all times.***

Facilities and Equipment Policy 4.19
Adopted January 28, 2013
Motion 12-13

Video Surveillance and Recording

The purpose of video surveillance is to deter crime and to aid in protecting the safety of individuals and the property of the library. Video surveillance of areas for security purposes is conducted in a manner consistent with other existing Library policies and is limited to uses that do not violate the reasonable expectation of privacy. Areas under surveillance may include those of public use, staff work areas, parking lots, and grounds. Targeted video surveillance is prohibited if such observation is based on the characteristics and classifications that would be considered discriminatory under law (e.g. race, gender, sexual orientation, national origin, disability, etc.).

The existence of this policy does not imply or guarantee that any or all cameras are recording images, or are monitored in real time, 24 hours a day, and seven days a week.

The Library's security records are not public records under O.R.C. 149.43 and they are not subject to mandatory release or disclosure under that section. See O.R.C. 149.433 (B).

The footage may be made available to public safety forces or the courts under some conditions including subpoena or exigent circumstances.

Section 5
Collection Development and Reference

Collection Development & Reference Policy 5.1
Adopted December 9, 1996
Motion 175-96
Revised November 20, 2006
Motion 98-06
Revised September 17, 2007
Motion 70-07
Revised November 20, 2023
Motion 95-23

Willoughby-Eastlake Public Library Materials Selection Policy

The Willoughby-Eastlake Public Library, committed to enhancing the quality of life, will provide service and timely access to information, recreational and educational resources for all. The Library will serve as the Information Center of the community, providing free and open access to the ideas and information available in a broad range of media and subject areas, for all age levels.

The purpose of this Materials Selection policy is to guide the librarian in the selection of materials and to inform the public about the principles upon which selections are made. The overall goal of the materials selection process is to maintain a well-balanced and broad collection of materials of permanent and current interest.

Responsibility for Selection

Although the ultimate responsibility for the collection rests with the Library Board of Trustees, the responsibility for selection of materials rests with the Director who delegates this task to qualified professional staff. Suggestions from the public are welcome and are given consideration within the framework of policies determined by the Library Board.

General Principles

- Selection is based on the merits of a work in relation to the needs, interests and demands of the Willoughby-Eastlake Public Library community. Basic to this is the Library Bill of Rights as adopted by the American Library Association. The Library has the responsibility to include materials of accuracy and/or authority that represent all points of view, even though such materials may be deemed objectionable by some. The Library cannot satisfy the ideas and opinions of one group at the expense of another.
- Responsibility for the selection of materials for use by minors rests with their parents or legal guardian. Selection shall not be inhibited by the possibility that books may inadvertently come into the possession of children.
- Budget and space constraints may limit the Library's ability to acquire materials.

Selection Standards

Materials are evaluated by one or more of the following standards:

- Accuracy (exclude false or misleading material)
- Authority of Author
- Availability of purchase from Library vendors
- Patron Demand
- Popularity
- Positive Review in one or more review source
- Relation to existing collection and availability of other material on the subject
- Relevance to community needs
- Suitability of physical form for library use
- Timeliness

Gifts

Selection of gifts will be governed by the same principles and criteria applied to the selection of an item for purchase. No conditions may be imposed relating to any gift after its acceptance by the Library.

Textbooks

The Library will not attempt to supply materials required for course work of elementary or secondary schools or of institutions of higher learning. Textbooks will be purchased for the collection when they supply information in areas in which they may be the best, or the only, source of information on the subject.

Withdrawal of Materials

The Willoughby-Eastlake Public Library is not a library of historical record, except in the area of local history. To ensure a vital collection of continued value to the community, books that are worn, outdated, of little historical significance or no longer in demand are removed from the collection on a systematic and continuous basis.

Procedure for Dealing with Challenged Materials

Citizens may request that an item be added or removed from the collection by completing the Request for Reconsideration Form. The Director, in consultation with appropriate staff members, will review all requests and send a response with the Library's decision. The person filing the request may appeal this decision to the Board of Trustees; in this case, the Trustees will review the appeal and render a decision no later than the following month's Board meeting. The decision of the Board is final.

The Willoughby-Eastlake Public Library Board of Trustees has adopted the following policies:

- Library Bill of Rights
- Freedom to Read Freedom to View
- Copies of these policies are available upon request

Collection Development & Reference Policy 5.2

Adopted December 9, 1996

Motion 174-96

Revised November 20, 2006

Motion 98-06

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:

- 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.
- To protect the confidentiality of all individuals and institutions using film, video, and other audiovisual materials.
- 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.
- 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.
- 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

Collection Development & Reference Policy 5.3

Adopted July 12, 1982

Motion 88-82

Revised November 20, 2006

Motion 98-06

Revised November 20, 2023

Motion 95-23

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 them, 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 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:

- It is in the public interest for publishers and librarians to make available the widest diversity of views and expressions, including those which 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.

- 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 books 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.

- It is contrary to the public interest for publishers or librarians 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.

- 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 literature 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 differs, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

- 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.

- 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 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 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.

- 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 their freedom and integrity, and the enlargement of their service to society, requires of all

publishers and librarians the utmost of their faculties, and deserves of all citizens 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 Publisher Institute to become the Association of American Publishers.

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

<http://www.ala.org/ala/oif/statementspols/ftstatement/freedomreadstatement.htm>.

A Joint Statement by:

American Library Association of American Publishers
Subsequently Endorsed by American Booksellers Association
American Booksellers Foundation for Free Expression
The Association of American University Presses 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

Collection Development & Reference Policy 5.4

Adopted July 12, 1982

Motion 88-82

Revised November 20, 2006

Motion 98-06

Library Bill of Rights

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

- Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- Libraries should challenge censorship in the fulfillment of their responsibility to provide

information and enlightenment.

- Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Adopted June 18, 1948 by the ALA Council; Amended February 2, 1961; June 27, 1967; January 23, 1980; inclusion of "age" reaffirmed January 23, 1996.

<http://www.ala.org/ala/oif/statementspols/statementsif/librarybillrights.htm>.

Collection Development & Reference Policy 5.5

Adopted April 14, 1997

Motion 66-97

Selection Criteria for WEPL Web Page

The Willoughby-Eastlake Public Library will use the following criteria when selecting appropriate web sites to add to its web page:

- **Purpose**
What is the reason for putting the link on the Library web page? What is the purpose of the resource? Is it clearly stated? Does the resource fulfill the stated purpose?
- **Audience**
Who are the intended users of this resource? Does the resource satisfy the needs of this audience? Is the language and reading level appropriate to this audience?
- **Content**
Is the information factual? Is it an index to other resources? If so, those resources also need to be reviewed.
- **Accuracy**
Is the information in the resource accurate? Is there a balance viewpoint?
- **Authority**
Is the resource provided by a reputable publisher, organization, or expert? Are the authors or provider's qualifications and credentials stated? Are sources of information cited? Is the information verifiable?
- **Currency**
What time period is covered by the resource? How frequently is the resource updated?
- **Uniqueness**
What advantages are there to this particular resource and format? Does it complement another resource?

- **Stability**
Has the resource been consistently available since its inception? If it has moved from one site to another, is there a link from the old to the new site? Can the resource be expected to remain available for the foreseeable future?
- **Format and appearance**
Is the format of the resource clearly organized? Are the most important content features easy to find? Is the resource interesting to look at? Is the resource enhanced by its visual elements?
- **Workability**
Is the resource convenient and easy to use?

Collection Development & Reference 5.6

Adopted October 8, 2001

Motion 95-01

Revised March 20, 2017

Motion 25-17

Reference Policy

INTRODUCTION

Mission Statement

The Willoughby-Eastlake Public Library system provides a comfortable and equitable environment for the residents of its service area to meet their ever-changing educational, recreational, and informational needs. The Library makes resources available in a timely manner, including connectivity to electronic databases and information, and training in the use of all resources to help residents achieve their learning goals.

Code of Service

Our customers are our number one priority. We provide service in a timely, efficient, and organized manner. All customers are entitled to be treated with dignity, respect, fair treatment, and equal access to resources. We believe the staff should be friendly and approachable people willing to listen, exercise flexibility and sound judgment, and go the extra mile. Our trained and knowledgeable staff are dedicated to providing assistance, instruction, and information that is specific to the needs of the individual.

Purpose of the Reference Policy Statement

The purpose of this policy is to ensure that:

- Customers throughout the Library system receive consistently high levels of service based on uniform standards
- Staff knows what types and levels of reference service they are expected to provide
- There is an objective basis for training and evaluating performance

Each service area will have a copy of this policy at hand for reference as well as a manual covering procedures specific to that service area.

Reference Philosophy/Goals

100% of all customers will either have their reference needs met or be referred to resources that can meet them.

Every effort will be made to complete each reference transaction successfully with accurate, authoritative, and current information.

Reference Department

The Reference Department is composed of the Children's, Young Adult, and Adult Reference staff. It is essential to the operation of the Library to have the Information Desk staffed during all hours the Library is open to the public. However, there may be times when it is not practical or necessary to have staff at the children's or fiction desks. Occasions may arise when the children's staff would be expected to provide reference assistance at the Information Desk. In like manner, there may be occasions when adult reference staff may be expected to provide reference assistance at the Children's Desk.

REFERENCE SERVICE STATEMENTS

Library Customers

As a public entity, the Library provides reference service to anyone who enters the library regardless of age, sex, religion, race, or socio-economic status. This service is provided on an equal basis to the Library's customers at all times that the library is open. The information desks will be staffed by trained personnel in order to provide quality service.

The Library also provides free reference service via telephone, fax transmittal, and U.S. Mail. For Willoughby-Eastlake residents who are disabled or homebound, staff may personally deliver information to the customer's home via homebound delivery.

For remote users, some reference staff are trained to provide online, or virtual reference. The guidelines set by CLEVNET for Know It Now, or any other governing body with whom the Library contracts for this service, will be followed. These guidelines are available online at the site. Reasonable effort will be made to have appropriate staffing at the reference desk during the hours the Library is scheduled to provide this service.

Confidentiality

The confidentiality of customers' reference questions and requests must be respected at all times. Questions & requests should not be discussed outside the library. Names should never be mentioned without the customer's permission.

Service Priorities

Providing direct service to library customers is the primary role of the reference staff and takes priority over their other duties. As a rule, the reference staff helps customers on a first come, first served basis. However, when there is a conflict between an in-house customer and a phone or other remote customer, the reference staff will give priority to the customer in-house. Reference staff should arrange to call back the phone or other remote user.

When two or more staff are assigned reference duty, they will take turns circulating through the library,

greeting, and assisting the public (i.e., locating materials, using various technologies).

An exception to the above policy is the customer utilizing the virtual reference service. Since a reference staff member is assigned to assist remote users during specifically assigned times, those remote users will have priority with the assigned reference staff member.

The Library does not place limits on the number of questions that may be asked, the amount of time that may be spent answering reference questions, or on the number of sources to be checked. However, circumstances in the library, such as staffing levels, number of people waiting to be served, etc. may warrant temporary limitations. In such a case, the reference staff member should explain the situation to the customer and offer to call back and continue the search when time allows.

SPECIFIC TYPES OF REFERENCE QUESTIONS

Appraisals

The Library is not staffed with experts for making appraisals of books, works of art, antiques, coins, stamps, currency, or other collectibles. Staff should guide customers to appropriate print materials, such as price guides, electronic resources, or organizations that provide appraisals.

City Directory Searches

Information published in phone books and city directories are public information. The reference staff will look up information in them. Depending on staffing and other conditions in the library, staff may limit the number of names, addresses, and phone numbers they will look up.

Consumer Information

Staff should answer consumer information questions that can easily be retrieved from standard consumer magazines or price guides. For more in depth information, reference staff should help customers locate objective product information by showing them how to use Consumer Reports and other related magazines, buying guides, and general indexes that may lead to product evaluations in other periodicals and/or consumer related electronic resources.

Contests, puzzles, quizzes, exams

Contests, puzzles, quizzes, and exams are treated as any other reference question. When the reference staff has advance notice, they will set aside library materials for general use on the contest, etc.

Financial/Legal/Medical Questions

The Library does not provide advice or interpretation in the areas of medicine or law. The reference staff cannot undertake legal searches or interpret legal reference sources, as that would be regarded as practicing law. In like manner, the reference staff cannot undertake in-depth medical searches or interpret medical reference sources, as that would be regarded as practicing medicine.

Factual information from medical dictionaries and books will be provided to customers. Citations from codes and definitions of legal terms will be provided as well as factual information from legal books. Brief definitions and descriptions will be given from financial documents.

For telephone requests for medical, legal, or financial information, reference staff can only read brief

definitions or descriptions from authoritative sources. They should quote the sources verbatim, and they should inform the customer of the name & copyright date of each quoted source. Since current information in these areas is especially crucial, customers should be encouraged to consult professionals rather than rely on printed sources alone. Failing that, customers should then be encouraged to come to the library to view the materials for themselves.

Reference staff should never refer customers to individual physicians, mental health professionals, attorneys, or others.

Genealogy/Local History Questions

Reference staff should provide general assistance in genealogical research, guidance in locating items in the collection, instruction in the use of electronic resources, and help in obtaining materials through interlibrary loan. But staff should not engage in actual genealogical research for customers.

Instruction and Orientation

Instruction and orientation in library use may range from basic individual and class instruction on how to use catalogs, reference tools, and the Internet to more formal assistance that can be scheduled by appointment or arranged with the manager or appropriate reference staff.

School Assignments

Library staff will make reasonable efforts to provide materials that meet the curriculum needs of students in its service area and will purchase appropriate materials for known assignments. No limits are placed on the number of items students can check out for an assignment.

Any question pertaining to a school assignment, whether by a student or a parent, will be answered in the same manner as any other reference question. School assignment questions are either answered directly or the student is referred to the proper materials for answering the question, depending upon the needs of the student. If the information needed is not available locally, staff will check for outside sources and will place requests, interlibrary loan materials, or refer the customers to another resource. If no information on a particular subject can be found, a form is available for librarians to fill out and send with the student to notify the teacher.

When advance notice of an assignment is given, reference staff will set aside materials for general use either in the juvenile department or at the information desk. If necessary, they will also request additional information from the other Willoughby-Eastlake libraries.

Tax Information

Brief definitions, factual information, and descriptions from authoritative tax sources will be provided, as well as assistance in locating appropriate tax forms. The reference staff is not qualified to provide income tax assistance and cannot provide this service. Customers with questions concerning their own income taxes should be referred to the appropriate taxing authority or organizations that assist consumers with taxes.

Translations

Short foreign word and phrase translations are provided from available library resources. To locate lists

of translators, customers should be referred to the resources listed below or to an appropriate ethnic organization in the Greater Cleveland area.

Cleveland Public Library, Foreign Lit Dept 325 Superior Ave, Cleveland 1-216-623-2895
E-mail: ForeignLit@cpl.org
Northeast Ohio Translators Association <http://www.ohiotranslators.org/>

Electronic Resources

The reference staff will use professional judgment to determine whether Internet resources are appropriate authoritative answers for questions. The reference staff will offer suggestions to customers who are using Internet workstations and will help within the limits of their expertise in determining whether a resource is authoritative. The reference staff will not guarantee the validity of information retrieved from the Internet but will attempt to provide the customer with the tools and contextual information that will help to evaluate the resource.

Reference staff will be familiar with the reference databases that are available to CLEVNET libraries, through OPLIN, the commercial databases provided by the Willoughby-Eastlake Public Library, and the reference links on the Library's web page. Reference staff should point customers to these sites as well. New reference staff are expected to be exposed to these databases as part of their training.

Telephone Reference

The Library does not place limits on the number of questions that may be asked, the amount of time that may be spent answering reference questions, or on the number of sources to be checked. However, circumstances in the library, such as staffing levels, number of people waiting to be served, etc. may warrant temporary limitations. In such a case, the reference staff member should explain the situation to the phone customer and offer the option of coming into the library for the information needed or being called back at a later time with the requested information.

When it is appropriate, staff members may place long distance calls to other libraries, organizations, or agencies in order to obtain information to answer reference questions. Long distance phone calls may also be made to reply to a customer's reference question.

Referrals

For the convenience of the customer, reference staff will use the CLEVNET online catalog to check the availability of a title in another CLEVNET library. The staff member should offer to place a call to the owning library to have the item held for the customer. If it is not possible to call the owning library immediately, the reference staff member should encourage the customer to call ahead before traveling to that library. The reference staff member should provide the name, address, and phone number of the owning library to the customer.

MISCELLANEOUS

Holding Materials for Customer Pick-up

The reference staff can search the library's holdings on a topic and have materials ready for pick-up. These materials will be held at the reference, children's, or circulation desk through the next day. If a customer cannot meet this deadline, materials will be held through the date the customer indicates

he/she will pick them up.

Ready Reference Materials

In the adult departments, the following types of materials are kept on ready reference at the information desk: local phone books, city directories, general almanacs, a dictionary, medical dictionary, local industrial, manufacturing, marketing directories, occupational outlook handbook, and information on local history. Consumer's Reports, automotive buying guides, and other expensive, leased reference materials. In order to minimize theft of more expensive or leased materials, the reference staff may require identification to use them.

Loan of Reference Material

In rare or extenuating situations, special loans of reference materials may be made. For reference materials to circulate during the day, a time limit not to exceed four (4) hours should be set. Overnight loans may be made within one half hour (1/2 hr.) of closing time and are to be returned the next morning within one half hour (1/2 hr.) of opening. Depending on the item, reference staff may request that some type of identification be held during this time to assure return of the item. The Library Manager or other Person in Charge will make the determination if reference materials may circulate. Under certain circumstances, circulating materials may be temporarily designated as reference.

Reference Behaviors

All reference staff are expected to cite sources and follow the reference behaviors as outlined in the Ohio Reference Excellence manual, in the section labeled 'Reference Interview'. All new reference staff should receive training on reference service from this manual.

Collection Development & Reference Policy 5.7

Adopted July 15, 1996

Motion 86-96

Revised June 9, 1997

Motion 100-97

Revised Dec. 13, 1999

Motion 135-99

Revised July 16, 2002

Motion 79-02

Internet Access Policy

The Willoughby-Eastlake Public Library provides a comfortable and equitable environment for the residents of its service area to meet the ever changing educational, recreational, and informational needs. The Library makes resources available in a timely manner including connectivity to electronic databases and information and training in the use of all resources to help residents achieve their learning goals.

The library provides free access to the Internet as an integral part of this mission.

The Internet is a worldwide computer network that provides easy access to a massive body of information. The information and resources available on the Internet expand the Library's information

services beyond traditional collections and electronic resources. In providing community access to the Internet, the Willoughby-Eastlake Public Library enhances its existing collection in size and depth and provides the opportunity for any citizen to utilize resources on the Internet.

The Internet offers unlimited access to information, ideas, and commentary from around the world and a vast array of tools and resources for different age levels and points of view.

However, not all sources on the Internet provide information that is accurate, complete, current, or appropriate. The Willoughby-Eastlake Public Library does not endorse the viewpoints or vouch for the accuracy of information obtained through the Internet. The Library does not monitor and has no control over the information accessed over the Internet and is not responsible for its content. Some resources and destinations contain material that some library users will find personally offensive or inappropriate for children.

The Library, through its participation in Cleveland Public Library's automation system (CLEVNET) and the Ohio Public Library Information network (OPLIN) can and does recommend interesting and useful destinations and resources for library users to explore. These sites, indexed by subject area, can be found in the Electronic Resources section of the CLEVNET home page, through the OPLIN home page and through the home page of the Willoughby-Eastlake Public Library.

The Library seeks to protect the First Amendment rights of library users and their individual right to privacy. However, Internet users must be sensitive to the fact that workstations are in public areas and therefore images on the screen are subject to view by a wide audience. The workstations owned and operated by the Willoughby-Eastlake Public Library will be used for educational, informational, and recreational purposes only; they may not be used for unauthorized, illegal, or unethical purposes. Library users may not send, receive, or display text or graphics, which may be construed as obscene under Section 2907.01 of the Ohio Revised Code.

Users are prohibited from misrepresenting themselves as another user; attempting to modify or gain access to files, passwords or data belonging to others; seeking unauthorized access to any computer system or damaging or altering software components of any network or database.

The Copyright law of the United States (Title 17, United States Code) governs the reproduction, distribution, adaptation, public performance, and public display of copyrighted material. Responsibility for any possible copyright infringement lies solely with the user. The Library disclaims any responsibility or liability resulting thereof.

The user also agrees to hold the Library harmless from any claims, losses, damages, obligations, or liabilities relating to the use of information obtained from the Library's electronic information system including any liability that may occur as a result of the disclosure of financial or other personal information over the system.

Use of the Internet by Children

Providing access to the Internet has created a difficult dilemma for public libraries. On the one hand, the public Library has a commitment to the free flow of ideas and support of the First Amendment rights of library users by offering, through a documented selection process, the widest range of information resources possible. On the other hand, the library's traditional role of selection is voided by the openness of the information on the Internet.

Use of the Internet by juveniles is governed by the Ohio Revised Code, which prohibits dissemination of harmful materials to juveniles. Access to sexually explicit, violent, or age-inappropriate materials not defined as illegal by the ORC may be a concern to parents. In an effort to minimize such access and to offer parents a choice of how their children will access the Internet, the library uses filtering software on OPLIN/Internet workstations in the children's areas of all libraries*

As with all library materials, parents, guardians, and caregivers are responsible for their children's use of the Internet. Library staff cannot control the databases that minors may select on the Internet. Parents are encouraged to work with their children to develop acceptable rules for Internet use. Parents and children are encouraged to read Child Safety on the Information Highway jointly produced by the National Center for Missing and Exploited Children and Interactive Services Association. This publication is available at the information desks of all Library agencies and is available electronically on the Willoughby-Eastlake Public Library's home page.

Parents and legal guardians are also responsible for their children's use of e-mail, chat rooms, messaging, and other forms of direct electronic communications. This includes the unauthorized disclosure, use and dissemination of personal identification information regarding minors

*No filtering software product on the market today is 100% effective in blocking every sexually explicit or offensive site since new ones are added every day from all over the world. The Library cannot guarantee that sites to which a parent might object will not get past the filter.

Collection Development and Reference Policy 5.8
Adopted April 8, 2002
Motion 48-02

Copyrighted Materials

It is the policy of the Willoughby-Eastlake Public Library to conform to existing United States copyright laws and to maintain the highest possible ethical standards in its use of copyrighted materials.

The Willoughby-Eastlake Public Library upholds the parameters of fair use that are outlined in the Copyright Revision Act of 1978. Fair use permits an individual or the Library limited photocopying of copyrighted materials without prior permission.

The Library provides coin-operated, self-service photocopiers for patron use. A copyright notice will be placed on or near all library photocopying equipment, including fax machines, scanners, copy machines, and networked printers. A copyright warning will be included on all interlibrary loan request forms for photocopied materials.

The Director will advise the Board of Trustees and staff concerning copyright law and revisions. The Library will maintain a file of licensing agreements and permission statements.

Collection Development & Reference Policy 5.9
Adopted February 8, 1999
Motion 29-99
Revised November 20, 2023

Motion 95-23

Collection Development Policy Introduction

The Collection Development Policy is a statement of the Willoughby-Eastlake Public Library's commitment to a collection that attempts to meet the needs of the public it serves. It is a document that reflects the current content of the Library's collection and contains information relating to the selection of materials and the maintenance of this collection. This Policy will undergo evaluation and revision as needed.

The Library's commitment to the continued improvement of the quality of services and the process of delivering these services is the basic principle of the Willoughby-Eastlake Collection Development Policy. Identifying the customer's needs and expectations and finding the means to meet or exceed them is the goal of our service.

The Willoughby-Eastlake Public Library adheres to the philosophy inherent in Article II of the Library Bill of Rights by providing materials and information providing all points of view on current and historical issues. Materials will not be proscribed or removed because of partisan or doctrinal disapproval.

The Collection Development Policy is divided into four (4) sections:

- Introduction: includes the purpose of the Collection Development Policy, a brief description of the Library System, the Library's Mission Statement, the Service Responses as adopted by the Board of Trustees
- General Description: Includes a snapshot of the level and scope of the current collection, acquisition of materials
- Collection Maintenance: Weeding Guidelines
- Selection Process: includes the Materials Selection Policy, the Gift Policy, and ALA documents

Description of the Willoughby-Eastlake Public Library

The Willoughby-Eastlake Public Library serves seven communities with an approximate population of 66,000 in Lake County, Ohio. It is made up of three full-service libraries of comparable size: the Willoughby Library, the Eastlake Library, and the Willowick Library. In October 2003, the Willoughby Hills Library opened to the public. This library is part of the newly constructed Willoughby Hills Community Center and houses a small popular collection of books and audio-visual items. The Administrative Offices are housed in Eastlake City Hall.

The Willoughby-Eastlake Public Library has evolved from modest beginnings in the early 1900's into a valued community resource. The collection consists of print, audio-visual and electronic resources for all ages. The Library also provides a wide range of services and programming. Each library provides facilities which are accessible to the disabled and can be used by community organizations. Remote access to many electronic resources are available to the community via the Library's home page.

Approximately 50 % of the service population holds library cards. In addition, the Library serves reciprocal borrowers through membership in the CLEVNET library consortium which provides direct access to the holdings of the CLEVNET libraries. Delivery of materials to and from other libraries throughout the state is provided by the State of Ohio. The Ohio Public Library Information Network (OPLIN) ensures equity of access to information for all Ohio citizens by providing online resources

that would otherwise be unavailable or unaffordable.

Mission Statement

The Willoughby-Eastlake Public Library serves the seven communities of Eastlake, Lakeline, Timberlake, Waite Hill, Willowick, Willoughby, and Willoughby Hills by providing convenient access to traditional reading materials and modern technological resources. We encourage lifelong learning; offer training and programming that is relevant to today's world and function as a center for intellectual and cultural activities. Our staff is courteous, knowledgeable, and dedicated to the idea that good libraries contribute to a high quality of life.

Vision Statement

The Willoughby-Eastlake Public Library envisions a Library of the Future:

- Where challenges of the new millennium are met, and problems solved.
- Where advancements in technology are accepted and skills mastered.
- Where programming serves the needs of our patrons.
- Where partnerships are established with schools, businesses, and government.
- Where information and resources are shared with other libraries.
- Where good citizenship is encouraged.
- Where cultural diversity is celebrated.
- Where intellectual freedom is fostered.
- Where a comfortable environment is provided to all.

Service Responses

In 2002, the Board of Trustees identified six service areas using the PLA Planning for Results Guidelines. The purpose of the service responses is to guide the Library in providing materials and services. The selected service responses were based on input from staff, trustees, and community members.

Current Topics and Titles - The Willoughby-Eastlake Public Library is committed to user-friendly service in satisfying the recreational and informational needs and interests of its communities. The Library will meet customers' needs by providing materials for reading, viewing, and listening in the timeliest, cost-effective manner.

Information Literacy - The Willoughby-Eastlake Public Library is committed to user-friendly service in addressing the need for skills relating to effectively finding, evaluating, and using information resources of all types. The Library will provide ample opportunities for public to develop skills in order to use all library resources to meet their individual needs. The reference staff will be well-trained guides to both the print and electronic collections and will be knowledgeable about how people seek information and learn.

General Information - The Willoughby-Eastlake Public Library is committed to user-friendly service in helping meet the need for information and answers to a broad array of topics related to work, school,

and personal life. Staff will be skillful in determining users' needs and in locating relevant information that satisfies those needs. Internet access will be provided for staff and public use.

Lifelong Learning - The Willoughby-Eastlake Public Library is committed to user-friendly service in helping to address the desire for self-directed personal growth and development opportunities in customers of all ages. In addition, the Library is especially committed to introducing young children and reluctant readers to the joy of reading while continuing to target the needs and interests of the community's aging population.

Cultural Awareness and Diversity - The Willoughby-Eastlake Public Library is committed to user-friendly service in helping satisfy the desire of community residents to gain an understanding of their own cultural heritage and the cultural heritage of others. The Library will provide materials and resources in many formats and will offer programs and special displays that reflect the cultural heritage of populations in the library service area.

Outreach to the Community - The Willoughby-Eastlake Public Library is committed to user-friendly service by extending itself beyond the walls of the library, providing resources, assistance and information to groups and individuals in the community including customers that cannot take advantage of traditional library services.

General Description of the Library Collection

Print Materials

Books, periodicals, and newspapers reflect the selection standards set by the Library (Policy 5.1). Reference resources, fiction, and non-fiction works for both children and adults are selected using certain criteria representative of the interests and diversity of patron needs. The collection covers all reading and age levels, including large Print editions for those patrons with vision problems. The Dewey Decimal System is used for the collection.

The majority of the physical collection is in book format (print and audiobook) followed by video and music CD. A Library of Things allows circulation of non-traditional items to patrons. The Library also maintains a significant digital collection, including downloadable ebooks, audiobooks, and video. Databases are also maintained for patron reference and online learning.

Textbooks are not supplied for course work of elementary, secondary, or institutions of higher learning. Textbooks will be purchased when they supply information in areas in which they may be the best or the only source of information on the subject.

Periodicals and newspapers reflect the same community interest and timeliness of subject. The scope of the print newspaper collection is limited to those of local interest and national reputation and is determined by budget, space, and demand. Library databases provide online access to the most popular newspaper content. Back issues of the News Herald on microfilm are available for use at the Willoughby Library. These cover issues dating from 1879 through the present. Due to space limitations and the availability of articles online, the Library does not maintain extensive holdings of back issues of periodicals.

Standing orders

Standing orders are for specific titles that the Library is committed to having in its collection. They have been deemed important enough to the collection to receive them automatically and are re-evaluated annually. Orders are placed directly with the publisher or jobbers.

Subject Specialties

In order to be fiscally responsible and responsive to the communities, some subject specialties have been identified and are available at one of the three WEPL buildings. This avoids unnecessary duplication of expensive titles, and those titles which are not in heavy demand or best-sellers.

Interlibrary Loan

Interlibrary Loan is not a substitute for collection development but is meant to expand the range of materials available to library users. Titles not available through CLEVNET or not selected for purchase are submitted as interlibrary loan requests through Worldshare if the customer is willing and able to wait for the item to arrive. Some fees, assessed by the owning library, may apply.

Audio Visual Materials

The Library recognizes the place of non-print materials in the collection as legitimate educational and recreational resources for the community. The Library monitors the development of new formats and will add these to the collection when possible. The Library currently purchases audio video materials in the following formats:

Compact Discs

Fiction and non-fiction titles and language aids are available in compact disc format at all agencies. The Children's Departments also maintain a collection of book kits. In addition, each agency has a collection of compact discs covering a wide range of musical styles.

DVDs/Blu-ray

The Library purchases movies, children's, and non-fiction DVDs and Blu-rays. Centralized selection of adult movies is used to ensure that each agency will receive multiple copies of the most popular movies. Individual titles can be ordered by staff to supplement the collection. Non-fiction and children's DVDs/Blu-rays are selected by agency staff to reflect their communities' collection development needs. The Library attempts to have a wide variety of genres and topics on DVDs/Blu-rays to satisfy customer needs.

Electronic Resources

Digital Collections

Through Library subscriptions or purchase of hosted content, a wide variety of ebooks and digital audiobooks, video and music is made accessible to our patrons.

Online Databases

Through membership in CLEVNET, the Library is able to provide direct access to the holdings of the CLEVNET libraries and subscription databases provided by the consortium. The Ohio Public Library

Information Network (OPLIN) ensures equity of access to information for all Ohio citizens by providing online resources which would otherwise be unavailable or unaffordable. CLEVNET and OPLIN periodically add and remove databases and electronic resources to their networks. In addition, the Library purchases subscription access to a variety of databases and streaming platforms for our patrons. As materials become available online through these networks, print copies may be discontinued.

Internet Access

The Willoughby- Eastlake Public Library offers access to the Internet and its myriad resources. Internet content is unrestricted on staff PCs and on PCs located in the adult areas of the library. PCs located in teen and children's areas are filtered, providing parents with a choice in the level of access for their minor children. Hotspot devices for portable internet access are circulated to patrons. The Library has established a home page which highlights the Library's programs and services.

Acquisition of Materials

The Library has a duty to the residents of the community to spend public funds in a fiscally responsible manner. To that end, the Library contracts with vendors for the purchase of library materials. Selection of vendors is based on criteria that includes price discounts, satisfactory fill rates, shipping charges, speed, and delivery directly to the Materials and Processing Department. Materials that are unavailable through vendors are ordered directly through the publisher. Items of immediate demand or of local interest are purchased from time to time at bookstores or online vendors.

Select administrative and managerial staff handle direct solicitations, coordinate vendor presentations as needed, and distribute information from vendors or authors to the staff for possible selection.

Collection Maintenance

Replacements

Replacement items are purchased to take the place of specific titles formerly in the library collection. Withdrawn, lost or damaged materials are not automatically replaced. Items are replaced according to the Selection Standards of the Willoughby-Eastlake Public Library Materials Selection Policy. Such standards include demand, availability, budget, or relation to the collection.

Withdrawal of Materials

The Willoughby-Eastlake Public Library is not a library of historical record, except in the area of local history. To ensure a vital collection of continued value to the community, materials that are worn, outdated, of little historical significance or no longer in demand are removed from the collection on a systematic and continuous basis.

Weeding

Weeding is a top priority for the physical collection. Materials must be timely, accurate and attractive in order to provide the best possible service. A systematic timetable has been set up for examining the adult and juvenile collections.

The purpose of weeding is to:

- Review the collection for content and balance
- Become aware of the changes in the way the community uses the collection
- Determine patterns of use
- Become familiar with authors and their works
- Enhance accessibility of materials to customers
- Maximize available space
- Increase circulation

Criteria for weeding includes:

- Titles and duplicate copies no longer in demand
- Superseded editions
- Worn or damaged copies
- Out-of-date and obsolete materials

Procedures for weeding are located in the staff manuals.

Library Services/Community Relations Section 6

Community Relations Policy 6.1

Adopted September 9, 1996

Motion 129-96

Revised March 13, 2000

Motion 47-00

Revised March 16, 2020

Motion 33-20

Revised May 15, 2023

Motion 39-23

Youth Safety Policy

The Willoughby-Eastlake Library welcomes youth to use its facilities and services. The responsibility for the behavior and well-being of children using the Library rests with the parent/guardian or assigned caregiver, not with the Library's personnel. Library staff members cannot supervise children in the Library. No public place, including the Library can guarantee the safety of children.

The safety of all children left alone in the Library is a serious concern. Young children left on their own often become frightened or anxious. Children who are left unattended may also be disruptive to the business or activities of other library customers.

Children under the age of ten years may not be left unattended by an adult in any part of the building. During story times or other programs, adults who do not attend the program with the child must remain in the building and must return to the story area by the end of the program.

If children under the age of ten are found without an adult, the staff will attempt to locate the parent or adult caregiver. If the parent or caregiver cannot be located in the building or at home within one hour or at closing time, the local police will be called to pick up the child.

During regular service hours, if library staff judges that any unattended child is not coping adequately, staff will attempt to locate a parent or caregiver to pick up the child. If the parent or caregiver cannot be

contacted within one hour, the local police will be called for assistance.

Unattended Youth at Closing

When visiting the Library without an adult, children should have definite arrangements to be picked up by closing time. If children are left unattended at closing, staff will call the parents or caregiver. If staff are unable to reach the parent/caregiver by telephone, or if the parent/caregiver is unable to or does not pick up the child within 15 minutes after the library closes, the local police will be called for assistance. If necessary, two library staff members will stay with the child after closing.

Staff do not drive children home.

Library Services/Community Relations Policy 6.2

Adopted May 13, 1996

Motion 64-96

Incident Reports

Any employee who witnesses or participates in an unusual incident must complete an INCIDENT REPORT. The report is to be completed as soon as possible following the incident and sent to the employee's supervisor the same day.

It is particularly important to include the names and telephone numbers of all persons involved or witnesses for possible follow-up action.

The supervisor will submit the report to the Director within 24 hours. A copy is sent to the appropriate manager if different from the employee's supervisor.

Incidents which require Incident Reports may include injuries to patrons or staff, property damage, disappearance of equipment, irate patrons and any other unusual behavior by patrons or staff members.

Serious incidents should also be reported immediately by telephone to the supervisor, manager, or Director.

Library Services/Community Relations 6.3

Adopted August 10, 1998

Motion 89-98

Revised July 17, 2006

Motion 65-06

Distribution of Free Material/Community Information

As part of its public service and information mission, the Willoughby-Eastlake Public Library will provide space in each agency for the posting and distribution of free materials/community information. Such materials are limited to those of a civic, cultural, educational and/or recreational nature. Materials from for-profit groups, companies, organizations, or individuals will not be accepted. Distribution or posting

of materials by the library does not imply the library's endorsement of the issues or events promoted by these materials.

As part of its responsibility to help inform, the library will provide an area for the display and distribution of materials relating to issues and campaigns affecting the Library's service district. All campaign materials will be removed from display and distribution at closing time on the day before the election.

Library Services/Community Relations Policy 6.4

Adopted February 14, 1983

Motion 29-83

Revised July 12, 1999

Motion 86-99

Revised February 12, 2003

Motion 27-03

Confidentiality of Circulation Records

Based on the powers vested in the Board of Trustees of the Willoughby-Eastlake Public Library system in the Ohio Revised Code 3375.40 and pursuant to the recommendations of the Council of the American Library Association and the Board of Directors of the Ohio Library Council, the Willoughby-Eastlake Public Library adopts the following policy on the confidentiality of library records.

The Willoughby-Eastlake Public Library specifically recognizes that its circulation records and other records identifying the names of library users with specific materials are confidential in nature. No such records shall be made available to any agency of state, federal or local government, or to any individual not specifically authorized by the Director for legitimate business purposes, except pursuant to such process, order, subpoena, or search warrant as may be authorized under the authority of, and pursuant to, federal, state, or local law relating to civil, criminal, or administrative discovery procedures or legislative investigatory power.

Upon receipt of such process, order, subpoena or search warrant, the following procedures will be followed:

- Staff members who are approached by a law enforcement officer will immediately contact the administrative office and refer the officer to the Director or designee
- The Director or designee will consult with the library's legal counsel for a review of the document's legal sufficiency. The law enforcement official will be advised of this procedure.
- The U.S. PATRIOT Act provides a law enforcement agency official with a warrant the right to execute a search immediately. Staff must permit the search, but the Director or designee will request that an attorney be present during the search.
- Ohio law requires that the library records of minor children must be provided to their parents/guardians upon request.

Library Services/Community Relations Policy 6.5

Adopted February 9, 1998

Motion 29-98

Revised April 13, 1998

Motion___-98
Revised April 18, 2016
Motion 44-16

Home Delivery Service

The Willoughby-Eastlake Public Library is committed to providing library materials and information to all residents of its service area. Home Delivery service is for residents who are homebound and unable to visit the Library due to:

- Disability, either permanent or temporary
- An extended illness
- Seniors with a lack of consistent transportation
- Caregivers of persons who require continuous care

Two library staff members normally use a Library van to provide this service once a week. Staff using and driving the library van must follow all requirements of Facilities and Equipment Policy 4.8, Use of Library Vehicle. Residents receive books on a regularly scheduled basis.

Home Delivery service may be discontinued or modified for safety reasons. Service may also be discontinued if the purpose for the service is not being met and/or for repeated instances of overdue, lost, or damaged materials.

Management appoints staff to select materials and provide Home Delivery service. The hours for Home Delivery service will be included as part of an employee's regular work schedule.

Community Relations Policy 6.6
Adopted: April 19, 2004
Motion: 42-04

Copy Machine and Copyright Law

Library Services/Photocopying Policy

Under the 1976 Copyright Act, (Title 17 U.S. Code) the Willoughby-Eastlake Public Library will provide limited copying services for its patrons. The following guidelines must be followed for compliance purposes:

A notice will be posted at each copier that reads:

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

The copied material becomes the property of the patron, and the Library must have no notice that the material will be used for anything but "private study, scholarship, or research."

Materials may not be copied in large quantities nor should copying of materials substitute for subscription to or purchase of materials.

Copier Charge:

The Library provides a coin operated self-service photocopier for patron use.

Library Services/Community Relations Policy 6.7

Adopted April 8, 2002

Motion 48-02

Revised February 20, 2006

Motion 21-06

Solicitation Policy

Solicitation of the public or the staff is not permitted in the libraries. Solicitation is the sale or distribution of merchandise, sales materials, tickets, insurance, coupons, magazine subscriptions, leaflets, political campaign material, collecting petition signatures, or anything else not connected with the work of the library. Panhandling by the general public in the library is also prohibited.

The exceptions to this are the following:

- Those authorized and directed by the Library Administration including, but not necessarily limited to the United Way Campaign, designated food drives, and Red Cross Blood drives.
- Those fundraising projects conducted by the Friends of the Library or the Citizens for Today's Libraries.

Those individuals authorized to distribute campaign literature outside polling places on Election Day must comply with election laws pertaining to such distribution.

While the library does not prohibit informal sales among staff members in non-public areas (i.e., staff room), the Library assumes no responsibility for any theft or damage that may occur as a result of such activity.

No petitions may be displayed or presented in the libraries. The only exception is for petitions related to the Library that are authorized and directed by the Library Administration.

Solicitation or petitioning outside of the libraries must not interfere with library users' ease of entering or exiting the libraries or their premises.

Library Services/Community Relations 6.8

Adopted September 14, 1998

Motion 100-98

Revised February 21, 2011

Motion 20-11

Revised March 20, 2017

Motion 25-17

Educator Cards

The Willoughby-Eastlake Public Library welcomes educators to use its facilities and services by offering extended educator loan periods. The Library strives to better serve the educators in the community and to meet their educational needs.

An educator must apply for an educator loan card. The extended educator loan is for 42 days for most

WEPL materials with one renewal. Non-Holdable items are not allowed to be checked out on this card. Regular loan periods apply for other Clevnet materials that are checked out on this card. An educator may charge out a maximum of 75 items. The Library reserves the right to limit types or number of items on one specific subject. The educator loan is for educational related materials only.

Fines are not generated for extended educator loans, but educators are responsible for damaged or lost materials and for returning the materials on time. A collections fee will be charged if items are kept more than 28 days overdue for WEPL materials. Other Clevnet materials will abide by their regular rules. The educator loan may be discontinued if the purpose for the educator loan service is not being met and/or for repeated instances of overdue, lost, or damaged materials.

Educators who wish to keep WEPL materials for a longer time period to complete their lesson must get prior permission from a library manager or Children's Librarian.

Library Services/Community Relations Policy 6.9
Adopted April 14, 1999
Motion 54-99

Public Relations Policy

To ensure that the public receives consistent and accurate information about library policies, procedures, programs, and services and to ensure that the best possible image of the library is presented to the public, the Willoughby-Eastlake Public Library has developed the following policy:

Media Contact

- Contacts with the media will be arranged for the library by the Public Relations Manager or Director.
- Contacts made by the media with the library will be directed to the Public Relations Manager or Director.
- Unannounced on-site requests for information by the media should be referred to the building manager or person-in-charge to be forwarded to the administration or public relations office.
- Letters to the editor designed to officially speak for the library will not be submitted by library staff without prior approval of the library administration.

Speaking Engagements

- The Public Relations Manager or Director should be notified of any speaking engagements made by library staff on behalf of the library.

Library Promotional Items

- All promotional and informational materials (brochures, handouts, etc.) designed to be disseminated to the public will be coordinated by the Public Relations Manager.
- All requests for in-house graphics (flyers, brochures) will be submitted to the Public Relations office for printing in a timely manner.

Emergency Situations

- In an emergency situation, official statements to the public and media will be made by the Director, his/her designee, or the Public Relations manager.
- If it is necessary for library staff to provide the public/media with information, library administration will inform staff what is to be said.
- In the event the library closes due to weather or an emergency situation, the Public Relations Manager will contact the media.

Library Services/Community Relations Policy 6.10

Adopted April 14, 1999

Motion 55-99

Revised December 18, 2006

Motion 113-06

Photographing and Videotaping in the Library

Photography or videotaping is generally permitted in the library if it is for general library promotion or for personal use. However, in order to protect the rights of individual library customers and to reduce distractions, photographing and videotaping on library property is restricted as follows:

Under no circumstances may the public, members of the media or library staff take photographs or videotape without the expressed written permission of any library customer who would be figured prominently included within the composition. No minor (under the age of 18) may be photographed or videotaped without the written permission of that minor's parent or legal guardian.

Requests to photograph or videotape for commercial purposes are not permitted without approval by the library director. Such requests must be submitted in writing for review by the director.

Library Services/Community Relations Policy 6.11

Adopted June 11, 2001

Motion 59-01

Revised April 15, 2019

Motion 35-19

Public Programming Policy 6.11

The Willoughby-Eastlake Public Library will plan and present programs for the public that relate to the community services roles outlined in the library's most current strategic plan. Programs are events that promote the use of library materials, facilities, or services and/or offer the community an informational, entertaining, or cultural experience. Events may be given in or out of the library, in person, by technological means, by a library employee or other speaker. Programs may be presented in cooperation with other agencies and institutions as well as the Willoughby-Eastlake Public Library Boosters.

Programs are planned to meet the interests and needs of community members and will supplement the wide range of ideas and views contained in the library's collection. Programs will represent the library's philosophy of free access to information. A committee composed of staff members from each library will meet on a regular basis to research and recommend programming ideas. The ultimate responsibility for selection of library programs rests with the library director who operates within the framework of policies determined by the Board of Trustees.

Library sponsored programs are free and open to the public. The library reserves the right to set age limits for children's programs. Attendance at other programs shall not be restricted because of age, gender, race, background, or beliefs. There may occasionally be a materials fee requested of program attendees by the co-sponsoring agency when such materials cannot be reproduced or provided by the library due to copyright or other restrictions.

No individual or organization presenting a program at the library for public attendance is allowed to sell any products or services during a presentation or time at the library. Exempted from this are Library Boosters sponsored programs at which authors or performers may sell their own works before or after their programs. Also, Library Boosters may sell items for fundraising purposes at library programs they sponsor. The library in promotion of programs may use organizations or business affiliations. Such promotion does not constitute endorsement, merely acknowledgment.

All materials to be used by a co-sponsoring body must be approved by the library before the scheduled program.

Presenting programs in-house and in the Willoughby-Eastlake communities are a part of the reference and juvenile staff job descriptions. When an employee conducts a program in-house or represents the Library in community programs or activities Monday through Saturday, the programs or activities should be scheduled as part of the employee's authorized hours for the week. An organization that requests a library program may make a voluntary contribution to the Willoughby-Eastlake Public Library.

Library Services/Community Relations Policy 6.12
Adopted January 19, 2015
Motion 7-15

Social Media Policy

Purpose of the Library's Social Media Sites:

The Willoughby-Eastlake Public Library ("Library") has established social media sites primarily in order to inform Library users about Library programs, events (including those co-sponsored with other organizations), and materials, and to encourage dialogue and the exchange of information and knowledge between users and Library staff about these programs, events, and materials. The Library's Social media sites may also be used to notify the general public of Library employment opportunities. The Library's social media sites are not intended to be traditional public forums for the general exchange of ideas and viewpoints, but a limited forum for discussing library programs, events, and materials.

Agreement:

By joining, utilizing and/or posting on the Library's social media sites, you agree to comply with this Policy, and the Willoughby-Eastlake Public Library's Policy on Internet and Computer Use, as applicable.

Definitions:

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

Disclaimer:

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

No Privacy:

You should have no expectation of privacy in postings on Library sponsored social media sites, and by utilizing these sites, you consent to the Library's right to access, monitor, and read any postings on the sites. The Library's social media sites may be considered public records under Ohio Public Records laws. If requested, the Library must disclose public records to third party requestors unless certain exemptions apply. The Library in its sole discretion shall determine whether postings on its social media websites are public records and whether exemptions from disclosure apply.

Ownership:

By posting on the Library's social media sites, you give the Library permission to use your name, profile picture, and the content of any posting you make without compensation to you or liability on the part of the Library.

Postings:

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

- Advertisements
- Spam
- Postings which contain obscene matter

- Disparaging, harassing, abusive, profane, or offensive postings
- Postings that are hateful, threatening, pornographic, that contain graphic or gratuitous violence
- Potentially libelous or defamatory postings
- Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the Library or Library partners.
- Postings which violate or potentially violate local, state, or federal laws, including, without limitation, intellectual property, and copyright laws
- Posting which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed, or ancestry
- Postings which are sexually harassing, including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals' body or appearance, unwelcome sexual compliments, innuendos, suggestions, or jokes
- Postings which, as set forth in Ohio Revised Code Section 9.03
 - Promote alcoholic beverages, cigarettes or other tobacco products, or any illegal product, service, or activity.
 - Support or opposes any labor organization or any action by, on behalf of, or against any labor organization.
 - Support or opposes the nomination or election of a candidate for public office, the investigation, prosecution, or recall of a public official, or the passage of a levy or bond issue.

Violations of this policy:

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

Reporting Violations:

Users may report violations of the Library's social media site's policies to the Library by contacting the administrators of Willoughby-Eastlake Public Library's social media sites by emailing wecare@welibrary.info.

Library Services/Community Relations Policy 6.13

Adopted September 9, 1997

Motion 130-96

Revised February 20, 2006

Motion 20-06

Revised September 17, 2007

Motion 70-07

Revised November 17, 2008

Motion 102-08

Revised January 26, 2009

Motion 13-09

Revised May 17, 2010

Motion 44-10

Revised May 19, 2014

Motion 58-14

Revised November 20, 2023

Motion 94-23

Library Rules/Customer Guidelines

The Willoughby-Eastlake Public Library welcomes and encourages the community to visit the library for both pleasure and business and to participate in its programs.

Any library patron who violates the Library's Rules may be denied the privilege of access to the Library System for a length of time to be determined by the Library Manager, or his or her designee. A patron whose privileges have been denied may have that decision reviewed by the Board of Trustees upon written request.

To ensure that your visit is productive and pleasant for you and for other customers, please observe the following guidelines:

- Taking photographs and/or recording videos of Library staff or patrons is prohibited without their permission.
- Light snacks and beverages in containers with lids are permitted in the library, except at the computer workstations, where no food is permitted.
- Please use soft voices when talking to other customers and library staff. Loud talking disturbs others. Please set cell phone ringers to vibrate or silent mode when in the library. Please talk softly when on a cell phone and keep phone conversations brief. If a phone conversation becomes loud or longer in duration, you may be asked to move to the lobby or other designated area to conclude your call. Please use courtesy when operating library equipment.
- Use of abusive or foul language will result in immediate dismissal from the library.
- Unruly conduct is annoying to other patrons, dangerous, and will not be tolerated.
- Furniture and facilities including those in the children's areas should be used for their intended purposes.
- Destroying, defacing, soiling, or stealing library property is not permitted. Illegal activities will be reported to the police.
- Seating at tables is limited to four people. A maximum of two people are allowed at each computer workstation and in each study room at one time unless special arrangements have been secured.
- Courtesy telephones are available for public use at each library.
- Shirts and shoes must be worn in the building.
- Soliciting, selling, and proselytizing are not permitted in the library.
- Intimidation or harassment of other people in the library will result in immediate dismissal. Incidents of fighting will result in law enforcement being contacted.
- Radios, MP3s, and other music players may be operated with headphones but must be inaudible to surrounding people.
- Guide dogs for the handicapped are permitted inside the library. All other pets are to remain outside the building.

- The library is not responsible for personal belongings left unattended.
- Smoking is not permitted in the building.
- We ask customers to exit the building at closing time. Please make transportation arrangements prior to closing.
- The library is not responsible for monitoring parking areas. For everyone's safety, skateboarding, roller blading, and other recreational activities are not allowed on library premises. Bicycles should be parked and secured in bicycle racks provided outside each building.
- Bathing, sleeping, or doing laundry is not permitted in the library.
- Customers with poor hygiene to such a degree that it creates a nuisance to others, damages library property, or disrupts library service shall be required to leave the building.

Library Services/Community Relations Policy 6.14

Adopted September 9, 1996

Motion 128-96

Exhibit/Display Policy

As part of its public service and information mission, the Library provides space in each agency for displays and exhibits. Such exhibits may be provided from the Library's own collections and/or services or through those of other community agencies or individuals. Public use of such space does not imply library endorsement of the subject or position promoted by the exhibit or display.

Requests for exhibition space are coordinated by the public relations department in consultation with the Library Manager. Selection and duration of the exhibit are also at the discretion of the public relations department. Library-sponsored or co-sponsored exhibits take precedence over other exhibits. Exhibits solely for the purpose of commercial gain are prohibited. The Library will not engage in the selling of items for exhibitors.

When display space is made available to the public, such space will be provided on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting exhibit space. A request for a display focusing on a public issue must indicate that all aspects of the issue will be presented in an equal manner. The Director will determine whether or not the proposed display is balanced.

Willoughby-Eastlake Public Library is not liable for loss in excess of the limits stipulated in the current insurance policy for any materials temporarily placed in the Library for display or exhibition purposes. Each item and its estimated value must be listed on the Exhibit Agreement form. In the event of a loss, the settlement by the insurance company, less the applicable deductible will constitute settlement in full and the Library will be relieved of any further claim or liability with respect to loss incurred.

Exhibitors are responsible for the installation and removal of all exhibit materials.

Library Services/Community Relations Policy 6.15

Adopted April 17, 2006

Motion 37-06

Revised March 15, 2010

Motion 32-10

Bulletin Boards

The Library makes bulletin board space available to area organizations for posting notices of educational, cultural, intellectual, or charitable activities and events. When space is limited, priority may be given to notices of agencies and events within the seven communities that comprise the Library's service area.

Materials for bulletin boards must be submitted to the Library Manager for posting. Maximum size for items to be posted is 8.5 X 14 inches. Materials must be ready to post with no assembly or printing required. Email submissions will be discarded, and sender notified of bulletin board policy.

Notices of events will be posted no more than one month before the event and will be removed the day after the event takes place. Ongoing postings, for example, promoting services rather than specific events, will be displayed for a maximum of one month. The library will discard outdated postings.

The views expressed by such postings do not necessarily reflect the views of the Library, nor does the Library endorse the posted activities, events, or their sponsors.

Library Services/Community Relations Policy 6.16 Adopted April 15, 2019 Motion 34-19

Passport & Photo Services Policy

Willowick Public Library is an official Passport Acceptance Facility for the U.S. Department of State. The Library has the responsibility of accepting applications and preparing them for consideration by the U.S. Department of State. The U.S. Department of State has the sole responsibility of examining applications and issuing passports. The Library also provides passport photo services.

Service is on a first-come, first-served basis and available the following times:

Monday-Thursday, 10:00 a.m. - 8:00 p.m.

Friday-Saturday, 10:00 a.m. - 4:00 p.m.

Sunday-not available

An applicant may be asked to return at another time if the passport acceptance agent cannot complete an application prior to closing.

Applicants for new passports must apply in person and are required to bring the following:

- A completed unsigned application for passport (Forms DS-11) filled out in black ink
- Proof of U.S. citizenship
- Current proof of identity
- One passport photo

Additional documentation is required for minors under the age of 16.

There are several different passport fees that may apply. Some fees are paid directly to the U.S. Department of State and others are paid directly to Willoughby-Eastlake Public Library. Fees paid to the Willoughby-Eastlake Public Library include a \$35 execution fee and a \$10 passport photo fee.

Library Services/Community Relations Policy 6.17

Adopted September 19, 2016

Motion 85-16

Volunteer Policy on the use of Volunteers and Unpaid Interns

Types of Volunteer Opportunities

The Library offers two types of volunteer opportunities, both of which are not subject to any form of remuneration:

1. **Library Volunteer:** Public service work that falls outside the usual duties of our paid staff may be offered to a volunteer. Library Volunteers may be used for special events, projects, and activities, or on a regular basis to assist staff. Library Volunteers are selected on the basis of need and they are retained as long as the Library can use their services.

2. **Unpaid Intern (or Practicum Student):** Unpaid internships may be offered for students in the areas of Library and Information Science and Information Technologies. The primary goal of the unpaid internship is to provide beneficial job experience for the student. The Library works with area colleges and high schools to select candidates and identify suitable projects.

In appropriate circumstances, the Library may also recommend the Willoughby-Eastlake Public Library Boosters as a source for volunteer opportunities.

Applying to be a Library Volunteer

A person over the age of 14 who would like to volunteer at the Library must complete a volunteer application. Prior to being offered a volunteer position, prospective volunteers 18 years and older will be required to complete a criminal background check.

Participation as a Volunteer

Volunteers are required to conform to all of the policies of the Willoughby-Eastlake Public Library as well as all applicable laws and regulations.

Volunteers are not employees, and therefore are not entitled to any employment benefits, and are not covered by the Library's workers' compensation coverage.

Volunteers may apply for paid positions under the same conditions as outside candidates.

The Library ensures that critical functions of the Library are not dependent on volunteer work.

Library Services/Community Relations Policy 6.18

Adopted July 15, 1996

Motion 87-96

Revised May 19, 2014

Motion 58-14
Revised January 19, 2015
Motion 7-15
Revised October 16, 2017
Motion 76-17
Revised February 17, 2020
Motion 24-20

Meeting Room Policy

The meeting rooms of Willoughby-Eastlake Public Library are available for use by non-profit, educational, cultural, and civic groups within Lake County when the room is not being used for library activities. Meetings and programs must be free of charge. Events that are open to the public are given priority for meeting room space. Meeting space is available at the Willowick Library for social events and personal gatherings, such as birthday parties or baby showers.

The Library does not advocate or endorse the viewpoints of any group or individual. Meeting use shall not be publicized in such a way as to imply Library sponsorship.

Meeting rooms are available only when the library is open. Meeting room use, including clean-up, must end 15 minutes before the library's closing time. A group using a meeting room may rearrange furniture but must return the room to its original condition. Light refreshments may be served. All supplies are furnished by the group. The Library does not supply storage space for supplies. Alcoholic beverages, smoking, gambling, and games of chance are prohibited. The Library reserves the right to charge a fee for damage to or loss of library property, contents, or grounds. Capacity is regulated by fire code.

Groups may request use of the meeting room on a regular basis for a period of four months at which time an application for renewal of meeting room space must be made. Renewal of meeting room use is contingent on the meeting room space needs for library activities and other community groups. One-time programs will be scheduled up to one year in advance. The Library Board of Trustees reserves the right to limit the frequency of use of its meeting rooms; to cancel reservations and to review any or all applications before granting approval.

Meeting room programs must not interfere with library operations. The Library is not liable for injuries to people, damage to property, individuals or organizations using the meeting rooms.

Meeting rooms are not available for for-profit programs or organizations, except for the following: at the Library Manager's discretion, a for-profit organization offering a free service may be permitted to use meeting room space if the event is open to the public, and not for direct financial gain. Business name affiliation may be given, but advertisements may not be made or implied.

A parent or guardian must be present at all meetings of groups representing minor children. Children are not to be left unattended outside the meeting room. Messages from the circulation desk are conveyed only in an emergency.

Organizations presenting programs or conducting business meetings may wish to limit public comments during all or part of their meeting or programs. Any such limitations should be announced at the beginning of the meeting and should in no way interfere with the public's ability to attend, observe, or listen to the program.

Education courses conducted by non-profit agencies may charge fees for learning materials or course credits, but the program must be open for observation to members of the public who do not pay fees.

Use of Willowick Meeting Room for Social Events and Personal Gatherings

Depending on availability, all or one half of the dividable meeting rooms at the Willowick Library may be reserved for social events and personal gatherings.

The Library gives priority first to library use, second to use by educational/cultural/civic groups at no cost, and third to social events and personal gatherings.

Fees

The full meeting room may be reserved for a two-hour minimum for \$40. Additional hours are \$20 per hour (\$15 for the last forty-five minutes before the library's closing time).

The initial two-hour rate for one half of the room is \$20. Additional hours are \$10 per hour (\$7.50 for the last forty-five minutes before the library's closing time).

Cancellations

A full refund will be given if cancellation is received no later than 48 hours before the room reservation date. If the reservation is cancelled within 48 hours of that date, no refund will be given.

Library Services/Community Relations Policy 6.19

Adopted October 21, 2019

Motion 87-19

Notary Services Policy

Several staff members at each of the four libraries are trained and certified to provide notary service. This service is provided to the public free of charge, on a walk-in basis, and with no appointment required.

Library Services/Community Relations Policy 6.20

Adopted February 17, 2020

Motion 26-20

3D Printing at Eastlake Library Policy

3D printing will be conducted by trained Library staff using library-owned materials, according to the following terms:

- Patrons with a WEPL card in good standing may submit an electronic file in stl format to be printed.
- Maximum object size is 6 inches by 6 inches by 6 inches or 8 hours.
- Cost is \$1.00 per hour the library will round to the ¼ of an hour. (including time spent on failed prints)
- The patron is responsible for object design. Staff will not edit files beyond re-sizing and adding supports. Staff will leave supports on the finished print for the patron to remove.
- Staff will make 3 attempts to print. After those attempts, we will email you that the print failed. You will be charged for time spent.

- The Library cannot guarantee object quality or stability, or confidentiality of designs. The Library is not liable for objects which prove to be functionally faulty, defective, or unsafe in their use.
- The Printer has 3 resolution settings: Draft= .3 mm layers, standard = .15 mm layers, and detail = .1mm layers.

Staff reserves the right to reject any objects which are:

- Prohibited by local, state, or federal law.
- Unsafe, harmful, dangerous, or poses an immediate threat to the well-being of others.
- Obscene or otherwise inappropriate for the Library environment
- In violation of another's intellectual property rights.

Library Services/Community Relations Policy 6.21

Adopted July 17, 2023

Motion 57-23

Little Free Pantry at the Willoughby Library Policy

A Little Free Pantry, located at the Willoughby Library, includes non-perishable food and personal necessities. All items, which are supplied by volunteer donors, are reviewed by Library staff prior to placement in the Pantry. All food items must be canned or sealed and must conform to shelf-life policies established by the Cleveland Food Bank.

Circulation Policy Section 7

Circulation Policy 7.1

Adopted April 14, 1997

Motion 63-97

Revised April 12, 1999

Motion 53-99

Revised September 17, 2007

Motion 70-07

Revised January 25, 2016

Motion 6-16

Revised September 18, 2017

Motion 67-17

Revised September 17, 2018

Motion 69-18

Lost Materials and Refunds

Customers are responsible for items on their library card. Some items may require an additional Borrower Agreement to be signed & completed at the time of check-out of the item.

Library materials that are borrowed but not returned after twenty-eight (28) days are assessed lost fines per item to the customer as explained below.

The list price of the item is charged. 'List price' refers to the retail price charged at the time the bibliographic record was initially created for the item. If a list price does not appear on the bibliographic record or is not available at the time of inventory, a default price will be charged. 'Default price' represents a typical or average price for similar items. Paperback copies which are inventoried against hardback records are assessed the retail price charged at the time the Library purchased each individual paperback.

The Library, wishing to maintain high standards of physical quality for materials in its collection, can accept similar substitutions in lieu of payment for a lost item, pending management's approval.

When a customer pays for an item which is owned by the Willoughby-Eastlake Public Library, a receipt will be issued to the customer. Partial payment for a lost item is not acceptable; full payment must be made for each lost item. The customer may obtain a refund under the following conditions:

- The customer must present the lost item(s) listed on the receipt along with the matching receipt
- The amount of the items must total \$10.00 or more
- Refunds will only be issued for a period of three (3) months following the date of payment for the lost item(s)

The payment will be forwarded to the owning library. It is the responsibility of the customer to contact the owning library if that item is later found.

Circulation Policy 7.2

Adopted April 12, 1995

Motion 53-99

Revised June 12, 2000

Motion 89-00

Revised February 18, 2008

Motion 17-08

Revised September 15, 2008

Motion 82-08

Revised March 21, 2022

Motion 1-22

Revised June 27, 2022

Motion 46-22

Library Cards

By contractual agreement, the Willoughby-Eastlake Public Library participates in CLEVNET, the computerized circulation system and online public access catalog of Cleveland Public Library. As a member of CLEVNET, the Library requires its customers to have a valid CLEVNET library card in order to check out materials.

There is no charge to get a library card if you are a resident of Ohio. In order to get a library card, a current state of Ohio issued picture ID such as a driver's license, with the patron's current address on it, is preferred. If a patron does not have a current state of Ohio issued picture ID, two current forms of proof of identity are required. This can be a school or work ID, bank statement, utility bill, lease or other

identification judged acceptable by the Head of Circulation, Manager, Assistant Manager, or person in charge. Proof of current address must be presented. If a utility bill, bank statement, or something similar is used as proof of identity, it must be no older than 4 months.

A signature of a parent or guardian is required for children under 18. The parent or guardian is responsible for the appropriateness of materials used by the child, including electronic information, and for payment of charges incurred with the card. The parent/guardian will receive a letter advising him/her of these responsibilities when the application for a child's library card is made.

(Effective 9-1-22) Once juvenile cardholders reach the age of 18, the parent/guardian remains responsible for any fines and fees that have accumulated on the library card and such fines and fees will be transferred to the library card and/or account of the parent/guardian who has signed for the child's library card.

Out of state and/or temporary residents must have a local address in the Willoughby-Eastlake or surrounding communities in order to obtain a library card. They must also present a form of identification showing their current permanent address.

Local residents who use a post office box number must present two (2) forms of identification: one showing their post office box number and another showing their current home address.

In order to maintain current information on cardholders, library cards expire after three (3) years and information in the patron database needs to be updated at this time. Cleveland Public Library purges the patron database of borrower records that have not had activity in three (3) years. This is done on an annual basis.

Listed below are general policies regarding the use of library cards:

- A library card is required to check out materials. Customers without a card in hand can either complete the library lookup form or present a driver's license to the circulation staff.
- Cardholders are responsible for all materials borrowed on their card. They should report lost or stolen cards immediately.
- Library card replacement fee is \$1.00.
- Cardholders should inform the Library of changes in address, e-mail address or phone number as soon as possible.

Circulation Policy 7.3
Adopted April 12, 1999
Motion 53-99
Revised July 14, 2003
Motion 81-03
Revised July 15, 2019
Motion 64-19

Staff Borrowing Privileges

All employees and members of the Board of Trustees of the Willoughby-Eastlake Public Library are encouraged to become library users and promote the use of the Library. To this end, all current employees and board members receive a 'staff' status on their record in the patron database.

In order to treat all staff and Board members fairly and equitably, and to avoid abuse of staff privileges, the following guidelines have been established. The term 'staff' refers to both current library employees and members of the Board of Trustees.

Borrowing materials

All new library materials shall be displayed for the public prior to circulation to staff. To protect against loss of materials, staff may not borrow items shelved in the Technical Services Department that are not yet inventoried or processed. No 'in-house' reserve lists shall be maintained just for staff. However, staff are welcome to browse the shelves for library materials to charge out. When staff members want to take materials home or off the public service area to read or view, the materials need to be checked out at the circulation desk to avoid confusion over the location or availability of the materials. For safety and security, no staff member should charge out materials to him/herself. Presenting a library card to the circulation staff is encouraged, but not required.

Renewals

Staff may renew materials without having the item(s) in hand. However, there should be no bulk renewals or overrides on renewal thresholds for staff or family members.

Returns

Staff should be diligent in returning library materials as close as possible to the due date. Keeping materials longer than the due date limits the availability of item(s) to the Library's customers.

Overdue Materials

All staff receive notices for overdue materials and are responsible for lost and damaged fees, as well as overdue fines. Once a staff member is delinquent, his/her borrowing privileges are temporarily suspended until the delinquency is cleared.

Other CLEVNET Libraries' Materials

Staff are welcome to borrow materials that are owned by other CLEVNET libraries; however, staff are expected to respect and follow the circulation policies of those libraries.

Resignation

Upon resignation, the "staff" status is removed from the employee or Board member's record in the patron database.

Returned Check Policy 7.4
Adopted July 13, 1998
Motion 79-98
Revised April 12, 1999
Motion 53-99

Returned Check Policy

Willoughby-Eastlake Public Library will accept personal checks in payment of customer fines and fees. It is the customer's responsibility, however, to be sure that there are sufficient funds to cover the check at the time of payment. No post-dated check will be accepted nor will requests to hold a check be allowed. If a check is returned by the bank, the customer will be responsible for the fee assessed by the bank, currently \$25.00, in addition to the original amount of the check. A note will be placed in the customer's record indicating the amount due and blocking further use of the library card.

These fees (the amount of the original check plus returned check fee) must be paid to the Library in cash or with a money order, at which time, upon notification by the circulation department, the original check will be returned by the Fiscal and Compliance Officer and library privileges will be restored. If the check is not made good within thirty (30) days, further action through the Prosecutor's office may be taken.

Circulation Policy 7.5
Adopted April 12, 1999
Motion 53-99
Revised January 24, 2000
Motion 23-00
Revised June 12, 2000
Motion 89-00
Revised February 12, 2001
Motion 24-01
Revised April 16, 2007
Motion 35-07
Revised May 19, 2014
Motion 58-14
Revised October 17, 2016
Motion 96-16
Revised March 20, 2017
Motion 25-17
Revised September 18, 2017
Motion 67-17
Revised February 19, 2018
Motion 18-18
Revised July 17, 2018
Motion 62-18
Revised May 20, 2019
Motion 47-19

Revised February 17, 2020

Motion 25-20

Revised July 20, 2020

Motion 67-20

Revised January 25, 2021

Motion 14-21

Revised May 17, 2021

Motion 53-21

Revised September 20, 2021

Motion 89-21

Revised March 21, 2022

Motion 20-22

Revised September 18, 2023

Motion 68-23

Loan Periods and Limits

- Books, spoken audio, music, launchpads, and board games circulate for twenty-one (21) days.
- Fast Favorites, video games and tablets circulate for fourteen (14) days.
- Magazines circulate for seven (7) days.
- DVDs and Blu-rays circulate for seven (7) days. DVD and Blue-ray sets circulate for 21 days.
- Hotspots and Chromebook/laptop bundles circulate for fourteen (14) days.
- Only two (2) No Hold video games may be checked out at one time.
- Only 1 tablet, Chromebook/laptop bundle and/or hotspot may be checked out to a cardholder.
- Games labeled as “14 days” may not be circulated through interlibrary loan. Older games are not limited to five and may be circulated through interlibrary loan.
- Tablets, Chromebook Bundles, and hotspots may not be circulated through Inter Library Loan. These items must be returned to the library where the device was checked out. They cannot be returned to other Clevnet libraries. Electronic devices should be returned directly to the Circulation Desk.
- Tablets and video games marked as non-holdable may only be circulated to Willoughby-Eastlake Public Library cardholders and may not be borrowed until thirty (30) days after a new card has been issued.
- Toys can be checked out for twenty-one (21) days. A maximum of three (3) toys can be charged out per family. These items must be returned to the library where the toy was checked out. Toys may not be requested through Interlibrary Loan.
- Program kits are designed to be used for multiple programs with the elderly, circulate for twenty-eight (28) days.
- Bike locks circulate for 3 days.
- Traffic cones circulate for 7 days.
- Auto diagnostic readers circulate for 7 days.
- Every library card holder is limited to 50 items or a value of \$1000 on his/her borrower record.

Circulation Policy 7.6
Adopted April 12, 1999
Motion 53-99
Revised March 13, 2000
Motion 48-00
Revised February 12, 2001
Motion 24-01
Revised April 16, 2007
Motion 35-07
Revised September 18, 2017
Motion 67-17
Revised January 25, 2021
Motion 14-21
Revised September 20, 2021
Motion 89-21

Renewals

Most items owned by the Willoughby-Eastlake Public Library may be renewed up to five (5) times.

The following may not be renewed:

- items on request
- new release DVDs & Videos, program kits, teacher kits and Fast Favorites
- tablets, Chromebook/Hotspot bundles and hotspots

An item owned by another CLEVNET library may be renewed if:

- the owning library allows renewals on that item
- the renewal limit for that item has not been reached
- there are no outstanding requests on that item

Items may be renewed in person or via the telephone. It is not necessary to have the item in hand to renew it. Items may also be renewed online with the following restrictions:

- Overdue items cannot be renewed online
- Delinquent borrowers cannot renew online

Circulation Policy 7.7
Adopted April 12, 1999
Motion 53-99
Revised March 13, 2000
Motion 49-00
Revised June 12, 2000
Motion 89-00
Revised April 16, 2007
Motion 35-07
Revised March 20, 2017
Motion 25-17
Revised July 17, 2018

Motion 62-18
Revised September 17, 2018
Motion 69-18
Revised December 17, 2018
Motion 116-18
Revised May 20, 2019
Motion 47-19
Revised January 25, 2021
Motion 14-21
Revised September 20, 2021
Motion 89-21

Fines and Fees

Overdue Fines

With certain exceptions, the Library does not charge overdue fines on items that belong to the Willoughby-Eastlake Public Library but does suspend borrowing privileges until late materials are returned.

Tablets	\$5.00	\$15.00
Hotspots	\$5.00	\$15.00
Chromebook/Hotspot Bundle	\$5.00	\$15.00
Toys	\$0.10	\$3.00
Bike Locks	\$1.00	\$3.00
Traffic Cones	\$1.00	\$3.00
Auto Diagnostic Reader	\$5.00	\$15.00

A library card with fines and/or other charges totaling ten dollars (\$10.00) or more is considered blocked. Only under special circumstances may a customer continue to charge out more materials if his/her accumulated library fines are higher than \$10.00. The Head of Circulation or the Library Manager at each facility are the only staff members who are allowed to make exceptions to the \$10.00 limit.

Each lost item must be paid in full so that the Library can issue a receipt to the customer for that item. Each damaged item must also be paid in full.

Miscellaneous Fees

Besides collecting money for overdue, lost, or damaged materials, circulation staff also collect/handle money for miscellaneous items. These include, but may not be limited to:

- Computer printouts
- Copy machine use
- The Library charges the cost to replace missing pieces and components when replacement parts are not available, the Library will charge for the replacement of the entire item.

Damaged Items

The customer is responsible for payment in full for damaged items that the Library feels can no longer be kept in the collection. However, the Head of Circulation, Managers, or Persons in Charge may make exceptions to this, depending on the extent of the damage, the age and condition of the item in question.

When the customer pays for the damaged item(s), it is withdrawn and given to the customer. Under no circumstances should an item be 'sold' to a customer who obviously wants to own the item.

A customer will be charged appropriately for minor damage to library materials that can be repaired and retained in the collection. Damaged item(s) that are held pending payment from a customer will be held for three (3) months, then discarded.

Circulation Policy 7.8

Adopted April 12, 1999

Motion 53-99

Revised December 20, 2010

Motion 112-10

Revised September 17, 2018

Motion 69-18

Revised December 17, 2018

Motion 116-18

Overdue Materials

The purpose of the overdue policy is to ensure that notification for overdue materials and collection of fines for overdue, lost, or damaged materials is handled in a consistent and equitable manner throughout the Library system.

Any item kept out past the due date is overdue. When a customer has five (5) or more items charged out past the due date, he or she immediately receives a "blocked" status on his or her record in the patron database and temporarily loses borrowing privileges at all CLEVNET libraries until the items are returned.

When an item is twenty-one (21) days past due, a notice is generated by Cleveland Public Library, sent to the appropriate Willoughby-Eastlake facility for verification, and then is mailed to the customer. This notice will be e-mailed to the customer, if the customer has selected e-mail as the preferred contact method. This notice is a courtesy to remind the customer of the outstanding materials he or she still has. This notice includes the price of the book which the customer must pay, if the item is not returned.

At the time the overdue notice is generated, the customer receives a "blocked" status on his or her record in the patron database for any outstanding item(s) having an accumulative value of \$10.00 or more. The customer temporarily loses borrowing privileges at all CLEVNET libraries until the items are either paid for or returned.

Circulation Policy 7.9

Adopted April 12, 1999

Motion 53-99

Revised September 17, 2018

Motion 69-18

Revised December 17, 2018

Motion 116-18

Overriding Items

In order to eliminate cumbersome financial paperwork to both the customer and Library staff, the override procedure will be considered for delinquent items that a customer knows that he/she has but has not returned. The monetary value of the items subject to overriding will be limited to fifty dollars (\$50). The circulation staff member will inform the customer that the Library will override the item(s) one time.

This will allow the customer the opportunity to charge out materials yet have time to look for and return delinquent item(s). The customer will be unable to charge out any other items until the delinquent materials are returned.

After the circulation staff member has notified the customer of the override, the circulation staff member will put a note on the customer's record indicating the item for which the override was given, date, agency, and staff initials. A sample entry is listed below:

"4/14/18 WEE/CL One Time override given for item 0000500764901"

The circulation staff member will remove the note upon the customer's next visit if the item(s) have been returned or the delinquent status has been satisfied in another manner (ex. Item was paid, or claims returned issued).

An override will not be given for materials with a 'claims lost' status.

Circulation Policy 7.10

Adopted April 12, 1999

Motion 53-99

Revised June 12, 2000

Motion 89-00

Claims Returned Items

In order to provide consistent public service for customers borrowing Willoughby- Eastlake Public Library materials, this 'claims returned' status policy is written with specific guidelines for staff to follow to protect the Library from abuse of this privilege.

The purpose of issuing a 'claims returned' status is to remove financial responsibility for library materials that customers believe they have returned.

The claims returned status shall be limited to ten (10) items per customer. Circulation support staff shall refer all claims returned situations to the Agency Head of Circulation who shall issue the 'claims returned' status after thorough investigation following written procedures and policy guidelines. When a claims returned status is assigned to an item, that item will be discharged from the customer's patron

record as soon as possible. The item will be marked as missing. In extenuating circumstances beyond the limits set forth by this policy, the customer may appeal to the Library Manager.

Circulation Policy 7.11

Adopted April 12, 1999

Motion 53-99

Revised June 12, 2000

Motion 89-00

Revised September 15, 2009

Motion 82-08

Revised July 20, 2009

Motion 59-09

Reserving and Requesting Materials via CLEVNET

Customers are able to request materials from any CLEVNET library by contacting Reference staff in the Library, or by placing requests online via the CLEVNET catalog. A valid CLEVNET library card is required to place reserves.

If the person picking up the reserve does not have the library card used to place the reserve, they must produce ID verifying that they are the person who reserved the item in order for the item to be checked out to them or be authorized to pick up the reserve by the card owner. This authorization must be stated in the notes field of the library card holder who placed the reserve, and ID must be produced verifying that the person picking up the reserve is authorized to do so.

CLEVNET restricts each customer to one request per title or bibliographic record.

The Willoughby-Eastlake Library restricts its card holders to fifty (50) requests at a time. The Library will notify customers by phone, or electronically (such as by e-mail) when the requested materials arrive. Materials will be held for five (5) to ten (10) business days.

The Library may refuse to send new or popular materials that are in demand by Willoughby- Eastlake customers to other CLEVNET libraries until the local demand subsides.

Circulation Policy 7.21

Adopted July 20, 2015

Motion 75-15

Revised September 17, 2018

Motion 69-18

Revised December 17, 2018

Motion 116-18

Revised October 17, 2022

WE3 Cards

The WE3 card is a way for children to take out books when there's a problem with obtaining a regular library card.

- Three books are allowed to be borrowed on this card.
- The card can only be used at WEPL libraries.
- No ID is required. The teen or child will have to give his or her birth date and contact information. No signature from the parent is required. The student is required to sign the application.
- No holds or requests are to be done for this card.
- Students have access to our databases and E-media resources for this card.
- At the Library's discretion, the Library may revoke the loan privileges if materials are not returned by the due date, or if privileges are being abused.

Circulation Policy 7.22
Adopted May 29, 2020
Motion 57-20

Online/Telephone Library Card Registration

The library allows patrons options to sign up for new library cards remotely, via the library's website or by calling any of the four locations. Once the borrower's information, including name, address, and phone number have been received, a card is created with the WE3 profile, which allows access to digital content, as well as the checkout of three books. This card is mailed to the patron, who may upgrade to full borrowing privileges by bringing necessary identification to the library in person.

Personnel (All Staff) Section 8 Policy 8.0
Approved June 8, 1998
Motion 70-98
Revised September 20, 2010
Motion 71-10

Family and Medical Leave Act ("FMLA") Policy

A. Introduction and Qualifying Reasons for Leave. The Library is committed to providing eligible employees with leave afforded under the Family and Medical Leave Act ("FMLA"). The provisions of this policy are intended to comply with the FMLA, as amended, and any terms used from the FMLA will be as defined in the Act or the U.S. Department of Labor regulations. Under the FMLA, an eligible employee will be entitled to unpaid, job-protected leave for certain qualifying family and medical reasons, military exigencies, and military care-giver reasons. Subject to requirements described in this policy, an employee may be eligible for leave for the following reasons:

1. Family and Medical Reasons. An employee may be eligible for up to twelve (12) weeks of unpaid leave for certain family and medical reasons as follows:
 - To care for the employee's child after birth, or placement in the employee's home for adoption or foster care.
 - To care for the employee's spouse, child or parent who has a serious health condition; or
 - For a serious health condition that makes the employee unable to perform the functions of her or his position.

2. Military Exigency. Eligible employees with a spouse, son, daughter or parent on active duty or call to active-duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week FMLA entitlement for certain qualifying exigencies such as attending military events and related activities; arranging for alternative childcare; addressing certain financial and legal arrangements; attending certain counseling sessions; and attending post- deployment reintegration briefings.

3. Leave to Care for Covered Service member. Eligible employees may take up to 26 weeks of leave during a single 12-month period to care for a spouse, child, parent or next of kin who is a covered service member. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list. This leave is only available during a single 12-month period. In no 12-month period may an employee's total FMLA leave exceed 26 weeks.

B. Eligibility. An employee is eligible for FMLA leave if he or she has been an employee of the Library for at least 12 months and has worked at least 1,250 hours during the 12- month period immediately preceding the leave. For purposes of determining FMLA eligibility, the Uniformed Services Employment and Reemployment Rights Act (USERRA) requires that a person reemployed under its provisions be given credit for time he or she would have been employed but for the military service. The employee's pre-service work schedule can generally be used to determine the number of hours that would have been worked during the period of military service.

C. Definition of "serious health condition". A serious health condition is defined as an illness, injury, impairment or physical or mental condition that requires:

1. Inpatient care (an overnight stay) in a hospital, hospice or residential medical care facility including any period of incapacity or subsequent treatment in connection with such inpatient care; or

2. Continuing treatment by a health care provider involving any of the following:

A period of incapacity of more than three (3) consecutive full calendar days that involves:

- one (1) treatment two (2) or more times, within 30 days of the first day of incapacity, unless extenuating circumstances exist, by a health care provider, by a nurse under direct supervision of a health care provider, or by a provider of health care services (e.g. physical therapist) under orders of, or on referral by, a health care provider when the first in-person visit takes place within seven (7) days of the first day of incapacity; or,
- treatment by a health care provider on at least one occasion within seven days of the first day of incapacity that results in a regimen of continuous treatment.

3. Any period of incapacity due to pregnancy or prenatal care.

4. Any period of incapacity or treatment for incapacity due to a chronic serious health condition.

5. Permanent or long-term conditions for which treatment may not be effective, or

6. Any period of incapacity to receive multiple treatments either for restorative treatment or for a condition that would likely result in a period of incapacity of more than three (3) consecutive calendar days in the absence of such medical treatments.

D. Restrictions on Leave where spouses are employed by the Library. Spouses employed by the Willoughby-Eastlake Public Library are jointly entitled to a combined total of twelve (12) weeks of family leave for the couple for the birth or placement of a child for adoption or foster care and to care for a sick parent with a serious health condition. Leave taken for the birth, legal adoption, or placement for foster care of a child must conclude within twelve (12) months of the birth or placement.

E. Twelve (12) Month Period Defined. When leave is taken to care for a covered service member, the calculation of the twelve-month period will begin on the date the employee first takes leave to care for a covered service member. For all other uses of FMLA leave, the twelve (12) month period will be a rolling twelve (12) month period measured backward from the date an employee uses any FMLA leave. Each time an employee takes such leave the remaining leave entitlement would be any balance of the twelve (12) weeks which has not been used during the immediately preceding twelve (12) months. For example, if an employee has taken eight (8) weeks of leave during the past twelve (12) months, an additional four (4) weeks of leave could be taken. If an employee used four (4) weeks beginning February 1, 2010, four (4) weeks beginning June 1, 2010, and four (4) weeks beginning December 1, 2010, the employee would not be entitled to any additional leave until February 1, 2011. However, beginning on February 1, 2011, the employee would be entitled to four (4) weeks of leave, on June 1 the employee would be entitled to an additional four (4) weeks, etc.

F. Intermittent/Reduced Leave Schedule. Subject to the limitations and certifications allowed by the FMLA, FMLA leave may be taken intermittently or on a reduced leave schedule under the following circumstances:

- To care for an employee's covered family member when medically necessary.
- For an employee's own serious health condition when medically necessary.
- For a birth or placement of a child for adoption or foster care within twelve (12) months of birth or placement upon the approval of the Library and subject to departmental needs.
- To care for a qualified service member when medically necessary.
- For leave due to qualifying exigencies.

"Intermittent leave" is taken in separate blocks of time due to a single illness or injury (i.e., leave for medical appointments, physical therapy, chemotherapy, etc.) spread over a period of time. "Reduced Leave schedule" is a leave schedule which reduces the usual number of hours per workweek or hours per day worked by the employee.

Leaves taken to care for an employee's covered family member, for the employee's own serious health condition, to care for a qualified service member, may be taken intermittently or on a reduced leave schedule when medically necessary, provided a health care provider certifies the expected duration and schedule of such leave and provided further that the employee gives the Administration Office at least 30 days advance written notice if the need for the leave is foreseeable based on planned medical treatment. When intermittent leave is needed for purposes of planned medical treatment, the employee must try to schedule treatment so as not to unduly interrupt the Library's operations.

The Library may temporarily transfer an employee on intermittent or reduced leave schedule to a vacant position (Bargaining unit employees will be transferred to another bargaining unit position) which the employee qualifies and at the equivalent pay, benefits, and other terms and conditions of employment by mutual agreement of the Library and the Union. Once the intermittent or reduced leave schedule has been completed, the employee must be transferred back to the same position that the employee held prior to taking the FMLA leave or to an equivalent position in terms of pay, benefits, and other terms and conditions of employment.

G. Substitution of Paid Leave. Employees must substitute available paid leave for any unpaid FMLA leave. Employees must use accrued paid leave benefits, if applicable, such as vacation, personal leave, and sick leave, except an employee may reserve up to twenty-four (24) hours of sick leave. The accrued paid benefits will be deducted from the maximum leave allowed under the FMLA. The unpaid FMLA leave will only become effective after all applicable paid benefits have been exhausted. FMLA leave may be used in one quarter (1/4) hour increments. The employee must notify the Administration Office if they want to keep twenty-four (24) hours of sick leave in reserve.

H. Request for Leave. Request for FMLA leave must be submitted in writing to the employee's Building Manager/Department Head at least thirty (30) days before the leave is scheduled to begin when the need for leave is foreseeable. When 30 days advance notice is not foreseeable, the employee must provide notice as soon as it is practicable and, absent unusual circumstances, must comply with the Library's normal call-in procedures for reporting absences.

I. Certification. The Library will require written certification, in forms substantially the same as those published by the U.S. Department of Labor, for all FMLA leaves. Employees must provide sufficient information for the Library to determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave.

1. **Military Exigency.** Employees requesting leave for a qualifying exigency shall complete and submit a Certification of Qualifying Exigency for Military Leave, on the form provided by the Library, including documentation requested therein.

2. **Medical Certifications.** The Library will require medical certifications for all other FMLA leaves. If the requested leave is to care for a spouse, child or parent who has a serious health condition or to care for a covered service member, the employee will be required to timely submit a health care provider's certification providing information as to the serious health condition and stating that the employee is needed to care for the family member. (Such leave requests must include a complete and sufficient certification on one of the following forms, as applicable: Certification of Health Care Provider for Family Member's Serious Health Condition or Certification for Serious Injury or Illness of Covered Service member for Military Family Leave). If the requested leave is because of a serious health condition of the employee, he or she will be required to submit a health care provider's certification providing information as to the condition and inability to perform one or more essential functions of the job. (Such leave request must include a complete and sufficient certification on one Certification of Health Care Provider for Employee's Serious Health Condition).

For leave taken because of an employee's own serious health condition or the serious health condition of a family member, the Library has the right to require the employee to obtain the

opinion of a second health care provider designated or approved by the Library in the event the Library has reason to doubt the validity of the written certification provided by the employee. The Library will pay the costs associated with obtaining the second opinion. If the second opinion is in conflict with the first, the Library may request, at the Library's expense, the employee to see a mutually agreed upon health care provider to give a final and binding opinion. Additionally, the Library may request subsequent re-certifications in accordance with the limitations set forth in the FMLA regulations.

J. Benefits. The Library will continue to pay the Library's portion of the employee's health care and life insurance plan during FMLA leave. Arrangement will be made for an employee to pay his or her share, if any, of health insurance premiums while on leave. An employee who does not return to work at the end of the leave will be required to repay the premiums paid by the Library to retain the employee's health care and life insurance during the unpaid portion of the leave unless the reason the employee does not return to work is due to the continuation, recurrence or onset of a serious health condition, or covered service member's serious injury or illness, which would otherwise entitle the employee to FMLA leave or other circumstances occur which are beyond the employee's control. An employee on the unpaid portion of FMLA leave does not accrue sick leave or vacation leave. However, seniority for bargaining unit employees will continue to accrue. An employee's use of leave cannot result in the loss of an employment benefit that the employee earned or was entitled to before using FMLA leave.

K. Return to Work. An employee seeking to return to work must present a health care provider's certification of ability to perform the essential functions of the position. This certification must be presented to the employee's supervisor or manager at least seventy- two (72) hours prior to the return date. An employee who takes an FMLA leave for the intended purpose of the leave shall be entitled, on timely return from the leave and completion of all required documentation, to be restored to the position of employment held by the employee when the leave commenced or to an equivalent position with the equivalent pay, benefits and other terms and conditions of employment.

Personnel Policy 8.1

Approved May 18, 2020

Motion 53-20

Revised January 25, 2021

Motion 13-21

Revised March 15, 2021

Motion 37-21

FMLA Leave Expansion and Emergency Paid Sick Leave Policy (Coronavirus)

Purpose

To comply with the Families First Coronavirus Response Act (FFCRA) and to assist employees affected by the COVID-19 outbreak with job-protected leave and pay, where applicable. Following an extension by the U.S. Government, this policy will be in effect from May 19, 2020, until September 30, 2021. Our existing FMLA leave policy still applies to all other FMLA-qualifying reasons for leave outside of this policy.

Expanded FMLA Leave

Employee Eligibility

All current employees who have been employed with the Willoughby-Eastlake Public Library for at least 30 days and are actively scheduled for work are eligible for leave under this policy.

Reason for Leave

Eligible employees who are unable to work (or telework) due to a need to care for their child when a school or place of care has been closed, or when the regular childcare provider is unavailable due to a public health emergency with respect to COVID-19.

“Child” means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is:

- Under 18 years of age.
- 18 or older and incapable of self-care because of a mental or physical disability.

“Childcare provider” means a provider who receives compensation for providing childcare services on a regular basis, including:

- A center-based childcare provider.
- A group home childcare provider.
- A family childcare provider (one individual who provides childcare services for fewer than 24 hours per day, as the sole caregiver, and in a private residence).
- Other licensed provider of childcare services for compensation.
- A childcare provider that is 18 years of age or older who provides childcare services to children who are either the grandchild, great grandchild, sibling (if such provider lives in a separate residence), niece or nephew of such provider, at the direction of the parent.

“School” means an elementary or secondary school.

Duration of Leave

Employees will have up to 12 weeks of leave to use from April 1, 2020, through September 30, 2021, for the purposes stated above. This time is included in and not in addition to the total FMLA leave entitlement of 12 weeks in a 12-month period.

For example, if an employee has already taken 6 weeks of FMLA leave, that employee would be eligible for another 6 weeks of FMLA leave under this policy.

Increments & Intermittent Use of Leave

Employees may take expanded FMLA leave intermittently and in any increment agreed to with their manager. For example, an employee may only need 4 hours per day of leave to care for his or her child or may only need to do so on Tuesdays and Thursdays. Managers and employees are expected to be flexible in scheduling wherever possible.

Pay During Leave

Leave will be unpaid for the first two weeks (up to 80 hours) of leave; however, employees may use accrued paid leave during this time. The employee may also elect to use the paid leave provided under the Emergency Paid Sick Leave Act, as further explained below.

After the first two weeks (up to 80 hours), leave will be paid at two-thirds of an employee's regular rate of pay for the number of hours the employee would otherwise be scheduled to work. Pay will not exceed \$200 per day and \$10,000 in total, or \$12,000 in total if using emergency paid sick leave for the first two weeks. Any unused portion of this pay will not carry over to the next year.

Employees may also supplement the two-thirds pay with accrued company paid time off (PTO) not to exceed 100% of regular pay. For example, an employee may choose to use one-third of an hour of PTO for each hour of expanded FMLA leave taken to reach 100% of normal pay per hour.

Employee Status and Benefits During Leave

While an employee is on leave, the Library will continue the employee's health benefits during the leave period at the same level and under the same conditions as if the employee had continued to work. While on paid leave, the employer will continue to make payroll deductions to collect the employee's share of the premium. During any unpaid portions of leave, the employee must continue to make this payment per instructions from the Fiscal Office.

If the employee contributes to a life insurance or disability plan, the employer will continue making payroll deductions while the employee is on paid leave. During any portion of unpaid leave, the employee may request continuation of such benefits and pay his or her portion of the premiums, or the employer may elect to maintain such benefits during the leave and pay the employee's share of the premium payments. If the employee does not continue these payments, the employer may discontinue coverage during the leave. If the employer maintains coverage, the employer may recover the costs incurred for paying the employee's share of any premiums, whether or not the employee returns to work.

Procedure for Requesting Leave

All employees requesting FMLA leave must provide written notice of the need for leave to his or her manager as soon as practicable. Verbal notice will otherwise be accepted until written notice can be provided.

Notice of the need for leave must include:

- The name and age of the child or children being care for.
- The name of the school, place of care, or childcare provider that closed or became unavailable due to COVID-19 reasons.
- A statement representing that no other suitable person is available to care for the child or children during the period of requested leave. For children over the age of 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

On a basis that does not discriminate against employees on FMLA leave, the company may require an employee on FMLA leave to report periodically on the employee's status and intent to return to work.

Employee Status After Leave

Generally, an employee who takes FMLA leave will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. The Library may choose to exempt certain key management employees from this requirement and not return them to the same or similar position when doing so will cause substantial and grievous economic injury to the Library's operations. Key employees will be given written notice at the time FMLA leave is requested of their status as a key employee.

Please contact the Library Administration with any questions.

Emergency Paid Sick Leave

Eligibility

All current full- and part-time employees scheduled but unable to work (or telework) due to one of the following reasons for leave:

1. The employee is subject to a federal, state, or local quarantine or isolation order related to COVID-19.
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19.
3. The employee is experiencing symptoms of COVID-19 and seeking a medical diagnosis.
4. The employee is caring for an individual who is subject to either number 1 or 2 above.
5. The employee is caring for his or her child if the school or place of care of the child has been closed, or the childcare provider of such child is unavailable, due to COVID-19 precautions.
6. The employee is experiencing any other substantially similar condition specified by the secretary of health and human services in consultation with the secretary of the treasury and the secretary of labor.

"Child" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is:

- Under 18 years of age.
- 18 or older and incapable of self-care because of a mental or physical disability.

"Individual" means an immediate family member, roommate, or similar person with whom the employee has a relationship that creates an expectation that the employee would care for the person if he or she self-quarantined or was quarantined. Additionally, the individual being cared for must: a) be subject to a federal, state, or local quarantine or isolation order as described above; or b) have been advised by a health care provider to self-quarantine based on a belief that he or she has COVID-19, may have COVID-19 or is particularly vulnerable to COVID-19.

Furloughed employees are not eligible as there is no work available from which to take leave.

Amount of Paid Sick Leave

All eligible full-time employees will have up to 80 hours of paid sick leave available to use for the qualifying reasons above. Eligible part-time employees are entitled to the number of hours that are regularly scheduled.

Increments and Intermittent Use of Leave

For those not teleworking and currently working onsite, an employee may only take intermittent leave for reason 5 above, to care for his or her child when the school or place of care is closed, or the caregiver is unavailable due to COVID-19-related reasons. Per the regulations, as all other reasons for emergency paid sick leave could potentially expose an employee or others in the workplace to the virus, employees must either use the full amount of paid sick leave or use it in full-day increments until the reason for leave is over and it is safe for the employee to return to work.

Rate of Pay

Emergency sick leave will be paid at the employee's regular rate of pay, or minimum wage, whichever is greater, for leave taken for reasons 1-3 above. Employees taking leave for reasons 4-6 will be compensated at two-thirds their regular rate of pay, or minimum wage, whichever is greater. Pay will not exceed:

- \$511 per day and \$5,110 in total for leave taken for reasons 1-3 above.
- \$200 per day and \$2,000 in total for leave taken for reasons 4-6 above.

Interaction with Other Paid Leave

The employee may use emergency paid sick leave under this policy before using any other accrued paid time off for the qualifying reasons stated above.

Employees on expanded FMLA leave under this policy may use emergency paid sick leave concurrently with that leave. Emergency paid sick leave may also be used when an employee is on leave under traditional FMLA for his or her own COVID-19-related serious health condition or to care for a qualified family member with such a condition.

Procedure for Requesting Emergency Paid Sick Leave

Employees must notify their manager of the need and specific reason for leave under this policy. A form will be provided to all employees on the Library intranet (WEPLnet), and via email to employees requesting leave according to the FFCRA. Verbal notification will be accepted until practicable to provide written notice.

Documentation supporting the need for leave must be included with the leave request form, such as:

- A copy of the federal, state, or local quarantine or isolation order related to COVID-19 applicable to the employee or the name of the government entity that issued the order.
- Written documentation by a health care provider advising the employee to self-quarantine due to concerns related to COVID-19 or the name of the provider who advised the employee.

- The name and relation of the individual the employee is taking leave to care for who is subject to a quarantine or isolation order or is advised to self-quarantine.
- The name and age of the child or children being cared for; the name of the school, place of care, or childcare provider that closed or became unavailable; and a statement that no other suitable person is available to care for the child during the period of requested leave.
- For children over age 14, a statement indicating the special circumstances that require the employee to provide care during daylight hours.

Once emergency paid sick leave has begun, the employee and his or her manager must determine reasonable procedures for the employee to report periodically on the employee's status and intent to continue to receive paid sick time.

Carryover

Paid emergency sick leave under this policy will not be provided beyond September 30, 2021. Any unused paid sick leave will not carry over to the next year or be paid out to employees.

Job Protections

No employee who appropriately utilizes emergency paid sick leave under this policy will be discharged, disciplined, or discriminated against for work time missed due to this leave.

Please contact the Library Administration with any questions.

Personnel Policy 8.2

Adopted October 20, 1997

Motion 152-97

Revised June 11, 2001

Motion 59-01

Revised July 21, 2008

Motion 75-08

Revised September 20, 2010

Motion 72-10

Revised December 20, 2010

Motion 111-10

Revised February 19, 2018

Motion 18-18

Dress Code

All staff members are representatives of the Willoughby-Eastlake Public Library. The personal appearance of each staff member should project a professional image to reflect our commitment to excellence in public library service. Therefore, it is imperative that all staff members be neat and businesslike. In order to be most effective while serving the public, employees should avoid extremes in clothing and personal grooming.

Dress and Grooming Guidelines

- Clothing should be neat, clean, well fitting, in good repair and appropriate for assigned duties. Clothing with rips or tears is not acceptable.
- Shoes should be worn that are clean, practical, and safe for duties performed. Slippers, shower/beach style flip flops, and bare feet are not acceptable.
- Care should be taken to maintain high standards of grooming and personal cleanliness.
- Hair, including facial hair, must be kept neat and well groomed.
- Fragrances shall be used in moderation.
- Employees may be asked to remove facial piercings during work hours.
- While working outdoors, staff is permitted to wear hats or head coverings. Hats or head coverings may be worn indoors by staff for religious or medical reasons with prior approval from Supervisor/Manager.

Not acceptable attire for the Library

- Halter tops, tube tops, tops with spaghetti straps, or undergarments worn as outerwear
- Midriff exposure
- Clothing with printing and graphics, with the exception of clothing that includes the WEPL logo
- Coats, jackets, and other outdoor gear which has to be worn when working outside are exempt from this provision.
- Extremely short, tight, see-through, extremely loose fitting or low-cut clothing
- Undergarments should not be visible
- Obscene or offensive tattoos should not be visible

Occasional exceptions may be made to this dress code by the Director or her/his designee, and staff will be notified in advance of these exceptions.

The following are specific requirements or exceptions according to job classification:

Public Services, Managers, Collection Services, Communications & Development, and Administration

- Dress pants, khakis, or jeans that are in good condition (no rips or stains) are permitted. Shorts are not permitted.
- Printed shirts that advertise library programs may be worn at appropriate times
- Public Services Staff members, especially those in Children's and YA services, may have special exceptions to the dress code in association with library programs. Such exceptions must be approved by the department supervisor.

Maintenance, Materials & Processing, Interlibrary Loan, and Pages

- Shorts, which should be approximately knee length, can be worn.
- Safety gear and hard hats are provided for Maintenance staff by the Library and should be worn when necessary.

Personnel Policy 8.3
Adopted December 16, 1991
Motion 156-91

Employee Assistance Program

Willoughby-Eastlake Public Library recognizes that employees may encounter personal problems which may or may not affect job performance and which cannot be resolved alone or through normal supervisory assistance. Such problems may include mental or emotional illness; alcohol and chemical dependence; financial, family, marital or other problematic human concerns.

It is the policy of the Library to encourage employees to seek outside help and/or information concerning such human problems through the Employee Assistance Program (EAP).

An employee can seek assistance voluntarily or may be referred by a supervisor if the employee's problem is causing unsatisfactory job performance. All EAP counseling and records are confidential and not part of an employee's personnel records. Participants utilizing the service are expected to meet existing job performance standards. Sick leave may be used for any EAP session. An employee's job future or reputation will not be jeopardized by using this service.

All employees are enrolled and eligible to utilize this service.

Personnel Policy 8.4
Adopted April 14, 1997
Motion 65-97
Revised January 26, 2009
Motion 11-09

Professional Code of Ethics

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted.
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted June 28, 1997, by the ALA Council; amended January 22, 2008.

Personnel Policy, 8.41
Adopted April 16, 2012
Motion 44-12

Whistleblower and Fraud Reporting Policy

Purpose

It is the policy of the Willoughby-Eastlake Public Library that its operations are conducted according to the highest standard of integrity, and that its officers, directors, employees, consultants, volunteers, interns, vendors, and other agents observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the organization, all applicable laws and regulations must be followed, honesty and integrity must be practiced in fulfilling all responsibilities and all situations must be avoided that might conflict with responsibilities undertaken on behalf of the library. It is a federal crime for any organization – nonprofit or for-profit- to retaliate against a “whistleblower” who reports illegal, unacceptable, or suspicious activity (“Concerns”). The following is intended to encourage and enable the reporting of Concerns within the Foundation in order to prevent, detect and correct improper activities.

Scope

All officers, directors, employees, including temporary employees, consultants, volunteers, interns, vendors, and other agents are covered by the scope of this policy and its guidelines.

Policy

The objectives of the Whistleblower and Fraud Reporting Policy (“Policy”) are to establish policies and procedures for:

Reporting Concerns on a confidential, anonymous basis regarding:

- questionable accounting or auditing matters,
- violation or noncompliance with a state or federal statute, rule, or regulation,
- violation of Library policies and procedures, or
- unsafe working conditions or work practices in the exercise of Library business, either at the offices of the Library or elsewhere by employees, officers, directors, volunteers, or other agents of the Library.

- Receipt, retention, and treatment of complaints received by the organization regarding such Concerns; and
- Protection of anyone reporting Concerns in good faith from retaliatory actions.

A. Reporting Responsibility

It is the responsibility of all those noted in the Scope of the Policy to report questionable or improper accounting or auditing matters or other Concerns as described above.

B. No Retaliation

No officer, director, employee, including a temporary employee, consultant, volunteer, intern, vendor, or other agent who reports a Concern in good faith shall be subject to retaliation or, in the case of an employee, adverse employment consequences. Any individual who retaliates against someone who has reported a Concern in good faith is subject to discipline up to and including dismissal from the volunteer position or termination of employment.

C. Procedures for Reporting Concerns

1. Employees and Consultants - Whenever possible, an individual should seek to resolve Concerns by reporting issues directly to his supervisor. If, for any reason, the individual is uncomfortable speaking to his supervisor or does not believe the concern is being properly addressed, the individual should report the Concern directly to the Director. If the individual does not believe that these channels of communication can or should be used to express his Concern, the individual should report the Concern directly to a member of the Library Board's Audit Committee. Concerns may also be submitted anonymously in writing or via voice mail to an Audit Committee member. Contact information for the Director and a listing of Audit Committee members may be obtained by calling the Library at (440) 943-2203.

2. Officers, Directors, Interns, Volunteers, Vendors and Other Agents - Officers, directors, interns, volunteers, vendors, and other agents may report Concerns to the Director or directly to a member of the Library Board's Audit Committee. If the officer, director, intern, volunteer, vendor, or other agent is uncomfortable reporting to any of these individuals or is he does not believe the Concern is being properly address, the report should be escalated directly to the President of the Board of Trustees.

D. Handling of Reported Concerns - All reported Concerns filed in accordance with this policy will be investigated by the Library with due care and promptness. Matters reported internally without initial resolution will be investigated by the Director of the Library to determine if the allegations are true, whether the issue is material and what actions, if any, are necessary to correct the problem. The Library administration staff will issue a full report of all matters raised under this policy to the Audit Committee.

For matters reported directly to a member of the Audit Committee or the Director, the Audit Committee shall promptly acknowledge receipt of the complaint to the complainant if the complainant is known. An investigation will be held to determine if the allegations are true, whether the issue is material and what corrective action, if any, is necessary. Upon the conclusion of this investigation, the Audit Committee shall promptly report its findings to the Executive Committee of the Board.

The Audit Committee shall have full authority to investigate Concerns raised in accordance with this policy and may retain outside legal counsel, accountant, private investigators, or any other resource that the committee reasonably believes is necessary to conduct a full and complete investigation of the allegations.

E. Acting in Good Faith - Anyone reporting a Concern must act in good faith and have reasonable grounds for believing the information disclosed indicates an improper accounting or auditing practice, a violation of state or federal law, a violation of the Library's policies and procedures or another Concern described above.

The act of making allegations that prove to be unsubstantiated, and that prove to have been made maliciously, recklessly or with the foreknowledge that the allegations are false, will be viewed as a serious disciplinary offense and may result in discipline, up to and including dismissal from the volunteer position or termination of employment.

F. Confidentiality - Reports of Concerns, and investigations pertaining thereto, shall be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Disclosure of reports of Concern to individuals not involved in the investigation will be viewed as a serious disciplinary offense and may result in discipline, up to and including termination of employment.

G. Policy Distribution - This policy will be distributed to all officers, directors, employees of the Library.

Personnel Policy 8.5

Approved April 19, 1999

Motion 51-99

Approved September 19, 2016

Motion 84-16

Alternative Scheduling and Work Arrangements

The needs of the Library are the primary consideration in the scheduling of employees. The Willoughby-Eastlake Public Library permits supervisors to implement alternative scheduling patterns, which also meet the needs of the individual employee and the unique staffing needs of buildings and departments. All alternative work arrangements will be given reasonable consideration, but must be consistent, fair and be subject to the prior approval of the immediate supervisor, building manager and director. All unique scheduling patterns will be reviewed on a regular basis and may be revised or discontinued if conditions change or if the needs of the library are not being met.

The following guidelines have been recommended by the Labor/Management Committee for the purposes of alternative scheduling:

- In all circumstances, the staffing needs of the library must be met. Established patterns may be altered if scheduling needs dictate. Scheduler will seek permission of employee whose schedule may be changed.
- A consistent work schedule is defined as having a predictable pattern, and regular day off.
- Employees may work Friday and Saturday with another day off during the week if such a schedule can be accommodated.
- It is not necessary to work two nights per week if such a schedule can be accommodated

- Teamwork and cooperation by all staff members within each department will facilitate the scheduling process.
- An individual seeking accommodation of needs may have to give up something in the process. Individual needs/commitments are not limited to education.
- If it is found that a specific schedule arrangement is not in the best interest of the Library and/or staff involved, it will be revised.

Personnel Policy 8.7
Adopted June 8, 1998
Motion 69-98

Standards of Conduct

Groups of people who are working together for any purpose require certain guidelines pertaining to their conduct and relationships. Accordingly, employees of the Willoughby- Eastlake Public Library must be aware of their responsibilities to the Library, their co-workers, and the public.

The Library shall follow progressive discipline which shall generally include: 1) verbal warning; 2) written warning; 3) suspension or 4) discharge. Any disciplinary action will be based on an evaluation of all the facts including the nature and extent of the violation, previous conduct, and extenuating circumstances. Although the Library favors progressive discipline, nothing herein shall limit the right of the Library to use the disciplinary steps, consistent with requirements of just cause, up to and including immediate discharge, for any offense that is of such a nature that use of progressive discipline is not appropriate or warranted.

There is no way to identify every possible violation of standards of conduct. The following list is to be representative of the types of activities which may result in disciplinary action. It is not intended to be comprehensive.

Examples of circumstances which may result in progressive disciplinary action include, but are not limited to:

- Failure to follow library policies and procedures
- Failure to fulfill duties as assigned
- Chronic tardiness
- Excessive absence or poor work habits
- Inability to get along with patrons or staff
- Improper behavior toward library patrons or employees
- Unsatisfactory quantity or quality of work
- Employee conduct which is in violation of a generally accepted work or safety rule, but is not deemed sufficiently serious or offensive as to warrant immediate discharge
- Unauthorized possession of Library property

Examples of circumstances which may result in immediate disciplinary action, up to and including discharge, include, but are not limited to:

- Insubordination

- Falsification of Library records - including, but not limited to, employment application, time sheet, or timecard
- Theft, destruction of property, fraud, illegal gambling, carrying weapons or explosives, or violation of criminal laws on Library property
- Abusing, harassing, or threatening an employee or library patron
- Use of Library material, time, or equipment for unauthorized purpose, or for unauthorized personal use
- Possession, use or distribution of illegal or unauthorized drugs on Library property or on Library business
- Possession, use or distribution of alcohol on Library property or intoxication while on Library business

Personnel Policy 8.8

Adopted January 24, 2000

Motion 22-00

Revised October 8, 2001

Motion 95-01

Revised November 15, 2004

Motion 117-04

Revised September 17, 2007

Motion 70-07

Revised February 18, 2008

Motion 17-08

Revised June 18, 2012

Motion 60-12

Revised September 17, 2012

Motion 80-12

Revised October 15, 2012

Motion 96-12

Revised May 19, 2014

Motion 58-14

Revised September 19, 2016

Motion 85-16

Hiring Policy

Introduction

The Hiring Policies are statements of the Willoughby-Eastlake Public Library's commitment to meeting the informational needs of its residents of the community and providing quality customer service to any individual who uses its facilities. A capable, knowledgeable, and service-oriented staff is necessary to meet these needs. The recruitment and hiring of such staff in a fair and consistent manner is the goal of the Library.

Compliance with Federal and State Laws

In compliance with Federal and State equal employment opportunity laws, qualified applicants are considered for all positions at the Willoughby-Eastlake Public Library without regard to race, religion,

sex, national origin, age, marital status, or the presence of a non-job-related medical condition or disability.

Employment of Relatives

The Library has no general prohibition against hiring relatives. However, a few restrictions have been established to help prevent problems of safety, security, supervision, or morale.

While the Willoughby-Eastlake Public Library will accept and consider applications for employment from relatives, members of an employee's immediate family* will not be employed in positions where they will work in the same managerial structure as their relative(s).

Further, such relatives will not work with or have access to sensitive information regarding an immediate family member unless prior permission has been granted by the family member.

Appointment of members of the immediate families of the Board of Trustees is prohibited.

** Immediate family is defined as the spouse, child, parent, grandparent, grandchild, sibling of any current staff or trustee; the spouse's child, parent, grandparent, grandchildren, sibling, and any relative regularly and routinely residing in the employee's home.*

Applications

The Willoughby-Eastlake Public Library accepts applications only for posted or advertised openings. In the event that applications are received when no current positions are available, applicants are notified of this fact by mail, and are advised to watch for postings and advertisements for specific positions and to reapply then.

The application form contains:

- An authorization for the Library to make such investigations and inquiries into an applicant's employment and other related matters as may be necessary in arriving at an employment decision
- A statement that answers given on the application form are true and complete. In the event of employment, false or misleading information given on the application or in the interview(s) may result in discharge
- A statement that employment is contingent upon the applicant's ability to comply with the Immigration and Naturalization Service regulations establishing the applicant's identity and right to work in the United States
- An agreement to conform to the rules and regulations of the Willoughby-Eastlake Public Library, and an understanding that nothing contained in the application or in the granting of an interview creates a contract between the applicant and the Library for either employment or the provision of benefits

Recruitment

Bargaining Unit Positions

The Library posts current job vacancies in accordance with the terms of the contract between the Willoughby-Eastlake Public Library and Service Employees International Union, WEPL District 1199, Article XIV JOB CHANGES AND POSTING.

Non-Bargaining Unit Positions

The Library advertises non-bargaining unit positions simultaneously in-house and externally with the goal of selecting the most qualified candidate to fill the vacancy.

Advertisements for Vacancies

To be considered an applicant, an individual must comply with the Library's application procedures, including meeting deadlines for submission of all required documentation.

Job applications in the Library's active file are reviewed for qualified and interested applicants. If there are no acceptable candidates for interview or the pool of applications on file is too small, then the Library advertises vacancies to the public.

The methods of advertising job vacancies to the public vary according to the positions, with professional positions receiving the most-wide range publicity. All positions that are offered to the public are listed on the Library's web page and on the public bulletin boards in each of the agencies.

Applications or resumes received after the deadline for posted positions will not be considered for the current vacancy. They will be kept with applications of other applicants who are not hired as documentation of failure to submit the application in a timely fashion. Applicants will be informed in writing that their applications were received after the deadline.

Employment Interviews

Committees

Employment interviews are conducted by interview teams of two to three staff members. At least one staff member is a member of the management team. Depending upon the position, the members of the interviewing team may be composed of all managerial or Administrative staff. The Library may ask individuals with specialized expertise to assist in the interview process as needed.

The interview committee establishes a list of criteria for selection and reviews each application in light of the criteria. At least three candidates, if possible, are contacted for an interview.

Interview

The Library uses standardized interview questions for each job classification or position to ensure fairness and consistency. The interview questions are reviewed annually and revised as needed. Depending on the position, the interview may also include a test or a presentation of samples of work.

Telephone interviews are done primarily to screen out of town applicants for managerial or administrative positions. The Library may reimburse part or all of the out-of-town interviewee's travel expenses on a case-by-case basis and will arrange for accommodations if needed.

Educational, Reference and Background Checks

The interview committee evaluates the performance of each applicant using standardized evaluation forms. The committee checks employment references of the candidate(s) they wish to recommend for hire. In the case of high school students, references at school, such as a home room teacher, should be checked in preference to personal references. Except for High School students, the Library Administration will conduct background checks on candidates for hire. Additionally, employment for Administrative staff who routinely handle library funds is contingent upon the ability to be bonded. Employment for positions requiring the use of the library vehicle is contingent upon verification of a safe driving record.

The Library requires documentary proof of educational attainment from candidates for hire. Candidates for hire will be advised that their employment is contingent upon receipt of this proof.

The Library requires high school students to provide a letter from their school indicating that they have been granted a work permit. This letter must be received prior to hiring a student and establishing a date to begin work.

Notification

Successful Candidate

Upon completion of the interview and reference checks, the Manager makes a hiring recommendation to the Director. For all positions except Page, the appropriate Manager notifies the successful candidate. The Assistant Manager notifies the page to be hired. The method of communication is usually a telephone call, which is followed by a confirmation letter. Successful candidates must provide written acceptance of the employment offer.

Candidates for hire will be advised that their employment is contingent upon completion of a background check.

Unsuccessful Candidates

All unsuccessful candidates, whether interviewed or not, are notified by mail or email. The manager also has the option to notify unsuccessful candidates by telephone or in person, when deemed more appropriate (for example: internal candidates).

Records Retention

Employment applications and interview records are kept in an active file for six months then are placed in an inactive file for eighteen months, provided they have been audited.

Employment Status at Hire

Bargaining Unit Positions

The Library provides a six-month probationary period in accordance with Article Xffl PROBATIONARY PERIOD, of the contract between SEIU/WEPL District 1199 and the Library.

Non-Bargaining Unit Positions

All non-bargaining unit members are 'employees at will' when hired. Employees are free to resign at any time. Similarly, the Library is free to conclude the employment relationship at any time. The training period is six months.

Personnel Policy 8.9

Adopted June 11, 2001

Motion 59-01

Revised May 19, 2014

Motion 58-14

External Substitutes

In the interests of maintaining adequate levels of customer service, the Library will make reasonable efforts to recruit and hire external substitutes to supplement its in-house pool of substitutes. External substitutes are excluded from the bargaining unit, and do not earn any benefits, but contribute to the Public Employees Retirement System. External substitutes will be paid at the same rate of pay as newly hired bargaining unit members in the same job classification (Step 1).

The Library will use external substitutes in accordance with the Union Contract, Article XIII, Staffing, 13.04 Substitute Policy.

Personnel Policy 8.10

Adopted October 8, 2001

Motion 95-01

Ohio Public Librarian Certification Program

The Willoughby-Eastlake Public Library supports the Ohio Public Librarian Certification Program and encourages its professional staff to seek certification. To assist professional staff in obtaining initial certification, the Board of Trustees will pay the application fee for any professional librarian on staff who meets the necessary requirements. The Librarian must submit the application form and appropriate documentation to the Administration Office. The Administration Office will, in turn, submit the paperwork and payment to the Ohio Library Council.

The Library also encourages its professional staff to seek recertification. Each professional librarian is responsible for meeting the necessary requirements and keeping track of his/her continuing education credits, which must be submitted to the Administration Office with the application for recertification. The Board of Trustees will pay for recertification for any professional librarian who meets the necessary

requirements. The Administration Office will submit the paperwork and payment to the Ohio Library Council for the professional librarian.

Personnel Policy 8.11
Adopted July 18, 2005
Motion 68-05
Revised March 16, 2020
Motion 32-20

Travel Policy

The Library reimburses employees and trustees for the additional expenses incurred in the course of approved travel on library business.

General Standards:

Travel arrangements should be made on the basis of the most reasonable and appropriate method and rate. Employees are responsible for exercising good judgment in requesting, arranging, and making the trip.

Only expenses for approved Library-related travel will be reimbursed. If the employee takes time away from Library business for personal matters, if arrival is delayed before the beginning of the event, or if the return is delayed after completion of the event, expenses incurred for personal business will not be reimbursed. Prior approval is required for combining Library business and personal travel in this manner. Additional time for personal travel will be counted as vacation time and any expenses beyond the actual costs for legitimate Library travel are the responsibility of the employee.

Approval:

Prior approval is required for travel involving registration fees, overnight stays, meals, and transportation expenses other than simple mileage/parking reimbursement.

Reservations:

Hotel, air transportation and other arrangements must be based on the best interests of the Library, rather than on personal incentives, such as frequent flyer miles or preferred customer points. The choice should be based on safety, cost, and convenience.

Lodging:

The Library reimburses for single rooms at the "government rate," if available.

If an employee is accompanied by a spouse or other family member, the employee is responsible for the cost for the additional guest.

Cancellations:

When a reservation is unused and cannot be reasonably cancelled, the library reimburses the cost of the lost deposit/fee only if the Library is satisfied that the failure to use or to cancel was unavoidable.

Meals:

The library reimburses the cost of meals only when an overnight stay is necessary unless the meal cost is included as part of the event.

The library reimburses the actual cost of meals upon presentation of original receipts for those meals. When some meals are provided as part of the event, the per diem maximum is reduced accordingly. The per diem rates for locations in Ohio are breakfast \$15.00, lunch \$16.00 and dinner \$27.00. For events outside Ohio, the library reimburses the actual cost of meals according to the rates given by the U.S. General Services Administration (GSA). The GSA lists these rates, by city and state, on its website at gsa.gov.

Conference meals that are an integral part of the conference are reimbursable at actual cost. Meals must be provided as an organized activity for all participants. When meals are included in meeting registration fees, duplicate meals shall not be reimbursed.

Tips, up to 15% of the meal cost are reimbursable, in addition to the actual cost of the meal, without receipts.

Costs for entertainment and alcoholic beverages are not reimbursable.

Transportation:

Means of transportation shall be selected on the basis of the most reasonable and appropriate method taking into account distance, time, and total costs.

The library ordinarily reimburses mileage to/from the library to the event. The mileage form includes a list of distances to common library destinations (nearby libraries and frequently- visited cities). Employees who work at the Eastlake City Hall are required to use the library-owned SUV if it is available. Mileage will only be paid to employees who work at the Eastlake City Hall in cases that the SUV is not available. Employees who do not work at Eastlake City Hall are encouraged to reserve the SUV for events beneficial to and outside the WEPL libraries.

Employees should carpool whenever reasonable.

Mileage reimbursement is intended to cover the cost of the additional mileage incurred in travel. The Library reimburses employees at the current Standard Federal Mileage Rate set by the Internal Revenue Service for actual miles driven minus their usual commute distance.

Gasoline, damages, service, and repair to a private vehicle are the employee's responsibility, as these costs are included in the per-mile rate.

When employees meet at a third location to carpool, the library will reimburse mileage in excess of the employees' usual commute to/from that location for all carpoolers.

When the employee chooses a more costly means of travel (e.g., driving rather than air fare), the library reimburses up to the cost of the more economical means.

The Library reimburses the actual cost of parking, taxis, and other miscellaneous travel expenses, upon presentation of original receipts.

Personnel (All Staff) Policy 8.12

Approved: July 17, 2006

Motion 65-06

Driving

Employees who regularly drive library vehicles (including, but not limited to, custodians, outreach, and home delivery staff) must maintain a driving record acceptable to the library's auto insurance company.

Employees who drive their own vehicles on library business are required to maintain auto insurance in keeping with Ohio law.

Personnel Policy 8.13

Approved July 20, 2009

Motion 60-09

Storage, Use and Distribution of Personal Information

In the course of business, the Library must collect sensitive and private information about its employees. Only information that is necessary and relevant to the functions of the Library will be collected and maintained. Confidential personal employee information is not stored on any computer system to which non-authorized employees hold access.

The Fiscal Officer is directly responsible for the payroll/personnel system. Employees who have access to this system must protect the information from unauthorized modification, destruction, use, or disclosure. Medical information and social security numbers are not subject to Ohio Open Public Record law.

Employee information in the shared Clevnet library database is not to be modified, used, or disclosed for any unauthorized reason by any library employee.

Unauthorized access or use of personal employee information will result in immediate disciplinary action, up to and including discharge.

Personnel Policy 8.14

Approved February 21, 2011

Motion 21-11

Approved April 18, 2016

Motion 45-16

Name Tags

Each Library employee shall wear a name tag identifying the individual as a Library employee. The listing of the name and/or position is optional for bargaining unit employees. The Library shall provide generic name tags for those employees who have forgotten their name tags.

Employee name tags are the property of the Library. Only Library supplied accessories, such as recognition pins may be placed on the employee's name tag. Employees may attach name tags directly

to the clothing or use a lanyard that is supplied by the library. If an employee elects to use a lanyard to hold her/his name tag, the lanyard must not interfere with her/his work and must meet the guidelines of the employee dress code. Only Library supplied accessories may be placed on the name tag lanyard.

Personnel Policy 8.15

Adopted September 17, 2012

Motion 79-12

Safe Harbor

The Library makes every effort to pay its employees correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to the Library's attention, the Library will promptly make any corrections necessary. Please review your pay stub when you receive it to make sure it is correct. If you believe a mistake has occurred or if you have any questions, please contact the Fiscal and Compliance Officer. If the Fiscal and Compliance Officer fails to address your question or correct a mistake on your paycheck, you may contact the Director for assistance.