

Penn Yan Public Library General Policy

Contents

External Policies

0.1 Temporary Covid Reopening Policies 8/20/20, 7/15/21, 8/19/21, 5/19/22

1. Mission and Philosophy

- 1.1 Mission Statement
- 1.2 Freedom to Read
- 1.3 Freedom to View
- 1.4 Library Bill of Rights
- 1.5 Code of Ethics Statement

2. Library Hours

- 2.1 Hours – revised 2/16/17
- 2.2 Holiday Closings

3. Confidentiality

- 3.1 NYS Civil Practice & Rules Section 4509 Confidentiality Law for Library Records
- 3.2 Access to Personal Information
- 3.3 Confidentiality of Library Records Statement
- 3.4 Breach in Security of Information held by the Library - revised 10/20/16

4. Circulation

- 4.1 Patron Registration Requirements - revised 7/21/16
- 4.2 Card Holder Limitations
- 4.3 Loan Periods – revised 4/23/18
- 4.4 Renewals
- 4.5 Item Transaction Limitations – revised 4/23/18
- 4.6 Return of Multi-piece Items – revised 4/23/18
- 4.7 Reserves - revised 4/23/18
- 4.8 Interlibrary Loan - revised 4/23/18
- 4.9 In-House Equipment
- 4.10 iPads – revised 4/23/18, removed 5/19/22
- 4.11 Tablets and eReaders – revised 4/23/18, removed 5/19/22
- 4.12 Pedometers
- 4.13 Laptops
- 4.14 Eco-Kits
- 4.15 Wireless Hotspots-revised 4/19/18, 7/19/18, 2/20/21, 5/19/22
- 4.16 Experience Library -added 6/20/19, 12/19/19 revised 9/21/23

5. Overdue Items

- 5.1 Fines- revised 4/23/18, 12/20/18, 6/20/19, removed 5/19/22
- 5.2 Overdue Notification Schedule - revised 12/17/15
- 5.3 Lost Items
- 5.4 Damaged items
- 5.5 Replacement Cost
- 5.6 Replacement Costs and Fees Forgiveness- revised 7/19/18, 5/19/22

6. Computer Use

- 6.1 Public Access Computers
- 6.2 Internet – Revised 4/23/18
- 6.3 Wireless Access
- 6.4 Wireless Internet Access via Wireless Hotspots

7. Collection Development 11/17/22, 2/15/24

- 7.1 Selection Philosophy
- 7.2 Selection Responsibility
- 7.3 General Selection Criteria
- 7.4 Selection Aids
- 7.5 Scope of the Collection
- 7.6 Local History Collection
- 7.7 Gifts and Memorials
- 7.8 Weeding and Repair
- 7.9 Discards
- 7.10 Reconsideration of Materials- revised 5/19/22, 2/15/24

8. Library Use

- 8.1 Code of Conduct - revised 9/21/23
 - 8.1.1 Restrooms – added 9/21/23
- 8.2 Suspension of Library Privileges revised 9/21/23
 - 8.2.1 Suspension of Children’s and Youth’s Library Privileges added 9/21/23
- 8.3 Unattended and Disruptive Children/Youth revised 9/21/23
- 8.4 Hicks Kimball Room Use – revised 4/23/18
- 8.5 Tutoring
- 8.6 Patron Photography & Filming Policy added 7/21/22

9. Reference Services

- 9.1 Reference Service Philosophy
- 9.2 Reference Transactions Defined
- 9.3 Access to Reference Services
- 9.4 Confidentiality of Reference Queries

10. Programming

- 10.1 Programming Philosophy
- 10.2 Programming Subjects
- 10.3 Costs and Solicitation
- 10.4 Virtual Programming 6/18/20

11. Public Relations

- 11.1 Public Relations Philosophy
- 11.2 Public Relations Guidelines 5/18/24

12. Social Media 7/18/24

- 12.1 Definition of Social Media
- 12.2 Social Media Interactions on Behalf of the Library
- 12.3 Use of Social Media by Library Staff

13. Exhibits and Displays

- 13.1 Exhibit and Display Philosophy 9/15/22
- 13.2 Exhibit and Display Guidelines

14. Photos

15. Policy Review and Revision Statement

16. Video Surveillance

- 16.1 Patron and Employee Privacy
- 16.2 Camera Placement
- 16.3 Signage
- 16.4 Access to Video Records
- 16.5 Use and Disclosure of Video Records
- 16.6 Video Record Retention

Appendices

- A. American Library Association Freedom To Read Statement
- B. American Library Association Freedom To View Statement
- C. American Library Association Library Bill Of Rights Statement
- D. American Library Association Code of Ethics Statement-updated 11/17/22
- E. eReader Borrowing Terms Form-*removed*
- F. Request for Re-evaluation of Library Materials form
- G. iPad Borrowing Terms Form- *removed*
- H. Internet Permission Form
- I. Suspension Letter 9/21/23
- J. Hicks Kimball Room Use Agreement

- K. Tutor Agreement Letter
- L. Wireless Hotspot Borrowing Terms Form
- M. Statute of Limitations on Library Fines & Fees
- N. Service Animals
- O. Experience Library Pass Usage Roster 9/21/23
- P. Gender Identity Definitions 9/21/23
- Q. Incident Report template 9/21/23

All instances of the use of the word Library in this document refer to Penn Yan Public Library.

0.1 Pandemic Policies

Due to the continued impact of pandemics, the following policies may be instituted or suspended by the Executive Director according to governmental mandates (See Penn Yan Public Library Pandemic Operations Plan)

- While present in the library building, any individual who is not vaccinated and able to medically tolerate a face covering is required to cover their nose and mouth with a mask or cloth face covering when unable to maintain, or when not maintaining, social distance.
- Anyone who is unable to maintain social distance while unsupervised must be accompanied by someone who can supervise them.
- All library services and operations, such as circulation of materials, in person programming, public computer use, etc., are limited at staff discretion based on safety restrictions imposed by pandemics. These services and operations are subject to temporary modification to continue meeting patron needs.
- Groups that wish to use the Meeting Room must limit their participation to no more than 10 people, and must disinfect tables and chairs after use (disinfectant to be provided by the library). Participants must wear a face covering while in the Meeting Room, regardless of vaccination status.

1. Mission and Philosophy

1.1 Mission Statement

Penn Yan Public Library's mission is to awaken and satisfy curiosity in the individual, thus enriching the community.

The Penn Yan Public Library Board of Trustees endorses the following statements.

1.2 American Library Association Freedom To Read Statement (See Appendix A)

1.3 American Library Association Freedom To View Statement (See Appendix B)

1.4 American Library Association Library Bill Of Rights Statement (See Appendix C)

1.5 American Library Association Code of Ethics Statement (See Appendix D)

2. Library Hours

2.1 Hours

The Library will be open from 9 AM to 7:30 PM, Monday through Friday, and from 9 AM to 4 PM on Saturdays.

2.2 Holiday Closings

The Library will be closed on the following:

- New Year's Day (January 1)
- Martin Luther King Jr. Day (Monday)
- President's Day (Monday)
- Memorial Day (Monday)
- Juneteenth
- July 4
- Labor Day (Monday)
- Columbus Day/Indigenous People Day (Monday)
- Veteran's Day (November 11)
- Thanksgiving Day
- 1 PM on Christmas Eve (December 24)
- Christmas (December 25)
- New Year's Eve (December 31)

When July 4, Veteran's Day (November 11), Christmas (December 25), or New Year's Day (January 1) fall on a Sunday, the Library will close on the following Monday.

3. Confidentiality Policy

3.1 NYS Civil Practice & Rules Section 4509 Confidentiality Law for Library Records

The Penn Yan Public Library respects the right of privacy of all its customers regarding the use of this Library.

The Penn Yan Public Library follows the New York State Civil Practices & Rules - Confidentiality Law for Library Records as stated below:

New York State Civil Practice & Rules Section 4509 Confidentiality Law for Library records S 4509. Library Records.

Library records, which contain names or other personally identifying details regarding the users of public, free association, school, college and university libraries and Library systems of this state, including but not limited to records related to the circulation of Library materials, computer database searches, interlibrary loan transactions, reference queries, requests for photocopies of Library materials, title reserve requests, or the use

of audio-visual materials, films or records, shall be confidential and shall not be disclosed except that such records may be disclosed to the extent necessary for the proper operation of such Library and shall be disclosed upon request or consent of the user or pursuant to subpoena, court order or where otherwise required by statute.

3.2 Access to Personal Information

When Library personnel are served with a subpoena, search warrant, or other order from a court of competent jurisdiction, they should immediately notify the Executive Director or, if the Director is not available, the Adult Services Librarian. Counsel should be notified and presence requested. The Board President, Secretary, or Treasurer should be notified and presence requested. An internal incident report must be filed whenever official investigations are undertaken on Library premises.

3.3 Confidentiality of Library Records Statement

The ethical responsibilities of librarians, as well as statutes in most states and the District of Columbia, protect the privacy of Library users. Confidentiality extends to "information sought or received, and materials consulted, borrowed, acquired," and includes database search records, interlibrary loan records, and other personally identifiable uses of Library materials, facilities, or services.

The American Library Association recognizes that law enforcement agencies and officers may occasionally believe that Library records contain information which may be helpful to the investigation of criminal activity. If there is a reasonable basis to believe such records are necessary to the progress of an investigation or prosecution, the American judicial system provides mechanism for seeking release of such confidential records: the issuance of a court order, following a showing of good cause based on specific facts, by a court of competent jurisdiction.

3.4 Breach in Security of Information held by the Library

The Library is obligated to protect this sensitive information by providing up-to-date and continually monitored deterrents to the rapidly increasing threat of identity theft. All digital patron information collected is housed by the Southern Tier Library System (STLS). STLS has, and will continue to strengthen the security of patron information and records in the shared integrated databases by restricting access to libraries with secure telecommunications connections. This is accomplished by either data circuitry or virtual private networks or other means, and by maintaining internal firewalls and other protections on its servers and equipment. Neither the Library nor STLS collects or stores library user social security numbers.

Should there be any sort of breach in security of information held by STLS, that could result in harm to a person or business, STLS will immediately notify local authorities and any other agencies or people that may be affected by the compromise.

4. Circulation

4.1 Patron Registration Requirements (Patron Account)

- Special First Library Cards (ages 0-5) require the signature of a parent or guardian and an ID which may be the parents to prove address. These cards may only be used to check out children's materials.
- Juvenile cards (age 6-17) require the signature of a parent or guardian and an ID which may be the parents to prove address.
- Adult cards (18 or older or emancipated minor) require ID with name and current mailing address.
- Library materials may be checked out on PYPL cards.
- A fee of \$1 will be required for the replacement of a lost or damaged Library card.

4.2 Card Holder Limitations

To check out the following Library materials a patron may not have any outstanding fines or blocks on their account of any kind, must have their card in hand and must be present at time of checkout:

- Pedometers
- Laptops
- Eco-kits
- Wireless Hotspots

To check out all other Library materials a cardholding patron must be 'in good standing' which means:

- No 'Lost' materials (42 days overdue)
- Not sent to collection agency (if sent, must have \$0 balance to use card again)

All other Library materials may be checked out by patrons with or without their Library card in hand at the staff's discretion, or by a person who has the patron's card in hand. Patrons without a card in hand who are unknown to staff must provide valid ID or state their address and phone number. Parents may checkout items on their children's cards if they have their children's cards in hand or if their children are present at checkout.

4.3 Loan Periods

- | | |
|---------------------|---------|
| • Books | 3 weeks |
| • Audiobooks | 3 weeks |
| • Periodicals | 3 weeks |
| • Music CDs | 1 week |
| • DVDs | 1 week |
| • Wireless Hotspots | 1 week |

- Video Games 1 week
- Storytime Kits (puppet and book bags) 3 weeks
- Equipment (projector, pedometers, eco-kits) 1 week
- laptops 2 hours in-Library only
- Pedometers 3 weeks
- Reference, Local History and related materials do not circulate

4.4 Renewals

Two renewals of loan periods per item are granted dependent upon: material type and the presence of a request for the material by another patron (a hold). The first renewal will be automatic for all materials except new items, those with holds and DVDs. More renewals may be granted upon staff discretion.

4.5 Item Transaction Limitations

Some materials are subject to item check out limits per Library card.

- Music CDs 5
- Audio Books 5
- Books 50
- Kits 1
- DVDs or Blu-Rays 5
- Laptops 1
- Eco-kits, wireless hotspots 1

4.6 Return of Multi-piece Items

If any part of a kit, eco-kit, hotspot or multipart A/V material are missing or damaged when returned, the patron will be charged the replacement cost of the part if it can be replaced separately, or the replacement cost of the entire item if it cannot.

4.7 Holds

Borrowing: Patrons may put holds on all Southern Tier Library System catalog materials that are available to be borrowed through the holds system. Patrons are notified when the materials become available for them to pick up. If an email address is provided by the patron, notification of holds available for pick up will be emailed.

Hold materials may be checked out by the person who requested the hold, with or without their card if staff can verify their identity, or by another person who has the requester's Library card in hand. Library card holder must be in good standing.

Holds awaiting patron pickup are kept at the circulation desk for 1 week. If an item is not picked up within 1 week, the hold is canceled and the patron is charged a \$1.00 non-pickup fine.

Lending: The Library will not lend through the Southern Tier Library System the

following: equipment, pedometers, wireless hotspots, reference and local history materials. Items classified as new will not be loaned to patrons with cards from non-reciprocal borrowing libraries.

4.8 Interlibrary Loan (ILL)

Borrowing: Patrons must have a Library card 'in good standing' to ILL any materials from libraries outside of the Southern Tier Library System. (See Section 4.2) No more than 3 items may be requested at one time. All ILL materials should be picked up promptly as loan periods are set by the lending Library and may be short. ILL materials awaiting patron pickup are kept at the circulation desk for 1 week. If an item is not picked up within 1 week, it is returned to the lending Library, and the patron is charged a \$1.00 non-pickup fine.

ILL materials may be checked out by the person who requested the ILL, with or without their card if staff can verify their identity, or by another person who has the requester's card in hand.

The Library will not request through ILL the following: items available from Southern Tier Library System member libraries, items from out of system libraries that are less than one year old, books on CD and DVD's.

Lending: The Library will not lend through ILL, video games, equipment, pedometers, wireless hotspots, reference and local history materials and items classified as new. All materials lent by ILL from Penn Yan Public Library are done so at our discretion.

4.9 In-Library Equipment available for public use, self-serve or with assistance

- Copier
- Scanner
- E-mail 15-minute computer
- Public access computers
- Laptops
- Wi-Fi (wireless internet) access is available 24 hours on Library grounds

When using in-house equipment printing costs are: Black & White \$.25, color \$.50. Wireless printing is available to WI-FI users at the same cost per print-out.

4.10 iPads removed 5/19/22

4.11 Tablets and eReaders removed 5/19/22

4.12 Pedometers

Kits include:

- 1 Pedometer (pedometer in gray belt clip and attached tether with small clip)
- 1 Pedometer manual

Patron eligibility:

- Library Card holder must be in good standing and must be present at time of checkout (See Section 4.2)
- Patron may not have outstanding fines or blocks of any kind. Loan Period
- 3 week loan period
- Late fees are \$0.15 per day
- Pedometers will not be loaned to other libraries (no ILL)
- Holds can be placed on pedometers.

Lost or damaged devices:

- Users are responsible for lost or damaged pedometers or device accessories. Charges will be based on replacement costs up to a maximum of \$35.00. Users are not responsible for battery replacement costs.

4.13 Laptops

Kits Include:

- 1 laptop
- 1 power cord
- Optional ear buds
- Optional mouse and mouse pad

Patron Eligibility:

- Library card holder must be in good standing and must be present at time of checkout (See Section 4.2).
- Patron may not have outstanding fines or blocks on their account of any kind.

Loan Period:

- 2 hours, in-Library use
- The borrower may continue to use the laptop for an indefinite amount of time during open hours if no other cardholder requests the usage of a laptop
- Laptops must be returned to a staff member at the circulation desk
- Patrons cannot return any device to the drop box
- Devices will not be loaned to other libraries (no ILL)

Lost or Damaged Laptops

- Users are responsible for lost or damaged laptops and laptop accessories

4.14 Eco-kits

Kits include:

- 1 Black & Decker Thermal Leak Detector with 9-volt battery (included)
- 1 P3 International Kill-a-Watt energy usage meter
- 1 Save-a-Drop water meter
- Instructions for use plus Black & Decker Home Energy Repair Guide
- 1 kit carrying case

Patron eligibility:

- Eco-kits are available to Adult (16 and over) card holders only.
- Library card holder must be in good standing and must be present at time of Checkout (See Section 4.2).
- Patron may not have outstanding fines or blocks on their account of any kind.

Loan Period

- 1 week loan period
- Eco-kits will not be loaned to other libraries (no ILL)
- Holds can be placed on eco-kits.
- Users may renew eco-kits once provided they are not already on hold.

Lost or damaged devices:

- Users are responsible for lost or damaged eco-kit components or device accessories. Charges will be based on replacement costs up to a maximum of \$85.00. Users are not responsible for battery replacement costs.

4.15 Wireless hotspots**Kits Include:**

- 1 Wireless Hotspot
- 1 Hotspot Case
- 1 USB Cable
- 1 Wall Adapter
- Internet Use Policy
- Circulation Policy
- Quick startup guide
- Service area map

Patron Eligibility:

- Patrons may check Wireless Hotspots out from the Library.
- Juvenile card holders under 16 must have internet permission signed by parent or legal guardian in order to check out a Hotspot. (See Appendix H: Public Access Internet Policy Permission Form for Child Library Card Holders)
- Library card holder must be in good standing and must be present at time of Checkout (See Section 4.2). Patron may not have outstanding fines or blocks on their account of any kind.
- Borrowers are required to sign a Borrowing Terms Form (see Appendix L) at the time of checkout and to be aware of the terms it stipulates.

Loan Period:

- Loan period – 1 week. Hotspots cannot be renewed.
- Devices must be returned to a staff member at the circulation desk.
- Returns can only take place at circulation desk.
- Holds can be placed on wireless hotspots.
- Devices will not be loaned to other libraries (no ILL).

Lost or damaged devices:

- Users are responsible for lost or damaged devices or device accessories. Charges will be based on replacement costs. (See Appendix L: Wireless Hotspot Borrowing Terms Form)

4.16 Experience Library (9-21-23)

The library loans admission passes to various local and regional recreational sites and educational or training opportunities. These passes are intended to enrich the lives of our patrons by providing free access to many of the opportunities the Finger Lakes offer.

Each set includes, as applicable:

- 1 or more passes
- 1 sleeve with lanyard
- 1 (copied) guidelines pamphlet, if necessary
- **1 copy of this circulation policy**

Patron Eligibility:

- Patrons may check Experience Library passes out from the Library.
- Adult cardholders (aged 18 and over) may check out a Pass.
- The cardholder must be present at time of checkout.
- The card must be in good standing at time of checkout (See section 4.2). The Patron may not have blocks on their account of any kind.
- Holds cannot be placed on Experience Library passes, and they may not be transferred to other libraries for pickup. They are available at PYPL only on a first-come, first-served basis.
- Only one pass of any kind may be checked out per library card at a time.
- Staff will initial and date the appropriate Experience Library pass usage register (see **appendix O**).

Loan Period:

- Loan period – 1 week
- Passes must be returned to a staff member at the circulation desk.
- Returns can only take place at circulation desk.
- No renewals are permitted.

Lost or damaged devices:

- Users are responsible for lost or damaged passes. Each pass costs the amount recorded in its library record to replace it.

5. Overdue Items

5.1 Fines removed 5/19/22

5.2 Overdue Notification Schedule

- At 3 days before items are due, an e-mail reminder will be sent to patrons who wish to be notified.

- At 3 days overdue, a reminder will be mailed or e-mailed with the titles of overdue materials
- At 10 days overdue, a reminder will be mailed or e-mailed with the titles of overdue materials.
- At 42 days overdue, a bill will be mailed with the titles of overdue materials and the replacement cost of those materials. This bill will further inform the patron that if the materials are not returned by the time they are 60 days overdue a \$10 fee will be added to the account and the account will be sent to a collection agency. Only accounts with a profile type of ADULT will be sent to collection.
- Once a patron account has been sent to the collection agency, all outstanding fees must be paid to Library in order to clear the patrons account.

5.3 Lost items

- If an item, which has been paid for is found and returned within 60 days of the payment date, the Library will reimburse the replacement cost. Reimbursement will be in the form of a check, mailed at a later date.
- The Library will only take monetary reimbursements for lost items.

5.4 Damaged items

- Replacement costs must be paid for damaged items, which are no longer usable. The Library will make the decision as to whether an item is still usable. When a damaged item is paid for, the patron may keep the damaged item.
- The Library will only take monetary reimbursements for damaged items.

5.5 Replacement Cost

- The replacement cost equals the full price of the item as listed in the catalog record plus \$3.00.
- As periodicals are irreplaceable, they have a flat \$6.00 replacement cost.

5.6 Fee Forgiveness

- Library staff may forgive replacement costs and fees at their discretion for various reasons such as but not limited to: doing so when weeding materials from the collection, fine amnesty and donation programs, and negotiated patron fee balance reductions.

6. Computer Use

6.1 Public Access Computer (PAC) Use

By using a public access computer at Penn Yan Public Library, the patron agrees to the Internet Policy and the following guidelines. (See Section 6.2)

Signing In:

- Patrons may use their PYPL cards and pin numbers to sign in at a computer independently.
- Users must accept the Internet Use policy statement on the screen to start a session.

Allotted Sessions: One per patron per day

Session Length: 1 hr.

Reservations: The reservation list is first come first serve. Library staff will create a reservation list when necessary.

Guest Passes: Staff will issue one public access computer guest pass per day to anyone who wants to use a computer and:

- does not have a Library card
- does not have a Library card in good standing

Session Extensions: A staff person may extend a session at his/her/their discretion. A patron must ask for an extension before their one-hour session is over in order to keep working on a computer project without interruption.

Internet Permission:

- Children under 6 must have a parent or guardian present with them at the PACs.
- Children under 16 who wish to use the PAC independently must have a Library card and a permission form on file signed by a parent or guardian. A staff person may issue a guest pass to a minor whose Library card is not in good standing if the permission form is on file. (See Appendix H)

Printing:

- Black and white prints \$.25 per page
- Color \$.50 per page.

Computer Use Patron Behavior

- Respect should be shown to other Library users and staff.
- Noise levels should be kept down.
- Use of bandwidth should not affect others' ability to use the Internet.
- Respect for the privacy and sensibility of others should be shown by not displaying content which is likely to prove objectionable.
- Patrons are responsible for saving their work. Saving files on PAC hard drives is not allowed.
- All work will be erased permanently when patrons exit sessions or when sessions automatically end.

6.2 Internet Policy

The Internet is one of the tools that the Library can offer to fulfill its mission of providing up-to-date information to the public. The Internet is a global electronic network, which expands the resources of the Library beyond the local collection.

The Internet is a constantly changing and unregulated medium. The Library cannot guarantee the accuracy, quality or suitability of information found on the Internet.

The Library affirms the Library Bill of Rights (See Appendix A), which supports the right

of all individuals to constitutionally, protected materials. Each user is responsible for what s/he chooses to access via the Internet.

The Library recognizes the right and responsibility of parents to determine and monitor their own children's use of all Library materials. Parents/guardians are encouraged to work with their children in using the Internet in a way which is consistent with parental and family values.

All Internet users are expected to comply with copyright and all other applicable state and federal laws.

All Internet users are expected to follow the Library Use Policy, and specifically to respect the rights of others by not publicly displaying content which is likely to prove objectionable to others. (See Section)

All Internet users are expected to follow the Public Access Computer Use Policy. (See Section 7.1)

Computer hardware and software configurations may not be altered in any way.

Failure to follow this policy may result in revocation of Internet access privileges and/or other actions.

6.3 Wireless Internet Access

Use of the Library's wireless Internet access constitutes acceptance of the Public Access and Internet Policy. (See Sections 7.1 and 7.2)

- Wireless users are responsible for configuring their own equipment.
- The parents or guardians of children with Internet accessible devices are responsible for supervising their child's proper and safe use of the Internet.
- The Library's wireless network is not secure, requiring users to take their own measures to protect their personal devices.

6.4 Wireless Internet Access via Wireless Hotspots

Use of the Library's circulating Wireless Hotspots constitutes acceptance of the Internet Policy, whether on library grounds or otherwise. (See Section 7.2)

- Wireless users are responsible for configuring their own equipment.
- The parents or guardians of children with Internet accessible devices are responsible for supervising their child's proper and safe use of the Internet.

7. Collection Development

7.1 Selection Philosophy

It is an essential role of public libraries to make a wide variety of materials available to community members. The Library Board subscribes to the American Library Association's Library Bill of Rights, Freedom to Read and Freedom to View statements as a basis for selection of materials for the collection. Selection is further based in part on professional

reviewing sources, consideration of the needs of the community, the state of the collection, the merit of individual items, and the availability of other library materials in the area. (See Appendices A, B and C)

7.2 Selection Responsibility

The authority and responsibility for the selection of Library materials are delegated by the Library Board to the Executive Director and, under his/her/their direction, to staff members who are qualified for this activity.

7.3 General Selection Criteria

Items are considered for inclusion in the collection in terms of the following standards. Not all the criteria will apply to each item. The evaluation is made with regard to the work as a whole and not necessarily to its individual parts. Each item is evaluated in terms of its own merits, its intended audience, and its relation to the collection.

- Timely value of the material
- Purpose or intent of the material
- Accuracy of content
- Authenticity of content
- Reputation and significance of author, illustrator, editor, artist or performer
- Popularity and demand
- Local interest
- Price
- Format
- Availability

7.4 Selection Aids

Designated staff can use professional reviews, bibliographies, lists of new materials, and other professional resources as selection aids.

7.5 Scope of the Collection

Formats – The Library provides materials and services that reflect the diverse educational, information, and recreational needs of its users. PYPL provides materials in a variety of formats, including but not limited to:

- Print – hardcovers, paperbacks, magazines, and newspapers
- Non-print – audio and video formats, puzzles, video games, board games, microfilm, and a variety of equipment
- Digital resources – databases, digital materials available for borrowing, downloading or streaming.

The Library considers all types and formats of media to be in the realm of human expression and part of the human record. Because the Library functions in a rapidly changing society, it is flexible about changes in communicative material, both in form and style of expression. The Library does not reject materials for acquisition solely on the basis of medium. Materials in alternative formats are judged in terms of the General Selection Criteria. (See Section 6.3)

7.6 Local History Collection

The local history collection is intended to provide a core collection of basic materials to facilitate Yates County family history, genealogy, community, and regional research. It will complement the holdings of other area collections in carefully selected topical areas without substantial duplication. Materials relating to areas outside the county are collected in diminishing detail as their distance from Yates increases. Major geographic concentrations are as follows: Yates County, Finger Lakes area, New York State. The Library maintains as complete a collection of Yates County newspapers on microfilm as possible for archival purposes. Local historical newspapers can be accessed at: <https://nyshistoricnewspapers.org>. The local history collection includes as complete a collection as possible of government documents relating to hazardous waste sites, land use planning, and similar issues relating to Yates County.

7.7 Gifts and Memorials

All gifts and memorials are judged in terms of the General Selection Criteria. Items not of interest to the Library will be sold and disposed of via various methods. (See Section 6.3)

7.8 Weeding and Repair

The collection will be kept up-to-date, useful, and attractive through continual additions of new materials, repair of old materials where appropriate, and removal of materials no longer useful. Any materials subject to weeding from the collection may fall in the following categories:

- Usage: Has the item been checked out frequently or recently?
- Physical condition: Can a damaged item be repaired? Should it be replaced?
- Duplication: Is demand sufficient for multiple copies of the item?
- Uniqueness: Is the item held only by PYPL?
- Accuracy: Does it continue to be factually accurate?
- Edition: Is the edition of an item held by the Library superseded by a newer edition?
- Completeness: Is the item part of a set or series of which the Library does not have a complete set?
- Relevancy: Has it proved relevant to the needs and interests of the Library's community?

7.9 Discards

Items no longer useful to the collection or in poor repair will be discarded in a manner deemed suitable.

7.10 Reconsideration of Materials

The PYPL Board of Trustees recognizes the importance of providing a procedure whereby opinions from the community regarding materials selected can be voiced. Having a policy to guide Library employees and trustees in addressing community challenges to a material

in the collection ensures each request for reconsideration is dealt with fairly.

Requests for Reconsideration may only be filed by residents of the Library's service area. The Library will not process requests, and the Library Board will not hear complaints from individuals who live outside the Library's services area. Requests to remove materials will be considered within the context of the policies set forth in the Collection Development Policy (See Section 6). Anyone who wishes to request that a specific item in the Library collection of materials be reconsidered should complete and sign the Request for Reconsideration of Library Materials form (See Appendix F).

The completed form can be hand delivered to the Library or mailed to: Penn Yan Public Library, 214 Main St., Penn Yan, NY 14527, and will be forwarded to the Executive Director.

Items will not be automatically removed from the collection upon receipt of a completed signed form. Upon receipt of the signed form, the Library Director will convene a committee that will include the President of the Board of Trustees and two department directors not involved in the selection of the material. The Committee will consider the request within a timely fashion, reviewing the questioned material in its entirety and conducting any research necessary to determine the item's appropriateness for inclusion in the Library's collection.

The Library Director will notify the Southern Tier Library System, the American Library Association <https://ala.org/tools/challengesupport/report> and the New York Library Association (director@nyla.org) of any challenges.

Once a decision has been made regarding the retention or removal of the material, a letter explaining the decision, and the reasons for it, will be sent to the person who submitted the Request for Reconsideration of Library Materials form.

Should the patron wish to appeal the decision, they may write to the President of the Board of Trustees to request a hearing by the Board. The Board will listen to the community member's concerns during a regular meeting following the procedures listed in the Public Comment Policy, and will make a decision regarding the challenged material at the next meeting. The Library Board will inform the community member of the decision in writing through the USPS. (See PYPL Board of Trustees Bylaws Appendix B)

Any further appeal must be made to the New York Commissioner of Education
New York State Education Department
89 Washington Avenue
Albany, New York 12234

The Library Board places a limit on Requests for Reconsideration of Library materials. The Library will only process one Request for Reconsideration per specific title or author once every 36 months (3 years) considering all material formats (print, non-print, and digital). The Library Board's decision is final.

8. Library Use

8.1 Code of Conduct

The Penn Yan Public Library staff and Board of Trustees strives to offer a welcoming and comfortable environment for everyone by providing a building and grounds that are reasonably safe well-maintained, comfortable and barrier-free. All Library patrons are expected to behave in a way which is respectful to other patrons, staff, the Library building, grounds, and materials. Patrons are expected to adhere to all established Library policies and to respect all patrons and staff by not interfering with others' use of the Library building and grounds.

The following standards of behavior, rules and prohibitions are to ensure a reasonably pleasant and orderly atmosphere at PYPL. Those demonstrating language or behavior deemed inappropriate or against the code of conduct will be subject to suspension of library privileges.

* *Any **language** that alarms or harasses another patron or staff member is prohibited* in the Library building and on the Library grounds, including but not limited to: language that is loud, prolonged, abusive, demeaning, or profane, including hate speech or threatening words.

Any **behavior that alarms or harasses another patron or staff member is prohibited* in the Library building and on the grounds. Such behavior includes but is not limited to: engaging in unreasonably loud, boisterous, or unsafe behavior, running, throwing, touching other patrons and staff and/or their personal property without their permission, physically threatening or harassing others, staring at, following or stalking of patrons, staff, or volunteers, fighting or challenging to fight, engaging in any lewd activity or any activity that is in violation of federal, state, local, or other applicable law and non-compliance with library staff instructions.

* Chairs must not be occupied by more than one person, and furnishings and walls must be used in the manner for which they are intended.

* Furniture may not be rearranged without permission.

* Littering or improper waste disposal is not allowed.

* Patrons may have drinks in covered containers in the Library. Patrons are permitted to consume food. If food is found unattended, it may be discarded by staff. Patrons may not have food delivered inside the Library. Patrons are responsible for waste clean-up.

* Cell phones and other portable computing and communications devices must be used in a way that does not interfere with other patrons' Library use (Including but not limited to taking calls on speaker-phone, facetime/video calls, using device unmuted).

* Library parking areas, sidewalks and grounds must be used properly and safely.

* Unauthorized canvassing, selling, soliciting, or engaging in any other commercial activity is prohibited.

* Patrons are expected to promptly leave the building at closing time, when told to leave by staff, or in an emergency.

* Patrons are expected to attend to personal belongings. The Library is not responsible for personal belongings left in or on Library property.

*Patrons will not bring weapons onto Library grounds or into the Library building.

*Patrons will not destroy, deface, misuse or illegally remove Library property.

* Patrons are expected to check out all Library materials using a valid Library card before removing them from the building

- * Patrons are required to remain in public service areas unless specifically asked and/or escorted into non-public areas by a staff member.
- *The Library property is a tobacco, drug and alcohol-free zone.
- *Vaping of any sort is not allowed on Library property.
- * Patrons are not permitted to enter or stay in the building without appropriate clothing or footwear.
- * Patrons causing, introducing or being the source of odors that bring forth complaints or cause discomfort to others, whether commonly considered pleasant or unpleasant, may be asked to leave the building.
- *Patrons will not bring pets or animals into the Library, other than service animals (as defined by the Americans With Disabilities Act–(See Appendix N.) or animals used in Library programs.
- *The Library parking lot is intended for use by Library patrons and employees only while engaged in Library activities, or by people using the buggy shed or EV charger. All other uses are prohibited.
- *Out of concern for the safety of young patrons, adults who are in the children’s area of the Library and unaccompanied by a child or children may be asked to move to another area of the Library.
- *When advised, e.g. during a pandemic, face covering and physical distancing will be required. Only patrons with medical conditions that do not allow for face coverings are exempt. Other safety measures may be implemented.
- *Using skates, skateboards, scooters or athletic equipment in the Library or on library grounds is prohibited.
- *Parking bicycles or scooters in non-designated areas is prohibited.

Library employees reserve the right to intervene and clarify rules when the comfort and safety of our patrons and staff and/or the integrity of the Library facility and/or grounds are compromised. **Any person not abiding by the Code of Conduct may be required to leave the Library premises.** (See Section 8.2.)

8.1.1 Restrooms

- Patrons will observe all applicable rules outlined in the Code of Conduct section of the general policy when using the restrooms.
- Restroom use is limited to reasonable time periods to allow for their use by all patrons and staff with minimal wait time.
- Unreasonable use of the restrooms, including bathing, shaving, and laundering of clothes is prohibited.
- Loitering in the restrooms is prohibited.
- Engaging in sexual activity, contact, assault, or any act of lewdness or exposure, in the restrooms is prohibited.
- Library staff may check the restrooms given reasonable suspicion of behavior violating library policy.
- Patrons observed violating the Code of Conduct in the restrooms may have their Library privileges suspended.

Patrons and employees will have access to and the right to use the restroom most closely corresponding to their gender identity. Gender identity is demonstrated by a consistent

assertion of the gender identity by each individual, regardless of the individual's assigned sex at birth. We affirm that each individual knows their own gender identity best, and we will not impose bathroom use restrictions on anyone on the basis of their outward gender expression. For definitions of terms related to gender used by the Library, (See Appendix P.)

8.2 Suspension of Library Privileges

If an individual Library patron does not comply with staff direction, repeatedly violates the Code of Conduct, and/or the Computer Use Policy or displays behavior that is inconsistent with activities such as reading, studying, use of library materials, quiet conversation, and other similar conduct normally associated with the use of public library facilities they may have their Library privileges suspended.

Major Violations of the Code of Conduct

If any Library staff members determine that a patron is exhibiting behavior that is illegal, dangerous to others, destructive to any property, or is so disruptive that it is immediately unacceptable, they may restrict access to the Library building and grounds with immediate dismissal. Law enforcement will be contacted for illegal behavior and/or if the patron refuses leave after being told to do so.

Staff will fill out an Incident Report (See Appendix Q.) When applicable, the Executive Director and/or the Youth Service Director will follow through with the ***suspension of library privileges process*** (See below). Staff will not be responsible for anyone who is dismissed from the Library and/or grounds due to their behavior.

Ongoing Violations of the Code of Conduct:

Using their discretion, if any Library staff member determines that a patron is currently or over time continually violating the code of conduct, the following process may be carried out.

Suspension of Library Privileges Process

-First violation: Two verbal warnings will be given to the patron by any staff member. Staff will inform the patron that any subsequent violation will result in suspension from the premises. Staff will fill out a *mini or a regular incident report* (See Appendix Q.) and submit it to the Executive Director in the case of an adult patron, and in the case of a youth, to the Youth Services Director.

-Second violation: After the two immediate warnings or an additional warning at a subsequent visit, the patron may be suspended from the premises for one day (24 hours). Staff will fill out a *mini or a regular incident report* (See Appendix Q.) and submit it to the Executive Director for adult patrons, and in the case of a youth, to the Youth Services Director.

-Third violation: After a 24-hour suspension, if a patron continues to violate the Code of Conduct at a subsequent visit to PYPL, staff members may suspend their library privileges for seven days. Staff will fill out a *mini or regular incident report* (See Appendix Q.) and will submit it to the Director in the case of an adult patron. In the case of a youth, staff will submit the incident report to the Youth Services Director. The Executive Director will attempt to send a written notification (See Appendix I.) to an adult patron and the Youth Services Director will attempt to send a written notification to the youth's parent/guardian (See Appendix I.), or notify them in another manner (email/phone).

-Fourth violation: After a seven-day suspension, if a patron continues to violate the Code of Conduct at a subsequent visit to PYPL, staff members may suspend their library privileges for one month. Staff will fill out a *mini or regular incident report* (See Appendix Q.) and will submit it to the Director in the case of an adult patron. In the case of a youth, staff will submit the incident report to the Youth Services Director. The Executive Director will attempt to send a written notification (See Appendix I.) to an adult patron and the Youth Services Director will attempt to send a written notification to the youth's parent/guardian (See Appendix I.), or notify them in another manner (email/phone).

-Fifth violation: After a one-month suspension, if a patron continues to violate the Code of Conduct at a subsequent visit to PYPL, Staff will fill out an *incident report* and submit it to the Executive Director who may suspend their library privileges for up to one year depending on the severity of the noncompliance. A written notification (See Appendix I.) of the suspension will be sent by certified mail to address on record for the patron by the Director.

If the suspended patron chooses to return to the Library once the suspension period has expired, he or she must abide by the Code of Conduct and the Computer Use policies. Any future violations may result in a progressively longer suspension.

Returning to library premises prior to the end of one's suspension is an act of trespassing and will result in staff contacting local law enforcement.

Patrons have the right to appeal a suspension of Library privileges to the Library Board in writing within 10 days of the written notification of the suspension being sent by certified mail. The Library Board will consider the suspension decision based on whether or not the suspension conforms to the criteria set forth in this policy at their next regular meeting.

8.2.1 Suspension of Children's and Youth's Library Privileges

A youth/child (a patron under 18 years of age) whose library use is suspended may again use the library during the suspension period only when accompanied by a responsible parent or guardian and after prior discussion with the Executive Director.

8.3 Unattended and Disruptive Children/Youth

Penn Yan Public Library welcomes and encourages children to use materials and services. As libraries are essential to the lives of children, we strive to provide useful, safe and inviting spaces for youth.

However, neither the Library nor its staff members act in loco parentis (in place of parents). The Library is a public facility which is open to everyone and parents and caregivers are expected to accompany children in need of supervision on Library visits to ensure the safety and well-being of the children. At all times, whether they are present or not, parents/caregivers are responsible for their child's behavior, safety, and supervision

The library is not a substitute for child care or after school care. The library is not equipped- and it is not the library's role- to provide long or short-term care or supervision. Children under the age of 10 must be accompanied by a caregiver at least 13 years of age.

If an unattended child in need of supervision appears to be lost or is waiting for a parent or caregiver at closing the library staff will attempt to locate the parent or caregiver. If the parents or caregivers cannot be located, the child may be placed in the care of the local law enforcement agency.

If an unattended child in need of supervision is being disruptive, or if, in the judgment of Library staff, the child's safety or that of others is jeopardized, then Library staff retains the right to tell the child to leave the premises. (See Section 8.2, Suspension of Children's and Youth's Privileges.)

The Library and its staff will not, under any circumstances, be responsible for determining whether an apparent caregiver, custodian or parent is a legally authorized caregiver, custodian or custodial parent of the child. Library staff will not be responsible if unattended children of any age leave the library alone or with other persons.

The Penn Yan Public Library is released from any and all liability with regard to this policy. Parents, guardians, and caregivers acknowledge the risk of leaving a child unattended in the Library and release Penn Yan Public Library from all claims which they may have or which they may have on behalf of their child/ward.

8.4Hicks Kimball Room Use

The Hicks Kimball Room (HKR) is available for public use when not required for Library programs.

Guidelines

- Individuals using the HKR must abide by the Library Use Policy. (See Section 8)
- Groups may reserve the HKR.
- The HKR must be used during regular Library hours except for Library programs.
- HKR reservations must be made for specific hours.
- Groups must leave promptly when their reserved time ends.
- No admission fees may be charged, donations solicited or materials/services sold, with the exception of Library programs.
- Light refreshments may be served.
- Groups are responsible for setting up and taking down tables and chairs.
- Groups using the Room will assume full responsibility for any damages and additional cleaning fees.
- The HKR Room Use Agreement (See Appendix J) must be signed by:
 - Groups intending to serve refreshments and
 - Groups reserving the room for multiple scheduled sessions.
- The Library does not endorse the policies or beliefs of groups permitted to use the HKR.

8.5 Tutoring

As part of its mission, the Library permits tutoring on the premises.

Guidelines

- Tutors and students must sign-in at the front desk. (See Appendix K)
- Tutors and students will leave contact information with the Library.
- Tutors, students, and parents/guardians will return signed Tutor letter to the Library.
- Tutoring sessions will be kept as quiet as possible. The Library Use Policy (See Section 8) applies to tutors and students.
- Parents and guardians are responsible for the behavior of the students being tutored before, during, and after the tutoring session held at the Library. (See Section 8.2)
- Tutors and students must bring their own supplies.
- If the Hicks-Kimball room is available, it must be used before the limited tables on the Library's main floor.

8.6 Patron Photography & Filming Policy

In accordance with legal precedent, the library is considered a limited public forum (a type of forum in which reasonable restrictions on expressive conduct or speech are permitted). Staff and patron confidentiality are protected (see Section 3, NYS Civil Practice & Rules Section 4509 Confidentiality Law for Library Records). Therefore, photography and filming inside the library and on library grounds are subject to restrictions.

Photography

Limited, casual photography is permitted without the need for prior permission. Added equipment such as lighting or tripods is not permitted. Patrons wishing to take photographs inside the library or on library grounds should take care not to infringe upon others' privacy and confidentiality, and should inform other patrons in the areas they are photographing and obtain their consent if they are likely to be captured in any images. Patrons observed or reported as not complying with these measures will be asked to refrain from taking photographs and, if they fail to comply, may be subject to Suspension of Library Privileges (see Section 8).

Filming

Filming by members of the general public is not permitted anywhere inside the library or on library grounds without prior written permission of library staff. To obtain written permission, apply to the library director or other designated employee expressing the purpose of the filming. Requests to film in the library can be denied at staff's discretion. With written staff consent, filming is permitted only with the consent of patrons present in the area of the library where filming is to occur. Filming must not disrupt or impede regular library services and procedures or threaten patron safety and confidentiality. Patrons observed or reported as not complying with these measures will be asked to refrain from filming and, if they fail to comply, may be subject to Suspension of Library Privileges (see Section 8).

Minor children cannot consent to be photographed or filmed. Photography or filming of children in one's own care is permitted, provided all other measures are observed; photography and filming of children not in one's care is prohibited.

Photography or filming by accredited news media must be approved by the library director or other designated employee. Requests should be made a reasonable amount of time before the photography or filming is to occur. All other measures outlined in this policy must also be observed.

Photography or filming for commercial purposes is prohibited.

9. Reference Services

9.1 Reference Services Philosophy

The delivery of reference and information service is central to the Penn Yan Public Library's mission and commitment to serving the needs of its community.

This policy is intended to provide broad overall guidance to those who deliver reference service. The delivery of reference service requires Library staff to be knowledgeable, approachable, sensitive, courteous, and efficient. Quality reference service depends upon effective interviewing, attentive listening, and connecting customers with resources that will answer their information needs. Every request for reference assistance is considered legitimate.

This policy recognizes the need to maintain flexibility in the delivery of reference service. It is appropriate to adapt service to meet individual customer needs. Penn Yan Public Library reference and information services should satisfy customer's information needs either by using sources on hand, or by referral to resources located elsewhere. Personal opinions are not a part of reference assistance.

9.2 Reference Transactions Defined

Reference transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. Reference transactions do not include formal instruction or exchanges that provide assistance with locations, schedules, equipment, supplies, or policy statements.

Reference includes providing help with the catalog, computers, reader's advisory service, database and online assistance, bibliographic verification, ILL, referral services, research assistance, school assignments, consumer information, individual and group instruction.

9.3 Access to Reference Services

The Penn Yan Public Library will provide reference service to all its customers on an

equal, nondiscriminatory, and nonjudgmental basis without regard to the race, national origin, age, gender, sexual orientation, background, appearance, or personal view of the customer making the inquiry or the subject matter being researched. (See Section 3) With few exceptions, customers do not need to be registered Penn Yan Public Library cardholders to use Library facilities or reference materials and services.

9.4 Confidentiality of Reference Queries

The Library recognizes that its records identifying the names of library users with specific materials, computer database searches, interlibrary loan transactions, reference queries, requests, or other specific uses of the library are confidential in nature. (See Section 3)

10. Programming

10.1 Programming Philosophy

The Penn Yan Public Library conducts programs to fulfill its mission in the community. Selection of library program topics, speakers, courses, classes, and resource materials is made by library staff on the basis of the interests and needs of library users and the community. All library programs are open to the general public, but some may be designed with specific audiences in mind, i.e., children's programs, toddler and parenting programs. Programs targeted toward specific audiences will be publicized as such. Library-initiated programming is a library resource that provides information, education, and recreation to library users. Library-initiated programming utilizes library staff, books, library and community resources, displays and media presentations.

10.2 Topics

The Library often incorporates programming with other agencies, organizations, and educational institutions. Library programming will not exclude topics, books, speakers, media and other resources because they might be controversial. Acceptance of a program topic by the library does not constitute an endorsement by the library of the group's or individual's policies or beliefs. The Library does not allow programming that is solely for commercial purposes, is solely religious in nature or is designed to recruit members without the permission of the Executive director.

10.3 Costs and Solicitation

Any sales of products (i.e. books or CDs) at the Library programs must be approved by the Library and benefit the Library or affiliated groups. No solicitation of products or services is permitted. Registration and fees may be required if space or materials are limited.

10.4 Virtual Programming

Virtual programming selection mirrors the guidelines established in the general programming policy. Programs are chosen and executed in order to fulfill the library's mission and strategic

plan goals. PYPL is dedicated to open access to ideas and information, an ethos that will be reflected in virtual program selection.

- Virtual program platforms will be selected by library staff according to the needs of each program (i.e. whether public interaction is required, the need for screen sharing, etc.). The primary platforms for virtual programs will be Zoom and Facebook Live, but library staff reserve the right to introduce other platforms as need and program design dictate. Library staff will take responsibility for understanding digital security and privacy risks associated with digital platforms and for communicating those to attendees, if necessary.
- Attendees at virtual programs are expected to abide by the library code of conduct; behavior at virtual events should be no different from expected behavior on library premises. Attendees and presenters are expected to treat others with respect. While attendees may interact with each other, staff, and presenters via live audio or chat within program platforms, sharing inappropriate speech, images and links will not be tolerated, and participants using them may be removed from programs via the means available on the digital platform in use. What constitutes “inappropriate” speech, images and links is at the discretion of library staff. Attendees may not share their screens unless invited to do so by staff or presenters.
- Library staff recognize the unique advantages afforded by virtual programming. This programming is able to reach patrons regardless of patrons’ mobility and geographic location. At the same time, virtual programming presents unique access issues relating to technology and physical disabilities. PYPL may offer a variety of programs on multiple platforms in order to best reach and serve patrons with a variety of needs. Where possible, PYPL will record and post virtual programs for later access; make available closed captioning on recorded programs; broadcast images with the best, clearest quality possible; offer technology trouble-shooting for attendees, and request feedback from patrons on desired accessibility accommodations.

11. Public Relations

11.1 Public Relations Philosophy

The public relations goal of the Penn Yan Public Library is to promote the Library's objectives and services among the general public, governing officials, and civic leaders, and to spark interest in the library and its services in the surrounding community. The Library will maintain good public relations by providing consistent, accurate and pertinent information to the community. For that purpose, the Board recognizes that public relations involve every person connected with the library. The Board urges its own members and every staff member to recognize that he or she represents the library in every public contact. Good service supports good public relations.

11.2 Public Relations Guidelines

The Library Board of Trustees has a responsibility to promote public awareness of library services and programs, to develop public understanding and support of the library and the vital role it plays in the support of community well-being.

The Board of Trustees recognizes that effective public relations involve every person who has a connection with the library. The Board urges its own staff, volunteers, and friends to remember that they represent the library in every public contact and that professionalism and good service enhances good relations.

Special Situation Communication

- The Board will designate a spokesperson and an alternate to make official statements on Board policy and decisions. If neither is available, the Executive Director may speak for the Board.
- If it is necessary for anyone other than the Library Director or Board designated spokesperson to provide the public with information, such information will be reviewed and approved by the Library Director and Board President prior to its release.
- In the event of an emergency, the Library spokesperson is the Executive Director. The Library will make every effort to contact the media in the event of an unanticipated closing.
- The Library will not answer questions pertaining to Library Board matters through social media. These questions should be directed to the Library Board during Public Comment at a regular meeting.

Daily Operations Communication

- Board members, the Executive Director, or designated employees may speak for the library on library activities and programs.
- The Executive Director, designated staff members and Board spokespersons will make presentations and will participate in community activities to promote library services. Materials to be used: press, radio, television, or other (social) media will be approved by the Executive Director; some topics may be reviewed by the Board.

- The Board of Trustees will designate the official newspaper to be used for all public business announcements at its annual Organization Meeting each year.
- The Board of Trustees and the Executive Director will use the local media and the PYPL website to the fullest extent possible to keep the community informed of Library activities and upcoming events and meetings. The Executive Director or their designee will have the responsibility for coordinating the Library's public relations and public information activities.

12. Social Media

12.1 Definition of Social Media

“Social media” is a term describing Internet-based tools for information sharing.

Social media platforms, including mass email communication services, play an important and active role in library communications. Designated library staff are responsible for posting information to all library subscribed social media sites. Staff will adhere to the board approved Social Media Policy when sharing information or images. Staff in consultation with the Library Director manage overall social media content. The library will not answer questions pertaining to Library Board matters through social media. These questions should be directed to the Library Board during Public Comment at a regular meeting.

12.2 Social Media Interactions on behalf of Penn Yan Public Library

Library employees will conduct themselves according to the following guidelines when using social media on behalf of Penn Yan Public Library:

- Identify themselves by name as Library personnel, when appropriate
- Not represent postings as official Library opinion or policy, unless this has been clearly approved by the Library Director
- Not conduct political activities or personal business.
- (See Section 3.1 Confidentiality)
- Make every effort to keep interactions factual and accurate
- Strive for transparency and openness in interactions
- Be honest about relationships, opinions, and identity
- Observe and abide by all copyright, trademark, and service mark restrictions in posting materials to social media
- Notify the Executive Director when intending to create a new social networking site or service to conduct Library business
- Will not use social media for personal purposes during scheduled work time.

12.3 Use of Social Media by Library Staff

Employees who contribute to Library social media accounts shall present content in a professional manner, check facts, cite sources, avoid copyright infringement, acknowledge and correct errors, and check grammar and spelling before posting. Employees shall not discuss confidential, work-related matters through social media.

Content that is posted on Library-sponsored social media sites is subject to the Freedom of Information Act and records retention requirements.

Library staff are public employees and cautioned that content shared pursuant to official duties is not protected speech under the First Amendment and may form the basis for discipline if deemed a

violation of Library policy or procedure. Employees shall keep in mind the following best practices. 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 Penn Yan Public Library, its employees, or Board of Trustees.

The Library staff and Board of Trustees strive to foster a positive, creative and healthy social media experience. Anyone who interacts with social media formats in contrast to this belief will be blocked from use. Content containing the following will be removed:

- Copyrighted or trademarked material.
- Off topic comments
- Commercial material/spam
- Duplicated posts from the same individual
- Advertising or sale of merchandise or services; or charitable solicitations or political messages.
- Obscenities
- Slanderous, libelous, threatening or defamatory statements.
- Inappropriate/obscene/off-topic posts, images, or comments.
- Posts containing specific and imminent threats will be reported to the authorities and removed.
- Content not related to STLS' mission, programs, events, resources, or materials.

13. Exhibit and Display

13.1 Exhibit and Display Philosophy: The purpose of this policy is to assure that exhibit and display space is made available on an equitable and neutral basis.

13.2 Exhibit and Display Guidelines

Library display spaces are primarily intended for library related information and materials and secondarily for community service organization information. The Library Director has discretion over the appropriateness of all displayed materials.

The following areas are regularly reserved exclusively for promotion of library offerings:

- The two panels of the kiosk that face the entry door
- The top two rows of the freestanding brochure rack
- The front row of all tabletop brochure racks
- The wall at the top of the ramp
- The front of the utility room door
- The walls of both bathrooms

In addition, the outdoor sign facing Main Street and the flagpole are intended for the exclusive use of library staff.

The two non-door facing sides of the kiosk, the Youth Services section bulletin board, the backs of both bathroom doors, and the remaining space in all brochure racks are available to community service organizations sponsoring events or services of community interest. There is no space reserved for the display of information from individuals or private entities.

- All materials must be authorized by the Executive Director before being displayed.
- Notices may remain posted for as long as information is current.
- Priority will be given to dated events of local interest.
- Pamphlets will be displayed according to the same criteria.
- Notices posted become Library property and will be discarded at the discretion of the Executive Director.
- Items to be displayed must be neat and clearly readable.
- Items to be displayed may not use vulgar or obscene imagery or speech that tends to promote hate or violence toward anyone.
- Any materials posted or displayed without authorization will be discarded.
- All public display space is available on a first-come, first-served basis. We will not rearrange postings based on date or hold material indefinitely until a space becomes available.
- Community information displays may be placed in other areas of the Library at the discretion of the Executive Director.

The library neither sanctions nor endorses the viewpoints of materials displayed. Requests to remove displayed materials are handled according to the same written policy and procedures that govern reconsiderations of other library resources (see section 6.10).

14. Photos

Library staff may take photographs at library events for library promotional purposes. These photos may be published in various forms of the media. No identifying information about individuals will be used without written permission.

Individuals must advise library staff if they do not want their picture taken.

15. Policy Review and Revision Statement

The Library Board of Trustees is responsible for the currency and efficacy of the Library's policy.

This general policy document shall be subject to review and needed revision at least every five years as set forward in New York State Division of Library Development Guidelines.

16. Video Surveillance

The Penn Yan Public Library strives to maintain a safe and secure environment for its patrons and staff. Section 226.10 of the New York State Education Law authorizes the Library Board of Trustees to adopt regulations to insure the safety of all Library staff and patrons, protect the Library's property, and maintain order in the Library. The Library's video security system is used only for the protection and safety of patrons and employees and Library assets and property.

16.1 Patron and Employee Privacy

Reasonable efforts will be made to safeguard the privacy of patrons and employees. Video cameras will not be positioned in restrooms. Cameras will not be positioned in any manner to identify a person's reading, viewing or listening activities in the Library. Images will not be

routinely monitored in real-time, nor reviewed by Library staff, except when specifically authorized by the Director. (See Section 3 Confidentiality)

16.2 Camera Placement

Selected public areas of the Library building and grounds are equipped with video cameras that detect and record all movement in those areas. Camera locations will not be changed or added without the permission of the Director. Cameras are positioned to record only those areas specified by the Director.

16.3 Signage

Signage will be posted at the Library entrance stating: "This area is under video surveillance".

16.4 Access to Video Records

A designated employee is assigned by the Director to verify that the system is operating properly and records are being stored on a regular basis.

Only the Director and employees and/or service providers designated by the Director will be authorized to operate the video security system.

Access to video records shall be limited to designated employees and service providers who may only access such records during the course of their assigned duties.

Access to stored video records is password protected.

16.5 Use and Disclosure of Video Records

Video records may be used to identify the person or persons responsible for or involved in violations of the Library Use Policy and alleged illegal conduct on Library premises.
(See Section 8)

Video records may be used to assist law enforcement agencies in accordance with applicable state and federal law. Only the Director is authorized to release any video record to anyone other than a designated employee, including, but not limited to, law enforcement personnel or service personnel.

In no event – unless required by an enforceable legal process – will any video records be released to the media or other persons.

16.6 Video Record Retention

Images from the Library video surveillance system are stored digitally on hardware in the Library. The Library retains all recorded images for 14 days. Video records of incidents can be retained and reviewed as long as considered necessary by the Director.

Appendix A

American Library Association Freedom to Read Statement

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

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

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

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

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

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

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

We therefore affirm these propositions:

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

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

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

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

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

4. There is no place in our society for efforts to coerce the taste of others, to confine adults to the reading matter deemed suitable for adolescents, or to inhibit the efforts of writers to achieve artistic expression. To some, much of modern expression is shocking. But is not much of life itself shocking? We cut off literature at the source if we prevent writers from dealing with the stuff of life. Parents and teachers have a responsibility to prepare the young to meet the diversity of experiences in life to which they will be exposed, as they have a responsibility to help them learn to think critically for themselves. These are affirmative responsibilities, not to be discharged simply by preventing them from reading works for which they are not yet prepared. In these matters values differ, and values cannot be legislated; nor can machinery be devised that will suit the demands of one group without limiting the freedom of others.

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

The ideal of labeling presupposes the existence of individuals or groups with wisdom to determine by authority what is good or bad for others. It presupposes that individuals must be directed in making up their minds about the ideas they examine. But Americans do not need others to do their thinking for them.

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

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

7. It is the responsibility of publishers and librarians to give full meaning to the freedom to read by providing books that enrich the quality and diversity of thought and expression. By the exercise of this affirmative responsibility, they can demonstrate that the answer to a "bad" book is a good one, the answer to a "bad" idea is a good one. The freedom to read is of little consequence when the reader cannot obtain matter fit for that reader's purpose. What is needed is not only the absence of restraint, but the positive provision of opportunity for the people to read the best that has been thought and said. Books are the major channel by which the intellectual inheritance is handed down, and the principal means of its testing and growth. The defense of the freedom to read requires of all publishers and librarians the utmost of their faculties, and deserves of all Americans the fullest of their support.

We state these propositions neither lightly nor as easy generalizations. We here stake out a lofty claim for the value of the written word. We do so because we believe that it is possessed of enormous variety and usefulness,

worthy of cherishing and keeping free. We realize that the application of these propositions may mean the dissemination of ideas and manners of expression that are repugnant to many persons. We do not state these propositions in the comfortable belief that what people read is unimportant. We believe rather that what people read is deeply important; that ideas can be dangerous; but that the suppression of ideas is fatal to a democratic society. Freedom itself is a dangerous way of life, but it is ours.

Appendix B

American Library Association Freedom To View Statement

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

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

Appendix C

American Library Association Library Bill Of Rights Statement

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

- I. Books and other Library resources should be provided for the interest, information, and enlightenment of all people of the community the Library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a Library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries that make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Appendix D

American Library Association Code of Ethics Statement

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees, and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry, we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of

information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. 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.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
3. 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.
4. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
5. 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.
6. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.
7. 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.
8. 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.
9. We affirm the inherent dignity and rights of every person. We work to recognize and dismantle systemic and individual biases; to confront inequity and oppression; to enhance diversity and inclusion; and to advance racial and social justice in our libraries, communities, profession, and associations through awareness, advocacy, education, collaboration, services, and allocation of resources and spaces.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; January 22, 2008; and June 29, 2021.

Appendix E removed

Appendix F

Request for Reconsideration of Library Materials

Request for Reconsideration of Library Materials

Please fill out following form completely and return it to the PYPL Library Director, 214 Main St., Penn Yan, NY 14527.

Name: _____ Date _____

Address: _____

City: _____ State _____ ZIP _____

Phone: _____ E-Mail _____

Do you represent yourself? _____ An Organization? _____

Resource on which you are commenting:

Book ___ Video/DVD ___ Audiobook ___ Multi-media Kit ___ e-Book ___ Electronic information/network (please specify) _____ Other (please specify) _____

Title: _____

Author/Producer: _____

Library owning this title: _____

What brought this title to your attention?

Did you read, view, or listen to the entire work? If no, what parts?

What do you believe is the theme of this title?

What specifically concerns you about this title? Please cite pages, scenes, items, etc.

Are there, in your judgment, any positive elements in this title? Please describe:

Will you share any reviews of this title that support your point of view? _____

Are there resources you suggest to provide additional information and/or other viewpoints on this topic?

Signature: _____

Reconsideration action:

Date request received: _____

Findings of Reconsideration Committee: _____

Date response sent to patron: _____

Appendix G Removed

Appendix H

Public Access Internet Policy Permission Form for Child Library Card Holders

The Internet is one of the tools that the Library can offer to fulfill its mission of providing up-to-date information to the public. The Internet is a global electronic network, which expands the resources of the Library beyond the local collection.

The Internet is a constantly changing and unregulated medium. The Library cannot guarantee the accuracy, quality or suitability of information found on the Internet.

The Library affirms the Library Bill of Rights that supports the right of all individuals to constitutionally protected materials. Each user is responsible for what they choose to access via the Internet.

The Library recognizes the right and responsibility of parents to determine and monitor their own children's use of all Library materials. Parents/guardians are encouraged to work with their children in using the Internet in a way, which is consistent with parental and family values.

All Internet users are expected to comply with copyright and all other applicable state and federal laws.

All Internet users are expected to follow the Library Use Policy, and specifically to respect the rights of others by not publicly displaying content, which are likely to prove objectionable to others.

All Internet users are expected to follow the Public Access Computer Procedures.

Computer hardware and software configurations may not be altered in any way.

Failure to follow this policy may result in revocation of Internet access privileges and/or other actions.

Internet Permission:

- Children under 6 must have a parent or guardian present with them at the PACs.
- Children under 16 who wish to use the PAC independently must have a Library card and a permission form on file signed by a parent or guardian. A staff person may issue a guest pass to a minor whose Library card is not in good standing if the permission form is on file.

I have read the Penn Yan Public Library Internet policy. I have discussed these with my child. I realize that I am responsible for what my child views on the Internet and that the Penn Yan Public Library will not monitor the Internet use of any individual. I give my permission for (child's name) _____ to use the Internet on a Library device; yes or no _____, on her/his/their own; or a tablet to bring home; yes or no _____.

Parent/Guardian signature _____

Date _____

Child's signature _____

Date _____

Appendix I

Suspension Letter

Name of patron
Address
Date of letter

Dear _____ :

Due to your violation of the Penn Yan Public Library Use Policy on _____, your Library privileges are suspended for a period of (____days, weeks, months, years). The suspension begins upon the issue date of this letter and ends on _____.

(Describe in detail the misconduct which violated the Library Use Policy or attach redacted Incident reports).
If you choose to return to the Library once the suspension period has expired, you must abide by the Library Use Policy. Any future rule or policy violations may result in a progressively longer suspension.
You may appeal your Suspension of Library Privileges to the Library Board in writing within 10 days of the written notification of the suspension being sent to you by certified mail. The Library Board will consider the suspension decision based on whether or not the suspension conforms to the criteria set forth in the policy at its next regular meeting.

Sincerely,

Penn Yan Public Library Executive Director or

Penn Yan Public Library Youth Services

Director

Enc. Section 8 of PYPL General Policy

When a Certified letter is sent to patron:
Cc. Penn Yan Public Library Board President
Penn Yan Village Police Department

Appendix J

Hicks Kimball Room Use Agreement

Any group reserving the Hicks Kimball Room for regular repeated use or reserving any Library equipment or serving refreshments in the Hicks Kimball Room must have this form on file at the Library.

_____ requests use of the Penn Yan Public Library
(person)
Hicks Kimball Room for _____.

(group)
September – December date: _____ time: _____

date: _____ time: _____

date: _____ time: _____

date: _____ time: _____

January – May date: _____ time: _____

date: _____ time: _____

date: _____ time: _____

date: _____ time: _____

date: _____ time: _____

June – August date: _____ time: _____

date: _____ time: _____

date: _____ time: _____

As the responsible party, I have read and will abide by the Hicks Kimball Room Use Policy. I agree that this organization will assume full responsibility for any damages or additional cleaning fees. The aforementioned organization also holds harmless the Penn Yan Public Library, its officers, director, agents, representatives, managers, employees, and affiliates from and against any and all claims, suits, liens, judgments, damages, losses, and expenses including reasonable attorney fees and legal expenses.

Parent Organization _____

Address _____ Town _____ State _____

Business Phone _____ Contact Phone _____

Responsible Party (printed) _____ Signature _____

Date Signed _____ Contact e-mail _____

Appendix K

Tutor Agreement Letter

Dear Student and Parent or Guardian and Tutor:

Penn Yan Public Library is meant to be a welcoming location and hub of varied peaceful activity. Our Mission is to awaken and satisfy curiosity in the individual, thus enriching the community. Our Board of Trustees and staff are committed to providing access to high-quality library services for all of our patrons.

Should you choose to hold your tutoring sessions at PYPL, it is important to remember that students, tutors and all patrons are subject to the Tutor Policy and the Library Use Policy (attached). This allows everyone to use the library without any kind of hindrance to his, her, or their or her enjoyment.

As part of its mission, the Library permits tutoring on the premises.

Guidelines

- Tutors and students must sign-in at the front desk.
- Tutors and students will leave contact information with the Library.
- Tutors, students, and parents/guardians will return signed Tutor letter to the Library.
- Tutoring sessions will be kept as quiet as possible. The Library Use Policy (attached) applies to tutors and students.
- Parents and guardians are responsible for the behavior of the students being tutored before, during, and after the tutoring session held at the Library. (See Section 8.3 attached)
- Tutors and students must bring their own supplies.
- If the Hicks-Kimball room is available, it must be used before the limited tables on the Library’s main floor.

Tutor Procedure

- Tutors must provide contact information both for themselves and their students.
- Tutors and students must check in at our circulation desk at the start of each tutoring session.
- If the Hicks-Kimball meeting room is available, it must be used before the limited tables on our main floor.
- There is space for multiple sessions to take place simultaneously in the meeting room.

Thank you for your help in making PYPL a peaceful and comfortable place for everyone.

Sincerely,

Angela Gonzalez
Executive Director

I, _____, Tutor, phone _____

and I, _____, Student

and I, _____, Parent or Guardian, phone _____

have read and agree to abide by the Penn Yan Public Library Use and Tutoring policies. _____ (date)

Appendix L

Wireless Hotspot Borrowing Terms Form

By Borrowing This Item You Agree to the Terms and Conditions Below.

Wireless Hotspot Kits Include:

- 1 Wireless Hotspot
- 1 Hotspot Case
- 1 USB Cable
- 1 Wall Adapter
- Internet Use Policy
- Circulation Policy
- Quick startup guide
- Service area map

Circulation Rules:

- Loan period: 1 week.
- Wireless Hot Spots may not be renewed.
- Holds can be placed on wireless hotspots.
- Patrons must use their own card to borrow these items.
- Juvenile card holders must have internet permission signed by parent or legal guardian in order to check out a Hotspot.
- Library card holders must be in good standing at the time of checkout with no fines of any kind.
- Devices must be returned to a staff member at the circulation desk.
- If the device is damaged, the patron will be charged for all damages to the device and/or accessories.
- Late fees are \$1.00 / day.
- Devices will not be loaned to other libraries.

Lost or Damaged devices:

Users are responsible for loss or damage to the device or its accessories. Charges will be based on replacement costs of the items.

Disclaimer:

The Library is not responsible for any liability, damages or expense resulting from use or misuse of the Wireless Hotspot, connection of it to other electronic devices, or data loss resulting from use of it. The Library is not responsible for downloaded content on the device. Any use of this device for illegal purposes, unauthorized copying of copyright-protected material in any format, or transmission of threatening, harassing, defamatory or obscene materials is strictly prohibited. Please be advised that wireless service varies by location; the library cannot guarantee coverage in all locations.

I understand and agree to the terms and conditions for borrowing wireless hotspots described above.

Sign

Print Name

Date

Device Name and Number

RETURNED (staff initial & date): _____

Appendix M

Statute of Limitations on Library Fines & Fees Policy Statement on Financial Waiver for Patron Debts Approved by the Directors Advisory Council of STLS May 29, 2019

New York State Civil Practice Laws and Rules are specific about an institution's ability to collect debt on an open ended account. These laws apply to library patron accounts and the debts they accrue for overdue fines and lost material fees as well as other charges attached to their account for library specific services. The statute of limitations for these debts in New York State are six years.

In the interests of providing exceptional library services, allowing for a user-friendly database and ensuring unabridged access to library materials, Southern Tier Library System (STLS) will assist member libraries in complying with these statutes by automatically removing all debts incurred by a library patron within the library system's Integrated Library System (ILS). STLS will remove debts based on their encumbrance date. Any debts incurred after the six year statute of limitations will remain on the library patron's account based on local circulation rules of member libraries.

If all outstanding debts are removed from a library patron's account taking into consideration the six year statute of limitations, the library patron's account will be removed from the library system's Integrated Library System (ILS) rendering the patron's issued account number and library card unidentifiable. The library patron may register for a new library account and card at any member library within the Southern Tier Library System.

Removal of patron debts or accounts will take place daily on a schedule set by the library system in partnership with the Directors Advisory Council of STLS (DAC). The schedule will remain unless the DAC recommends a revision taking into account member library needs. STLS will furnish a current schedule to member libraries anytime revisions occur.

Reference: New York State Civil Practice Laws and Rules – Section 213(2)

Appendix N.

U.S. Department of Justice
Civil Rights Division
Disability Rights Section



Service Animals

The Department of Justice published revised final regulations implementing the Americans with Disabilities Act (ADA) for title II (State and local government services) and title III (public accommodations and commercial facilities) on September 15, 2010, in the Federal Register. These requirements, or rules, clarify and refine issues that have arisen over the past 20 years and contain new, and updated, requirements, including the 2010 Standards for Accessible Design (2010 Standards).

Overview

This publication provides guidance on the term "service animal" and the service animal provisions in the Department's new regulations.

- Beginning on March 15, 2011, only dogs are recognized as service animals under titles II and III of the ADA.
- A service animal is a dog that is individually trained to do work or perform tasks for a person with a disability.

- Generally, title II and title III entities must permit service animals to accompany people with disabilities in all areas where members of the public are allowed to go.

How “Service Animal” Is Defined

Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person’s disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

This definition does not affect or limit the broader definition of “assistance animal” under the Fair Housing Act or the broader definition of “service animal” under the Air Carrier Access Act.

Some State and local laws also define service animal more broadly than the ADA does. Information about such laws can be obtained from the State attorney general’s office.

Where Service Animals Are Allowed

Under the ADA, State and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go. For example, in a hospital it would be inappropriate to exclude a service animal from areas such as patient rooms, clinics, cafeterias, or examination rooms. However, it may be appropriate to exclude a service animal from operating rooms or burn units where the animal’s presence may compromise a sterile environment.

Service Animals Must Be Under Control

Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal’s work or the individual’s disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

Inquiries, Exclusions, Charges, and Other Specific Rules Related to Service Animals

- When it is not obvious what service an animal provides, only limited inquiries are allowed. Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person’s disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task.
- Allergies and fear of dogs are not valid reasons for denying access or refusing service to people using service animals. When a person who is allergic to dog dander and a person who uses a service animal must spend time in the same room or facility, for example, in a school classroom or at a homeless shelter, they both should be accommodated by assigning them, if possible, to different locations within the room or different rooms in the facility.
- A person with a disability cannot be asked to remove his/her/their service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal’s presence.
- Establishments that sell or prepare food must allow service animals in public areas even if state or local health codes prohibit animals on the premises.

- People with disabilities who use service animals cannot be isolated from other patrons, treated less favorably than other patrons, or charged fees that are not charged to other patrons without animals. In addition, if a business requires a deposit or fee to be paid by patrons with pets, it must waive the charge for service animals.
- If a business such as a hotel normally charges guests for damage that they cause, a customer with a disability may also be charged for damage caused by him/her/their self or his/her/their service animal.
- Staff are not required to provide care or food for a service animal.

Miniature Horses

In addition to the provisions about service dogs, the Department’s revised ADA regulations have a new, separate provision about miniature horses that have been individually trained to do work or perform tasks for people with disabilities. (Miniature horses generally range in height from 24 inches to 34 inches measured to the shoulders and generally weigh between 70 and 100 pounds.) Entities covered by the ADA must modify their policies to permit miniature horses where reasonable. The regulations set out four assessment factors to assist entities in determining whether miniature horses can be accommodated in their facility. The assessment factors are (1) whether the miniature horse is housebroken; (2) whether the miniature horse is under the owner’s control; (3) whether the facility can accommodate the miniature horse’s type, size, and weight; and (4) whether the miniature horse’s presence will not compromise legitimate safety requirements necessary for safe operation of the facility.

For more information about the ADA, please visit our website or call our toll-free number.

ADA Website

www.ADA.gov

To receive e-mail notifications when new ADA information is available, visit the ADA Website’s home page and click the [link](#) near the top of the middle column.

[ADA Information Line](#)

800-514-0301 (Voice) and 800-514-0383 (TTY)

24 hours a day to order publications by mail.

M-W, F 9:30 a.m. – 5:30 p.m., Th 12:30 p.m. – 5:30 p.m. (Eastern Time)

to speak with an ADA Specialist. All calls are confidential.

For persons with disabilities, this publication is available in alternate formats.

Duplication of this document is encouraged. July 2011

[PDF Version of this Document](#)

July 12, 2011

Experience Library Patron Use Record

Empire Passes may only be checked out once per household per 30-day period. Please date and sign below to provide a record of use for this item.

Date – month, day	Pass #	Borrower Name	Staff initials
1			
2			
3			
4			
5			
6			
7			
8			
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11			
12			
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Appendix P

The library uses the definitions of terms related to gender provided by the Human Rights Campaign, a leading nonprofit that supports and educates around LGBTQ+ issues.

Gender identity

One's innermost concept of self as male, female, a blend of both or neither – how individuals perceive themselves and what they call themselves. One's gender identity can be the same or different from their sex assigned at birth.

Gender expression

External appearance of one's gender identity, usually expressed through behavior, clothing, body characteristics or voice, and which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

Transgender

An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation. Therefore, transgender people may identify as straight, gay, lesbian, bisexual, etc.

For additional terms and definitions, please See [Sexual Orientation and Gender Identity Definitions - Human Rights Campaign \(hrc.org\)](https://www.hrc.org/resources/transgender-orientation).

Appendix Q

Penn Yan Public Library Incident Report		
Date:	Time:	
Person(s) involved:		
Name:		
Address:	Phone:	
Witnesses:		
Name:	Address:	Phone:
What happened:		
Did you call outside help?		
Law enforcement	Which agency?	
Fire _____	Ambulance _____	
Other _____		
Signed: _____		

Penn Yan Public Library Mini Incident Slip

Staff: _____

Date: _____

Name(s)/ Description: _____

Behavior: _____

Person was given:

- Warning
- 2nd Warning
- Out for 24hrs
- Other _____