

Dormont Public Library Employee Handbook

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Article I: Policies Related to Employment

Section 1: Handbook Instructions

1:1 Welcome to Our Library

It's our pleasure to welcome you to Dormont Public Library. We're an energetic and creative bunch, dedicated to high standards of excellence and quality. We value each one of our employees, and we hope that you find your work here rewarding and satisfying.

This section introduces you to our library's history, purpose and goals. Please read it carefully so that you can better understand who we are and what we do. We think we are a special place - made all the more so by the hard work and dedication of our employees.

1:2 Introduction to the Library

The Dormont Public Library was established in 1936 and houses a collection of approximately 30,000 items. The collection currently consists of books, CDs, DVDs, audio books, electronic books, magazines and newspapers.

1:3 History of the Library

The inception of the Dormont Library was on May 8, 1936 at a meeting of the Kelton Parent-Teacher Association. In June of 1937, the library moved to the office of Arthur Wessel on West Liberty Avenue. When the library began to grow, it moved to Glenmore Avenue where it shared a room with the YMCA. In September 1937, the Hillsdale Parent-Teacher Association was invited to join the original group. At the fall election of 1939, the citizens of Dormont voted to assist the library through public funds appropriated by borough council.

In 1946, the Dormont Public Library was incorporated and the borough increased its appropriation. The library relocated to 1501 Potomac Avenue in 1954 to make room for its growing collection. Space continued to be an issue and in 1957, the borough purchased land from Sun Oil Company at 2950 West Liberty Avenue on behalf of the library. On December 16, 1962, a dedication and open house was held for the new Dormont Public Library. The library has continued to evolve and expand in terms of physical appearance and the services it provides. A second story was added in 1989. This floor remained unfinished until enough volunteers and materials were available to complete half of it. In 1995, the Regional Asset District (RAD) tax helped the library to increase its hours of service, to create a writing lab/reference center, and to expand the collections of print and non-print materials. In addition, the library became automated.

More physical changes have also occurred. An elevator was added in 1996. In 1998, the parking lot was redone to correct a drainage problem. The second floor now includes a kitchenette, LDC projector, podium, movie screen, two ADA compliant restrooms and a conference/meeting center.

1:4 Mission Statement

Dormont Public Library is an independent, community library located in the south hills of Allegheny County which works to empower, educate and inspire the members of the Dormont community and the surrounding area through a wide offering of social, academic, and community-based programming. These programs help to establish the Dormont Public Library as a place of learning and growth.

1:5 The Purpose of This Handbook

We think that employees are happier and more valuable if they know what they can expect from our library and what our library expects from them. In the preceding sections, we introduce you to our library's history, values, culture and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet our library's values in everything you do.

The remainder of this handbook will familiarize you with the privileges, benefits and responsibilities of being an employee at Dormont Public Library. Please understand that this handbook can only highlight and summarize our library's policies and practices. For detailed information, you will have to talk to the director.

In this library, as in the rest of the world, circumstances are constantly changing. As a result, we may have to revise, rescind or supplement these policies from time to time. Nothing in this handbook is a contract or a promise. The policies can change at any time, for any reason, without warning.

We are always looking for ways to improve communications with our employees. If you have suggestions for ways to improve this handbook, in particular, or employee relations, in general, please feel free to bring them to the library director.

1:6 ALA Code of Service

Dormont Public Library follows the American Library Association Code of Service:

- Library patrons can expect to be treated courteously and with respect by library staff at all times. Library staff will not discriminate on the basis of age, sex, race, religion, or sexual orientation.
- The public is entitled to easily accessible library collections in a safe, clean, organized, and friendly environment.
- Service to the public takes precedence over the library's internal work.
- Information given to the public, to the best of the library's ability, is current, verifiable, clearly communicated, and provided in a timely manner.

1:7 ALA Bill of Rights

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

1. 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.
2. 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.
3. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
4. Libraries should cooperate with all persons and groups concerned with resisting abridgement of free expression and free access to ideas.
5. A person's right to sue a library should not be denied or abridged because of origin, age, background, or views.
6. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

1:8 ALA Code of Ethics

Since 1939, the American Library Association has recognized the importance of codifying and making known to the public and the profession the principles which guide librarians in action. This latest revision of the Code of Ethics reflects changes in the nature of the profession and in its social and institutional environment.

It should be revised and augmented as necessary. Librarians significantly influence or control the selection, organization, preservation, and dissemination of information.

In a political system grounded in an informed citizenry, librarians 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.

Librarians are dependent upon one another for the bibliographical resources that enable us to provide information services, and have obligations for maintaining the highest level of personal integrity and competence.

1. Librarians must provide the highest level of service through appropriate and usefully organized collections, fair and equitable circulation and services policies, and skillful, accurate, unbiased, and courteous responses to all requests for assistance.
2. Librarians must resist all efforts by groups or individuals to censor library materials.
3. Librarians must protect each user's right to privacy with respect to information sought or received, and materials consulted, borrowed, or acquired.
4. Librarians must adhere to the principles of due process and equality of opportunity in peer relationships and personnel actions.
5. Librarians must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the institution or professional body.
6. Librarians must avoid situations in which personal interests might be served or financial benefits gained at the expense of library users, colleagues, or the employing institution.

Section 2: The Employment Relationship

2:1 Employment is At Will

We sincerely hope that your employment here will be a positive and rewarding experience; however, we cannot make any guarantees about your continued employment at Dormont Public Library. Your employment here is at will. This means that you are free to quit at any time, for any reason, just as we are free to terminate your employment at any time, for any reason, with or without notice, with or without cause.

No employee or library representative, other than the board, has the authority to change the at-will employment relationship or to contract with any employee for different terms of employment. Furthermore, the board may change the at-will employment relationship only in a written contract, signed by the president of the board, the director and the employee. Nothing in this handbook constitutes a contract or promise of continued employment.

Section 3: Hiring

3:1 Commitment to Equal Opportunity

The Dormont Public Library believes that all people are entitled to equal employment opportunity. We follow federal, state, and local laws prohibiting discrimination in hiring and employment. We do not discriminate against employees or applicants in violation of those laws.

3:2 Employment of Relatives

Usually, this library will not refuse to hire someone simply because he or she is related to one of our current employees. If you have a relative whom you think would be perfect to fill an open position in our library, please do not hesitate to refer this person to us.

There are times, however, when employing relatives is inappropriate and has the potential to affect the morale of other employees and to create conflicts of interest for the relatives involved. Therefore, we will not hire relatives of current employees where one relative will have to supervise the other.

If two employees become related while working for this library, and if one of them is in a position of supervision over the other, only one of the employees will be allowed to keep his or her current position. The other will either have to transfer to another position or leave the library.

Under this policy, the term "relatives" encompasses spouses, live-in partners, parents, children, siblings, in-laws, cousins, aunts and uncles. This policy covers biological relationships, marriage relationships and step relationships.

Section 4: New Employee Information

4:1 Child Abuse Clearances

Pursuant to state and federal law, all prospective employees must receive child abuse clearances to be employed by the Dormont Public Library. Specifically, prospective employees must be vetted through a Pennsylvania Child Abuse History Clearance, Pennsylvania State Police Criminal Record Check, and a Federal Bureau of Investigation Criminal Background Check. Any offer of employment is contingent upon the prospective employee passing all three checks.

4:2 Orientation Period

The first 90 days of your employment are an orientation period. At the beginning of this period, the director will work with you to help you learn how to do your job successfully and what the library expects of you. This 90-day period also provides both you and the library with an opportunity to decide whether you are suited for the position for which you were hired. You will receive feedback on your performance throughout the 90 days and the director will be available to answer any questions you might have.

4:3 Proof of Work Eligibility

Within two business days of your first day of work, you must complete Federal Form I-9 and show us documentation proving your identity and your eligibility to work in the United States. The federal government requires us to do this.

If you have worked for this library previously, you need only provide this information if it has been more than three years since you last completed an I-9 Form for us, or if your current I-9 Form is no longer valid.

The director will give you an I-9 Form and tell you what documentation you must provide to the library.

4:4 Child Support Reporting Requirements

Federal and state laws require us to report basic information about new employment, including your name, address and social security number to a state agency called the State Directory of New Hires. The state collects this information to enforce child support orders. If the state determines that you owe child support, it will send us an order requiring us to withhold money from your paycheck to pay your child support obligations.

Section 5: Employee Classifications

5:1 Part-Time and Full-Time Employees

Depending on the number of hours per week you are regularly scheduled to work, you are either a part-time or a full-time employee. It is necessary that you understand which of these classifications you fit into, because it will be important in determining whether you are entitled to benefits and leave. (See Section 8 & 10 of this handbook for information about who is entitled to benefits and leave.)

Part-time employees: Employees who are regularly scheduled to work fewer than 34 hours per week are part-time employees.

Full-time employees: Employees who are regularly scheduled to work at least 35 hours or more per week are full-time employees.

Section 6: Hours

6:1 Hours of Work

Our library's regular hours of business are from 9 AM to 9 PM, Monday, Tuesday, Wednesday and Thursday, and 9:00 AM to 5 PM on Friday and Saturday.

Work schedules will be posted at the library and shall include the time when you will be expected to start and finish work each day. All employees are expected to be here, ready to start work, at the beginning of their scheduled shift.

You may exchange shifts with another employee (that is, switch shifts on a one-time basis), but the director shall be notified of the change in advance and can disallow the change if library operations dictate thusly.

6:2 Flexible Scheduling

We understand that many employees have to balance the demands of their job with the needs of their families and other outside commitments. Therefore, we offer our employees the opportunity to work a flexible schedule. If you would like to change your work schedule – for example, to come in and leave a couple of hours earlier or to work more hours on some days and fewer on others – please talk to the director. The library will try to accommodate your request, to the extent practical. Because not all jobs are suitable to flexible scheduling, and because we must ensure that our staffing needs are met, we cannot guarantee that the library will grant your request.

6:3 Meal and Rest Breaks

Employees are allowed a 15-minute break every 4 hours. These breaks will be paid. In addition, all employees who work at least 5 hours in a day are required to take a 30-minute meal break. Meal breaks are unpaid, unless – with the approval of the director – you are required to work and eat during your meal break.

6:4 Staff Meetings

Staff meetings will be held at the discretion of the director. Attendance at staff meetings is mandatory. To the extent possible, every effort shall be made to provide multiple opportunities for staff members to attend a meeting so that they may attend as part of their regularly scheduled work day.

If three or more staff members determine there is need for a special meeting, that group may petition the director for a meeting by providing such petition in writing. The petition shall also include the purpose of the meeting.

Section 7: Pay Policies

7:1 Payday

Employees are paid bi-weekly by check or through direct deposit. Paychecks are available to staff on Tuesdays of the pay week, and can be cashed two days later, on Thursday. If a payday falls on a holiday, you will receive your paycheck on the last workday immediately before payday. To have direct deposit, a canceled check with account number shall be provided to the director. After that occurs, it typically takes one to two pay periods for it to take effect.

7:2 Advance Policy

Our library does not allow employees to receive pay advances.

7:3 Payroll Deductions

Your paycheck reflects your total earnings for the pay period, as well as any mandatory or voluntary deductions from your paycheck. Mandatory deductions are deductions that we are legally required to take. Such deductions include federal income tax, social security tax (FICA) and any applicable state and local taxes.

If you have any questions about your paycheck or deductions, or wish to change your federal withholding form (Form W-4), contact the director.

7:4 Wage Garnishments

A wage garnishment is an order from a court or a government agency directing us to withhold a certain amount of money from an employee's paycheck and send it to a person or agency. Wages can be garnished to pay child support, spousal support or alimony, tax debts, outstanding student loans or money owed as a result of a judgment in a civil lawsuit.

If we are instructed by a court or agency to garnish an employee's wages, the employee will be notified of the garnishment at once. Please note that we are legally required to comply with these orders. If you dispute or have concerns about the amount of a garnishment, you must contact the court or agency that issued the order.

7:5 Expense Reimbursements

From time to time, employees may incur expenses on behalf of the Dormont Public Library. We will reimburse you for the actual work-related expenses you incur, as long as those expenses are reasonable. The library provides reimbursement for travel (mileage) at the current rate. Mileage charges are based on Dormont Public Library as the point of origin, and the staff member is responsible for the liability connected with his or her own vehicle. You must follow these procedures to get reimbursed:

- Get permission from the director before incurring an expense.
- Keep a receipt for every expense.
- Submit your receipts, along with an expense report, to the director for approval within 30 days of incurring an expense.

Section 8: Employee Benefits

8:1 Benefits

At this time, the Dormont Public Library does not offer health care benefits or retirement plans to its employees.

8:2 Workers' Compensation Insurance

If you suffer from an illness or injury that is related to your work, you may be eligible for workers' compensation benefits. Workers' compensation will pay for medical care and lost wages resulting from job-related illnesses or injuries.

If you are injured or become ill through work, please inform the director immediately regardless of how minor the injury or illness may be.

To find out more about workers' compensation coverage, contact the library director.

If you are unable to work because of an illness or injury that is not related to work, then you might be eligible for state disability insurance instead of workers' compensation.

8:3 Unemployment Insurance

If your employment with our library ends, you may be eligible for unemployment benefits. These benefits provide you with a percentage of your wages while you are unemployed and looking for work. To find out more, contact the Pennsylvania Department of Labor and Industry.

8:4 Dues for Membership in Professional Organizations

The library will pay the dues only for the director's personal membership in the American Library Association, Public Library Association and the Pennsylvania Library Association.

8:5 Continuing Education

Improvements of library service to users are the primary purpose of continuing education for the development of personnel. Some learning activities are designated to train personnel for specific needs of the library and those who use it. Others are initiated by the individual staff member to update or extend personal knowledge. This policy has been formulated to aid libraries of all types in development or refining their own procedures based on the Commonwealth Library Code.

Each employee that works over 20 hours each week is required to attend six hours of continuing education every two years. The director is required to attend eight hours each year. All other staff members will be given opportunities to increase their skills in a specific job area as opportunities arise.

- A. The director is authorized to approve attendance, basing approval upon budget limitations, minimal effect on the library's schedule coverage and the inherent value of the conference or meeting. Conferences help fulfill the continuing education requirements mandated by the Commonwealth. Since the purpose of attending conferences or conventions is to enhance services at the library, any employee who attends a conference will submit a written report that summarizes the meetings he or she attended. The report will summarize the topics presented, the employee's reactions to the views expressed, and the possible implications for Dormont Public Library. The director should receive the employee's report within five days of the conference. The director will present the information to the board.

Section 9: Use of Library Property

9:1 Library Property

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on this library's bottom line when people abuse library property, misuse it or wear it out prematurely by using it for personal business.

We ask all employees to take care of library property and to report any problems to the director. If a piece of equipment or property is unsafe for use, please report it immediately.

Please use property only in the manner intended and as instructed.

We do not allow personal use of library property unless specifically authorized in this handbook.

Failure to use library property appropriately, and failure to report problems or unsafe conditions, may result in disciplinary action, up to and including termination.

9:2 Telephone System

The library's telephone system is for business use only. Employees are expected to keep personal calls to a minimum unless there is an immediate family concern. If you must make or receive a personal call, please keep your conversation brief (three minutes or less) and conduct these calls off of the floor. Extensive personal use of library phones is grounds for discipline.

Patrons at the desk take precedence over patrons on the telephone. When busy, take the person's name and number and call him or her back. Answer telephones as quickly as possible. When desk personnel are busy, those not on desk duty but near the telephones must answer the calls, with the exception of pages.

9:3 Use of Personal Cell Phones

We recognize that cell phones, and smartphones especially, have become an integral part of everyday life and can be a great asset if used correctly. They may also cause problems when used imprudently or excessively.

Employees who use their cell phones excessively may get distracted from their work, disturb colleagues by speaking on their phones, or cause security issues from inappropriate or misuse of our company's internet connection.

Cell phones should be used prudently during working hours. Phones should be turned off or silenced when an employee is working. At no time should an employee use their cell phone's camera or microphone to record confidential information, or to download, upload, stream or access inappropriate, illegal or obscene material on a company cell phone using the library's internet connection.

Employees can use their phones during breaks at their own discretion, but are reminded that if used in the workplace, should always be secondary to your job responsibilities. The library retains the right to monitor employees for excessive or inappropriate use of their cell phones. If an employee's phone usage causes a decline in productivity or interferes with operations, we will ban that employee from using their cell phone.

Employees may face severe disciplinary action up to and including termination, in cases when they cause a security breach, violate our confidentiality policy, or cause an accident by recklessly using their phone.

9:4 Reading

Personal reading is not to be done on library time. Professional reading must never be allowed to interfere with helping patrons and should be kept to a minimum when at a public service desk.

Section 10: Leave and Time Off

10:1 Personal Leave Time

All employees of the library are provided with paid personal leave to be used at the employee's discretion as vacation time, personal day(s) or sick leave. Each employee that works one year receives the equivalent of one week of personal leave time. After they have worked for two years, they receive two weeks of personal leave time. The number of hours of paid time off is determined by the total number of hours that employee works from their start date to that same date the following year. That number of hours is then divided by 52 weeks to determine the hours of vacation, rounding up or down based on the mid-point of the numeric amount.

Leave is provided when scheduled in advance with the director. We will try to grant every employee's request for the days off of his or her choice; however, we must have enough workers to meet our day-to-day need – which means we might not be able to grant every request, especially during holiday periods.

Personal leave time must be used between one anniversary date to the next year's anniversary date or will be lost. Exceptions to that policy will be considered by the board on a case-by-case basis when requested in writing. Employees will not be paid for any accrued and unused vacation when their employment terminates.

10:2 Holidays/Other Closures

Our library observes the following holidays each year: New Year's Day, Good Friday, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day, the day after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.

If a holiday falls on a Saturday, the preceding Friday is treated as the holiday. If the holiday falls on a Sunday, the day to be treated as the holiday is the following Monday. Employees will receive holiday pay for the shifts that they would normally work if not closed on that day.

The full list of holidays and when they are observed should be prepared by the director each December for the following year, and provided to employees, the board and posted on the library's website.

Additionally, if the library must be closed for any other reason on a day on which it is typically open, employees will receive pay for the shifts that they would normally work if the library had not been closed. This includes, but is not limited to, reasons such as no heat or air conditioning, no water, inclement weather, or no electricity.

10:3 Family and Medical Leave

Because of our small size, our library is not required to comply with the federal Family and Medical Leave Act (FMLA); however, we recognize that our employees may occasionally need to take unpaid leave to care for a new child, to care for a seriously ill family member or to handle an employees' own medical issues.

If you anticipate that you might need time off to deal with family and medical issues, please talk to your director. We can't guarantee that we'll grant every request, but we will seriously consider every request on a case-by-case basis. Among other things, we may consider our staffing needs, your position at the library, the reason why you need leave and how long you expect your leave to last. All Family and Medical Leave will be unpaid.

10:4 Bereavement Leave

In the event of the death of a member of an employee's immediate family (spouse, parent, sibling, child, legal guardian, grandparent, grandchild, in-laws and step-relatives of immediate family), the staff member shall be permitted up to three (3) scheduled work shifts of paid funeral leave. Exceptions may be made to the definition of immediate family member based on family and other relationships on a case by case basis. In the event of death of other close relatives, the employee shall be permitted one day of paid funeral leave to attend the funeral or memorial service.

10:5 Military Leave

Our library supports those who serve in the armed forces to protect our country. In keeping with this commitment, and in accordance with state and federal law, employees who voluntarily or involuntarily leave employment to perform duty in the "uniformed services," which include the Army, Navy, Marine Corps, Air Force, Coast Guard, as well as the reserve components of each of these services, the Commissioned Corps of the Public Health Service, Army National Guard, Air National Guard, and any other category of persons designated by the president in time of war or emergency. This leave will be unpaid.

Service includes active duty, active duty for training, initial active duty for training, inactive duty training (such as drills) and funeral honors duty performed by National Guard and reserve members, as well as the period for which a person is absent from a position of employment for the purpose of an examination to determine fitness to perform any such duty. Additionally, the library will grant a Military Leave of Absence to employees in the National Disaster Medical System who voluntarily or involuntarily leave employment to perform certain types of service or to participate in approved training to prepare for such service. Employees will be granted leave and subsequent re-employment rights in accordance with Title 51 (Military Affairs) of the Pennsylvania Consolidated Statutes and the Uniformed Services Employment and Reemployment Rights Act (USERRA).

When an employee's military leave ends, that employee will be reinstated to the position he or she formerly held, or to a comparable position, as long as the employee meets the requirements of federal and state law.

Employees who are called to military service must tell their supervisors as soon as possible that they will need to take military leave. An employee whose military service has ended must return to work or inform the library that he or she wants to be reinstated in accordance with these guidelines:

For a leave of 30 or fewer days, the employee must report back to work on the first regularly scheduled workday after completing military service, allowing for travel time.

For a leave of 31 to 180 days, the employee must request reinstatement within 14 days after military service ends.

For a leave of 181 days or more, the employee must request reinstatement within 90 days after military service ends.

During this unpaid leave, employees are entitled to use applicable paid time off (vacation time or personal days) during their leave.

10:6 Jury Duty

If you are called for jury duty, you are entitled to take time off, as necessary, to fulfill your jury obligations. This leave will be paid provided that the employee does not also take compensation from the county for that service. No employee will face discipline or retaliation for jury service.

You must immediately inform the director when you receive your jury duty summons. If you are chosen to sit on a jury, you must inform the director how long the trial is expected to last. You must also check in with the director periodically during your jury service, so the library knows when to expect you back at work.

On any day when your jury service ends before the end of your usual work day, you must check in with the director to find out whether you need to return to work for that day.

10:7 Parental Leave

Employees that have been employed by Dormont Public Library for at least 12 months and have at least 1,250 hours of service during the 12 month period preceding the request for leave are entitled to a total of six weeks of leave. Eligible employees may request a leave of absence for a defined period of time for the birth of a son or daughter or the adoption of a child or foster care placement with employee of a child. Where the necessity for leave is foreseeable, employees must give 30 days notice of their intention to take leave under this policy. If such notice is not possible, you must give notice as soon as practicable (within two business days of learning of your need for leave). Failure to provide such notice may be grounds for denial of the leave. Where the need for leave is not foreseeable, you are expected to notify the library within two business days of learning of your need for leave. The library will require employees to report periodically on their status and intent to return to work.

10:8 Emergency or Personal Leave

Full-time employees receive three days emergency or personal leave each year. Personal leave must be used by the end of each calendar year or will be lost. Exceptions to that policy will be considered by the board on a case-by-case basis when requested in writing. Employees will not be paid for any accrued and unused emergency or personal leave when their employment terminates.

10:9 Dental and Medical Appointments

Employees should have dental and medical appointments on their own time.

10:10 Weather Related Closures

In the event that the library is closed because of weather conditions, the director will notify or be responsible for the notification of all employees. Such decision shall be made by the director in consultation with the board. All employees will be paid for the hours they would have worked. In the event that the library is open and an employee cannot get to work because of weather, the employee may take a day of personal leave if they are entitled, otherwise it will be a day of unpaid leave.

Section 11: Performance

11:1 Your Job Performance

Each and every employee at Dormont Public Library contributes to the success or failure of our library. If one employee allows his or her performance to slip, then all of us suffer. We expect everyone to perform to the highest level possible.

We believe our connection to our patrons is of the utmost importance to our success; therefore, every employee at the Dormont Public Library must make customer service a top priority. Excellent performance includes excellent customer service.

Poor job performance can lead to discipline, up to and including termination.

11:2 Performance Reviews

Because our employees' performance is vital to our success, we conduct periodic reviews of individual employee performance. We hope that, through these reviews, our employees will learn what we expect of them and we will learn what they expect of us. The board will evaluate the director and the director will evaluate other employees. The goal of evaluations is to review the performance of the previous year, to review the duties of the job and to plan goals for the coming year and to discuss any issues the employee and the director may have regarding the above. For new employees, an evaluation will also be done at the end of the probationary period.

The director will be responsible for the evaluation of all other employees. Examples of job criteria include, but are not limited to, the following:

- Performs assigned duties
- Meets the objectives of the library as established by the board
- Competently provides programs and activities for young library users
- Efficiently processes books as needed
- Handles library materials with care and diligence
- Competently recommends purchases for children's collection
- Effectively assists all library patrons in the use of the library
- Adheres to state law relevant to the duties and responsibilities of the position
- Maintains confidentiality of sensitive information
- Maintains accurate and timely records
- Works well independently
- Deals tactfully and courteously with the public
- Keeps work areas neat
- Observes work hours
- Is punctual
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public

The director will then go over the evaluation with the employee and together they will develop goals, discuss areas for improvement, etc. The director will then summarize the evaluation in written form. The director will present a summary of the evaluation at the next board meeting. At the discretion of the board, the employee may be asked to meet with the board to discuss the same. Likewise, an employee can request to meet with the board for the purpose of discussing the evaluation. The minutes from the board meeting will note that a staff evaluation took place and that the employee signed the evaluation.

We require all employees to participate in the review process. Failure to participate could lead to discipline, up to and including termination.

Section 12: Workplace Behavior

12:1 Please Act Professionally

People who work together have an impact on each other's performance, productivity and personal satisfaction in their jobs. In addition, how our employees act toward customers and vendors will influence whether those relationships are successful for our library. Because your conduct affects many more people than just yourself, we expect you to act in a professional manner whenever you are on library property, conducting library business or representing the library at business or social functions.

Individuals who act unprofessionally will face discipline, up to and including termination.

12:2 Punctuality and Attendance

You are important to the effective operation of this business. When you are not here at expected times or on expected days, someone else must do your job or delay doing his or her own job while he or she waits for you to arrive. Each employee is expected to keep regular attendance and to be on time and ready to work at the beginning of each scheduled workday.

If you are late for work, habitually late or fail to appear without calling in, you will face disciplinary action, up to and including termination.

12:3 Employee Appearance and Dress

The Dormont Public Library takes pride in our employees and our library. With this in mind, we ask that all employees are expected to project a professional image while they are working at the library. This is expected to be followed during all hours of work, Monday through Saturday.

Work attire should be of a business casual nature. Casual business wear means that your clothes should be neat, clean and unsoiled, professional clothing, and should not draw inappropriate or disruptive attention to you. Clothing should never be torn, ripped, faded, wrinkled, frayed, worn out, threadbare, baggy, form fitting, revealing, or balled up. Clothing should match and fit appropriately. When referencing clothing, this includes shoes and accessories. Accessories must be business appropriate as well with none of them being used to excess.

Piercings, tattoos and gauging are personal choices, but should not impinge on the employee's ability to perform their role, or harm the reputation and image of the library.

Personal hygiene is a must. Please be aware of body odors from sweating and be sure that clothing is washed and odor-free in addition to deodorant being used.

If it is determined by the director that an employee is violating these guidelines or their dress, jewelry or tattoos present such a conflict, the employee will be encouraged to identify appropriate options to resolve the conflict.

12:4 Threatening, Abusive or Vulgar Language

We expect our employees to treat everyone they meet through their jobs with courtesy and respect. Threatening, abusive and vulgar language has no place in our workplace. It destroys morale and relationships, and it impedes the effective operation of our business.

As a result, we will not tolerate threatening, abusive or vulgar language from employees while they are on the worksite, conducting library business or attending library-related business or social functions.

Employees who violate this policy will face disciplinary action, up to and including termination.

12:5 Fighting

Verbal or physical fighting among employees is absolutely prohibited. Employees shall not engage in, provoke or encourage a fight. Those who violate this policy will be disciplined, up to and including termination.

12:6 Sleeping on the Job

When our employees arrive at work, we expect them to be physically prepared to work through their day. Employees who sleep on the job dampen morale and productivity and deprive us of their work and companionship. As a result, we do not allow any employees to sleep while at work.

12:7 Insubordination

The workplace operates on a system of mutual respect between supervisors and employees. Supervisors must treat their employees with dignity and understanding, and employees must show due regard for their supervisors' authority.

Insubordination occurs when employees unreasonably refuse to obey the orders or follow the instructions of their supervisors. It also occurs when employees, through his or her actions or words, show disrespect toward his or her supervisor.

Insubordinate employees will face discipline, up to and including termination.

We understand, however, that there will be times when employees have valid reasons for refusing to do as their supervisor says. Perhaps the employee fears for his safety or the safety of others, believes that following instructions will violate the law or poses some other problem for this library. Or maybe the employee thinks that there is a better way to accomplish a goal or perform a task. When these issues arise, we do not ask that employees blindly follow orders. Instead, we ask that employees explain the situation to their supervisor. If, after hearing the employee's side, the supervisor continues to give the same order or rule, the employee must either obey or use the complaint procedures described in Section 20 of this handbook.

12:8 Progressive Discipline

Any employee conduct that, in the opinion of the library director, interferes with or adversely affects our business is sufficient grounds for disciplinary action.

Disciplinary action can range from oral warnings to immediate discharge. Our general policy is to take disciplinary steps in the following order:

- Oral warning(s)
- Written reprimand(s)
- Suspension(s), with or without pay, will be issued to any employee who does not correct behavior addressed in a written reprimand. Suspensions can last from one to five days at the discretion of the director. A notice of suspension will be added to the employee's file. An employee may respond in writing to the suspension and this too will be placed in the file. If, after the suspension, the employee corrects the behavior that initiated the suspension, the director has the option to remove the suspension notice from the file
- Termination – the director will give written notice to any employee being dismissed. The employee shall have the opportunity to discuss the dismissal with the director. The employee shall also have the opportunity to appeal the dismissal to the library board at a special meeting called by the board president. The board or personnel committee will then present a written decision to the employee, either overturning or affirming the dismissal, within three working days.

The library director reserves the right to alter the order described above, and to skip disciplinary steps, to eliminate disciplinary steps, or to create new and/or additional disciplinary steps.

In choosing the appropriate disciplinary action, we may consider any number of the following things:

- The seriousness of your conduct
- Your history of misconduct
- Your employment record
- Your length of employment with the library
- The strength of the evidence against you
- Your ability to correct the conduct
- Actions we have taken for similar conduct by other employees
- How your conduct affects this library, its customers and your coworkers, and
- Any other circumstances related to the nature of the misconduct, to your employment with this library and to the effect of the misconduct on the business of this library

We will give those considerations whatever weight we deem appropriate. Depending on the circumstances, we may give some considerations more weight than other considerations, or no weight at all.

Some conduct may result in immediate termination. Here are some examples:

- Theft of library property
- Alcohol and/or drug use or possession on the job or use that affects job performance
- Excessive tardiness or absenteeism or improper use of sick time
- Arguing, fighting, rudeness and/or use of obscene language with customers, coworkers, managers or supervisors
- Brandishing a weapon at work
- Threatening the physical safety of customers, coworkers, managers or supervisors
- Physically or verbally assaulting someone at work
- Any illegal activity at work
- Using or possessing alcohol or illegal drugs at work
- Working under the influence of alcohol or illegal drugs
- Failing to carry out reasonable job assignments
- Insubordination (refusal to perform assigned duties)
- Making false statements on a job application
- Violating library rules and regulations, and
- Unlawful discrimination and/or harassment

Of course, it is impossible to compile an exhaustive list of the types of conduct that will result in immediate termination. The ones listed above are merely illustrations.

You should remember that your employment is at the mutual consent of you and this library. This policy does not change this fact. This means that you or this library can terminate our employment relationship at will, at any time, with or without cause, and with or without advance notice.

As a result, this library reserves its right to terminate your employment at any time, for any lawful reason, including reasons not listed above. You also have the right to end your employment at any time.

Section 13: Health and Safety

13:1 Safety Policy

Our library takes employee safety very seriously. In order to provide a safe workplace for everyone, every employee must follow our safety rules:

- Rough-housing and other physical acts that may endanger employees or patrons, or cause accidents, are prohibited.
- Employees must follow the director's safety instructions.
- All equipment and machinery must be used properly. Do not use equipment for other than its intended purpose.
- All employees must immediately report any workplace condition that they believe to be unsafe to their supervisor. The library will look into the matter promptly.
- All employees must immediately report any workplace accident or injury to their supervisor.

13:2 Workplace Security

It is every employee's responsibility to help keep our workplace secure from unauthorized intruders. Every employee must comply with these security precautions.

When you leave work for the day, please do all of the following: follow standard procedures for shutting down the computers, count all receipts for the day, walk through the library and make sure that no one is left inside the library.

13:3 What to Do in an Emergency

In case of an emergency, such as a fire, earthquake or accident, your first priority should be your own safety. In the event of an emergency causing serious injury, immediately dial 9-1-1 to alert police and rescue workers of the situation.

If you hear a fire alarm or in case of an emergency that requires evacuation, please proceed quickly and calmly to the fire exits. Remember that every second may count – don't return to the workplace to retrieve personal belongings or work-related items. Once you have exited the building, safely cross the road and gather together in the parking lot until you have been notified that it is safe to return to the building.

13:4 No Smoking

For the health, comfort and safety of our employees, smoking is not allowed in the building. You may smoke during meal or rest breaks only. Employees may not take "smoking breaks" in addition to the regular breaks provided to every employee under our policies.

We recognize that smoking tobacco products is legal and that employees have the right to smoke outside of work hours. The Dormont Public Library will not discriminate against any applicant or employee based on that person's choice to smoke; however, we do expect that restrictions requiring that smoking occur at least 15' from the door and building will be followed.

13:5 Violence is Prohibited

We will not tolerate violence in the workplace. Violence includes physical altercations, coercion, pushing or shoving, horseplay, intimidation, stalking and threats of violence. Any comments about violence will be taken seriously – and may result in your termination. Please do not joke or make offhand remarks about violence.

No Weapons

No weapons are allowed in our workplace. Weapons include, but are not limited to, firearms, knives, brass knuckles, martial arts equipment, clubs or bats and explosives. If an employee has a firearm, and a license to carry, and carries it for their own personal protection, he or she shall notify the director of such. While it will be allowed on the premises, it shall be secured during working hours and not kept on their person. Any employee found with a weapon in the workplace, not disclosing that they carry a firearm, or violating the policy regarding storage of a firearm, will be subject to discipline, up to and including termination.

What to Do in Case of Violence

If you observe an incident or threat of violence that is immediate and serious, immediately dial 9-1-1 and report it to the police or use the panic button. All other concerns should be brought to the immediate attention of the director who shall have the discretion to address appropriately.

Section 14: Employee Privacy

14:1 Search Policy

Employees do not have a right to privacy in their workspaces, any other library property or any personal property they bring to the workplace. The library reserves the right to search library premises at any time, without warning, to ensure compliance with our policies on employee safety, workplace violence, harassment, theft, drug and alcohol use, and possession of prohibited items. The library may search library property, including but not limited to lockers, desks, file cabinets, storage items, and workspaces. If you use a lock on any item of library property (a locker or file cabinet, for example), you must give a copy of the key or combination to the director. The library may also search personal property brought onto library premises, including but not limited to toolboxes, briefcases, backpacks, purses and bags.

14:2 E-Mail Monitoring

The library reserves the right to monitor e-mails sent from or received on library computers sent through the eiNetwork. Therefore, no employee should expect that e-mails made on library equipment will be private.

Section 15: Computers, E-mail and the Internet

15:1 E-mail

The Dormont Public Library provides employees, as needed, with computer equipment, including an internet connection and access to an electronic communications system, to enable them to perform their jobs successfully. This policy governs those employees' use of the library's e-mail system.

The e-mail system is intended for official library business. Although you may use the e-mail system for personal messages, you may do so during non-work hours only. If you send personal message through the library's e-mail system, you must exercise discretion as to the number and types of messages you send. Any employee who abuses this privilege may be subject to discipline.

E-mail Rules

All of our policies and rules of conduct apply to employee use of the e-mail system. This means, for example, that you may not use the e-mail system to send harassing or discriminatory messages, including messages with explicit sexual content or pornographic images; to send threatening messages; or to solicit others to purchase items for non-library purposes.

We expect you to exercise discretion in using electronic communications equipment. When you send e-mail using the library's communications equipment, you are representing the library. Make sure that your messages are professional and appropriate, in tone and content. Remember, although e-mail may seem like a private conversation, e-mail can be printed, saved and forwarded to unintended recipients. You should not send any e-mail that you wouldn't want your boss, or your mother to read.

Violations

Any employee who violates this policy or the eiNetwork's e-mail or computer use policies will be subject to discipline, up to and including termination.

15:2 Internet Use

We may provide you with computer equipment and capabilities, including internet access, to help you perform your jobs. The eiNetwork policy statement of privacy governs your use of that equipment to access the internet, or other use, as follows:

The Electronic Information Network (eiNetwork), a collaborative venture of the Allegheny County Library Association and the Carnegie Library of Pittsburgh, is a consortium of 44 participating libraries in Allegheny County. The eiNetwork not only maintains the online catalog for the participating library locations, but provides Internet access to these locations and manages and maintains the network and PCs at the libraries. This statement of eiNetwork's "Policy Statement on Internet and Computer Use" (Policy Statement) is intended to provide information and guidance for the administrators and Trustees of participating libraries, their employees, and library patrons regarding eiNetwork's compliance with federal and state laws concerning the use of our computers and network.

A. In General

1. It is the policy of eiNetwork to comply with all applicable federal and state laws governing the use of library computers and the Internet and to require participating libraries to comply with those laws.
2. The eiNetwork is committed to providing participating libraries and their patrons with access to technology and electronic information for the education and enrichment of the communities we serve.

3. eiNetwork receives federal assistance under the Telecommunications Act of 1996 to provide the network connection for participating libraries. Each eiNetwork participating library is therefore required to have, and has adopted, an Internet Usage Policy that complies with the Children's Internet Protection Act (CIPA), 20 U.S. Code § 9134.

B. Privacy and Access

1. Both eiNetwork and participating libraries are committed to respecting and protecting the privacy of patrons and employees.
2. Except as provided in this Policy Statement or otherwise required by law, eiNetwork staff will not monitor, control, or restrict the access of any library patron to either computers or information available online.
3. Library patrons must keep in mind that public workstations are neither private nor secure and must utilize judgment and discretion when using a library computer. Certain Internet use data may be lawfully obtained by law enforcement authorities. The eiNetwork assumes no liability for any violation of privacy of individual patrons who use library computers.
4. Use of computers and the e-mail system by library employees is governed by each participating library, which may allow incidental use of those computers for personal purposes. However, the computers are the property of either the library or eiNetwork, and eiNetwork owns and manages the network to which they are connected. eiNetwork reserves the right to inspect the contents of any library employee's e-mail account to investigate compliance with applicable laws, and eiNetwork or the library may, where appropriate, exercise its right to inspect computer hard drives to ensure compliance with applicable laws. Because eiNetwork respects the privacy rights of library computer users, it will only exercise this right to inspect contents of email or files where it has cause to believe that there has been a violation of law and with the concurrence of a Corporate Member, when it has legally requested by law enforcement authorities, or when requested by a Library Director consistent with individual library policy. Library employees should never use library computers to transmit offensive, inappropriate, or harassing material.

C. CIPA Compliance

1. Because the computers in eiNetwork participating libraries are provided with Internet access at a discounted rate under the Telecommunications Policy Act of 1996, CIPA requires all computer terminals to utilize technology protection measures or filtering software. Under CIPA, Congress mandated that the filtering software must protect against access through library computers of certain material that is obscene, child pornography, or harmful to minors. The U.S. Supreme Court in 2003 upheld this requirement as constitutional under the First Amendment.
2. All eiNetwork participating libraries have certified their compliance with the requirements of CIPA and all computers in those libraries utilizing filtering software.
3. The eiNetwork has selected filtering software that it has reasonably determined to be CIPA-compliant, which is installed on all participating libraries' computers. Nonetheless, Congress and the Supreme Court have both recognized that filtering software is inherently unreliable and can over-block or under-block access on the worldwide web.

4. When over-blocking occurs, library patrons can be denied access to sites with educational value and appropriate information. When under-blocking occurs, library patrons, including children, can be afforded access to sites that contain illegal, obscene, or sexually explicit material. The eiNetwork assumes no liability for any consequences caused by over- or under-blocking of material by the filtering software.
5. A participating library may decide to implement more stringent filtering policies than are embedded in the filtering software provided to it by eiNetwork; the filtering software may be adjusted by that library accordingly. The eiNetwork does not take responsibility for any decisions made by a participating library to adopt a more protective approach to Internet access.
6. Under CIPA, library staff should disable a filter for adults (age 17 or older) when requested; library staff should also override the filter for minors (age 16 or younger) in the event that the filter erroneously blocks access to a site. The Supreme Court has emphasized the importance of this aspect of the law in its decision to uphold CIPA. The filtering software implemented by eiNetwork allows disabling of the filter at each workstation, as provided by the statute. However, eiNetwork is not involved in or responsible for any library staff decision to disable or not to disable in any specific situation.

D. Compliance with Other Federal and State Laws

1. Users of any eiNetwork computer, Internet connection, or database must comply fully with federal, state, and local laws, with library rules and policies. Additionally, users may be required to comply with the laws of other jurisdictions and the rules and policies of other systems and networks when engaging in electronic communications with persons in other jurisdictions or on other systems and networks.
2. Users must comply with the terms and conditions of applicable contracts, including software licenses, and must refrain from any activity that violates the intellectual property rights of others.
3. Users may not use any eiNetwork computer, Internet connection, or database in any manner that could be reasonably expected to disrupt or impair normal network use and service; to gain unauthorized access to any computer, system, or database; to violate the privacy of any person; to transmit, develop, or propagate any computer virus or other harmful program; or to circumvent computer-security or data-protection measures.
4. eiNetwork participating library computers and Internet connections are intended for research, education, community economic development, and public service. Users may not send spam or engage in illegal activities via these computers and connections.

E. Enforcement

1. Libraries that participate in eiNetwork shall make reasonable efforts to inform employees and users of the policies governing the use of eiNetwork computers, Internet connections, and databases. Each participating library shall also make reasonable efforts to ensure compliance with this Policy Statement and with state and federal laws applicable to use of that library's computers.
2. Should any participating library intentionally or negligently fail to comply with the requirements of CIPA or fail to certify compliance, eiNetwork has the right to require that the

non-complying library disconnect its eiNetwork Internet connection and pay eiNetwork for any allocable e-rate discount received during such noncompliance.

15:3 Social Networking Policy

Knowledge sharing through social networking is part of the daily business of the library. Defined to include online communities of people and/or online sites and tools that allow for the exchange of knowledge, photographs and idea, social networking applies to all social media sites.

This policy applies to everyone who is an employee of the Dormont Public Library. It does not replace good judgement and is not all-inclusive. Instead, this policy provides the framework for understanding acceptable social networking behavior by setting forth the following guidelines:

- A. With the director's prior consent, an employee shall not independently establish or otherwise participate in websites, social networks, electronic bulletin boards, or other web-based applications or tools that:
 - Make reference to the Dormont Public Library.
 - Shares any information that is not public regarding the Dormont Public Library.
 - Make misleading statements that the individual knows to be false about the library, coworkers, or other people working on behalf of the library. Posting of news and information should always be honest and accurate and if a mistake is made, It should be corrected quickly.
 - Make promises or commitments for the library.
 - Use the library's logo or other copyrighted or trademarked materials.
 - Display photos of library patrons or employees on work premises.

- B. When choosing to participate in an online community or other form of social media, employees should do so with an understanding that they are accountable for everything that they send/post. In the event that comments/photographs/videos/posts violate our policies, the employee will be subject to corrective action, up to and including discharge.

Employees are allowed to associate themselves with the library when posting, but must clearly brand any online posts as personal and purely their own.

Section 16: Employee Records

16:1 Your Personnel File

This library maintains a personnel file on each employee. The purpose of this file is to allow us to make decisions and take actions that are personally important to you, including notifying your family in case of an emergency, calculating income tax deductions, and withholdings and paying for appropriate insurance coverage.

Although we cannot list here all of the types of documents that we keep in your personnel file, examples include copies of your reviews and employment history.

Your personnel file is physically kept by the director. If you have any questions about your personnel file, contact the director.

16:2 Confidentiality of Personnel Files

Because the information in your personnel file is by its nature, personal, we keep the file as confidential as possible. We allow access to your file only on a need-to-know basis.

16:3 Please Notify Us if Your Information Changes

Because we use the information in your personnel file to take actions on your behalf, it is important that the information in that file be accurate. Please notify the director whenever any of the following changes:

- Your name
- Your mailing address
- Your phone number
- Your dependents
- The number of dependents you are designating for income tax withholding
- Your marital status
- The name and phone number of the individual whom we should notify in case of an emergency

16:4 Inspecting Your Records

Current and former employees who want to inspect their personnel files must make an appointment with the director. If an employee would like a representative to view his or her file, the employee must make the request in writing. We do not allow current or former employees to make a copy or photocopy their file. If you would like a copy of a document in the file, the director or designee will make a copy of it for you at a price of \$.25 per page. Inspection of your file must take place on the premises and in the presence of your employer's designated official and on your own time.

Section 17: Drug and Alcohol

17:1 Policy Against Illegal Drugs and Alcohol Use

This library is committed to providing a safe, comfortable, and productive work environment for its employees. We recognize that employees who abuse drugs or alcohol at work – or who appear at work under the influence of illegal drugs or alcohol – harm both themselves and the work environment.

As a result, we prohibit employees from doing the following:

- Appearing at work under the influence of illegal drugs or alcohol
- Conducting library business while under the influence of illegal drugs or alcohol (regardless of whether the employee is actually on work premises at the time)
- Using illegal drugs or alcohol on the worksite
- Possessing, buying, selling, or distributing illegal drugs or alcohol on the worksite
- Possessing, buying, selling, or distributing illegal drugs or alcohol while conducting library business (regardless of whether the employee is actually on work premises at the time).

Illegal drug use includes more than just outlawed drugs such as marijuana, cocaine, or heroin. It also includes the misuse of otherwise legal prescription and over-the-counter drugs.

Employees who violate this policy may face disciplinary action up to, and including, termination.

17:2 Inspections to Enforce Drug and Alcohol Policy

This library reserves the right to inspect employees, their possessions, and their workspaces to enforce our policy against illegal drugs and alcohol use.

17:3 Drug Testing

As part of our efforts to keep this workplace safe and free of illegal drug use, we may ask any employee to submit to a drug test in the following circumstances:

- When we suspect that the employee is under the influence of illegal drugs
- When we suspect that the employee has been involved in the sale, purchase, use, or distribution of illegal drugs on the work site or while performing job duties
- When the employee has been involved in an accident or incident off site, but while on library business, or
- When the employee has violated a safety rule.

17:4 Leave to Participate in Rehabilitation Program

We believe that employees who have a substance abuse problem can help themselves by enrolling in a rehabilitation program. Not only will overcoming their problem help these employees in their personal lives, it will help them to be more effective and productive workers.

Although we cannot guarantee that we will grant this leave to all employees who request it, employees who would like to participate in a rehabilitation program may, subject to approval, be able to use up to four weeks of unpaid leave from work to attend a program.

At the end of the rehabilitation leave, we will require proof that the employee successfully completed the program.

To learn more about this type of leave, including whether you qualify for it, the circumstances under which we will grant it, and the requirements that you must meet, contact your director. We will keep all conversations regarding employee substance abuse problems as confidential as possible.

Please note that even as you might be seeking assistance for your substance abuse problem, we still expect you to meet the same standards of performance, productivity, and conduct that we expect of all employees. We reserve the right to discipline you up to, and including, termination, for failing to meet those standards.

Section 18: Discrimination and Harassment

18:1 Our Commitment to Equal Employment Opportunity

It is the policy of the Dormont Public Library to grant equal employment opportunities to all employees and all applicants for employment who meet the qualifications of a position for which an application is made. The library does not discriminate against any employee or applicant on the basis of race, religion, age, color, gender, disability, gender identity, national origin, or sexual orientation. To ensure maximum implementation of this policy, all employees are directed to actively support those policies and procedures that maintain our commitment to Equal Employment opportunity. For us, this is the only acceptable way to do business.

Any employee or applicant who believes that he or she has been discriminated against in violation of this policy should immediately file a written complaint with the director. We encourage you to come forward if you have suffered or witnessed what you believe to be discrimination. We cannot solve the problem until you let us know about it. The library will not retaliate, or allow retaliation, against any employee or applicant who complains of discrimination, assists in an investigation of possible discrimination, or files an administrative charge or lawsuit alleging discrimination.

Our library will not tolerate discrimination against any employee or applicant. We will take immediate and appropriate disciplinary action against any employee who violates this policy.

18:2 Harassment Will Not be Tolerated

The Dormont Public Library strives to provide a work environment that promotes respect and provides an opportunity for each employee to develop to their full potential. Illegal discrimination, harassment and retaliation are strictly prohibited, not only because they violate the law, but also because they are contrary to our interest in attracting, retaining and promoting the most talented, effective and dedicated employees.

This policy prohibits verbal or physical harassment against anyone on the basis of a protected class including race; color; religion; national origin; ancestry or place of birth; sex; gender identity or expression; sexual orientation; disability; military status; marital status; familial status; age; use of a guide or support animal because of blindness, deafness or physical disability of any individual or independent contractor or because of the disability of an individual with whom the person is known to have an association; or on any other basis protected by federal, state or local law.

Dormont Public Library also forbids retaliation against employees because they have properly exercised their rights, or have reported any violation of this policy or otherwise have opposed, in a non-disruptive manner, actions they reasonably believe to constitute unlawful discrimination, retaliation or harassment. It is a violation of this policy for any employee who learns of any report, complaint or investigation pursuant to this policy to retaliate against the person who made the report or against anyone involved in the investigation, on the basis of his or her good faith use of the complaint procedure or on the basis of his or her cooperation in the investigation.

18:3 Sexual Harassment Policy

Sexual harassment in the workplace or in other work-related settings is illegal and is prohibited by this policy. Sexual harassment is typically defined as unwelcome sexual advances, unwelcome requests for sexual favors, or other unwelcome verbal or physical conduct of a sexual nature, when:

- Submission to that conduct is made explicitly or implicitly a term or condition of employment; or
- Submission to or rejection of that conduct is used as a basis for employment decisions; or

- An individual's work performance is affected by creating an intimidating, hostile or offensive work environment.

Under the definition given above, sexual harassment includes a request by a supervisor for sexual favors in exchange for a favorable job action (such as a good review, a salary increase or promotion) or in exchange for avoiding an unfavorable job action (such as demotion, discipline or discharge). Any such request is strictly prohibited, and will result in disciplinary action or discharge, without other warning. Any direct or implied request to you should be reported to the director immediately. If the director is the subject of the complaint, the report may be made directly to any member of the board. Any unwelcome and/or offensive conduct, whether deemed illegal or not, by anyone towards another including someone of the same gender is prohibited by this policy.

Section 19: Complaint Policies

19:1 Complaint Procedures

Dormont Public Library is committed to providing a safe and productive work environment, free of threats to the health, safety, and well-being of our workers. These threats include, but are not limited to, harassment, discrimination, violations of health and safety rules, and violence.

Any employee who witnesses or is subject to inappropriate conduct in the workplace may complain to the director or any board member. An employee or board member who receives a complaint about, hears of or witnesses any appropriate conduct, is required to immediately notify the director. Inappropriate conduct includes any conduct prohibited by our policies about harassment, discrimination, discipline, workplace violence, health and safety, and drug and alcohol use. In addition, we encourage employees to come forward with any workplace complaint, even if the subject of the complaint is not explicitly covered by our written policies.

We encourage you to come forward with complaints immediately, so we can take whatever action is needed to handle the problem. Once a complaint has been made, the director will determine how to handle it. For serious complaints alleging harassment, discrimination, and other illegal conduct, we will immediately conduct a complete and impartial investigation. All complaints will be handled as confidentially as possible. When the investigation is complete, the library will take corrective action, if appropriate.

We will not engage in or allow retaliation against any employee who makes a good faith complaint or participates in an investigation. If you believe that you are being subjected to any kind of negative treatment because you made or were questioned about a complaint, report the conduct immediately to the director. If your complaint is with the director, you may report the conduct to a member of the board for investigation.

19:2 Our Doors Are Open to You

We want to maintain a positive and pleasant environment for all of our employees. To help us meet this goal, Dormont Public Library has an open-door policy, by which employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. We encourage you to come forward and make your concerns known to the director. We can't solve the problem if we don't know about it.

If unresolved by the director, you may contact a board member to request an opportunity to address the board at an upcoming meeting, or an opportunity to discuss your concerns with a few members if more appropriate.

19:3 Staff Grievance and Problem Resolution Policy

Misunderstandings and problems arise from time to time in any situation. Work situations are more stressful than most. To provide the best possible working conditions for employees, an honest and open atmosphere in which any problem, complaint, suggestion, or question receives a timely, respectful response is required. Employees and management should have and display mutual respect for each other at all times.

A grievance is defined as any feeling of dissatisfaction or injustice in connection with one's employment situation, which is brought to the attention of a supervisor. If an employee disagrees with the established rules of conduct, policies, procedures or practices, he or she can express this concern through the problem-resolution procedure outlined herein. No employee will be penalized, formally or informally, for

voicing a complaint with the director in a reasonable, businesslike manner, or for using the problem-resolution procedure.

The grievance policy serves to provide an employee who believes he or she has a justifiable complaint with a procedure to follow to have the complaint heard by the director or the board.

This procedure is an open means of upward communication, so no forms or statements involved will be placed in the employee's personnel file. The grievance procedure is an important tool in maintaining staff morale. The library director is the official liaison between the library staff and the board of directors. He or she must remain accessible and ready to hear suggestions and complaints. The director cannot act on any problem unless he or she is aware of it, so grievance must be aired as soon as possible.

Not every problem can be resolved to all parties' satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the smooth, effective operation of the library.

Dormont Public Library's supervisors and management will strive to provide such an atmosphere at all times. Employees are encouraged to offer positive and constructive criticism and to take the following steps if they believe that a condition of employment or a decision affecting them is unjust or inequitable.

1. When a problem comes up, the grievant should discuss the matter with the director or a supervisor rather than fellow employees. This should be done within five working days of the discovery of the problem.
2. The director or supervisor will review the problem and relating policies. If possible, he or she will respond through discussion. If not he or she will respond within two working days, after consulting with appropriate management. This response may be no more than a promise to take the matter up with the next level of authority. The supervisor or director should document this discussion, including any steps that are to be taken.
3. If no satisfactory solutions can be arrived at through this discussion, the grievant is to approach the director with the problem a second time. This time it should be written out in duplicate, along with a summary of what the grievant sees as satisfactory solution. Both copies will be signed by the director and the grievant, and each will keep a copy.
4. The director will reassess the problem and meet with the grievant again, in a timely manner, to further discuss the options for solutions.
5. If no satisfactory agreement for both parties can be reached, the grievant may petition for a private consultation with a committee of three board members, grievant and director.
6. The request for this meeting will be written and will include documentation of the previous discussions held between the employee and director, and the solutions proposed by each. If it is to be delivered by the director, it shall be presented to the president of the board of directors before the next scheduled board meeting so that a committee may be chosen to hear the grievance.
7. The committee will set a date and time to examine the evidence presented, hear the testimony of both the director and the grievant, and make a decision on a solution to the problem. The decision of the committee will provide the solution taken to the problem.

Section 20: Ending Employment

20:1 Termination of Employment

A. Voluntary termination of employment initiated by employee

An employee resignation may be submitted in writing to the director two weeks prior to the final working date. Earned but unused vacation time (prorated to the last day of employment) will be paid. Sick and personal time left unused will not be paid. If an employee misses three days of scheduled work without contacting his or her supervisor by calling the library or coming in person, then the library will assume that the employee has voluntarily resigned his or her position.

B. Layoff

In the event the library must release an individual from service for non-disciplinary reasons, every opportunity will be made to help the individual find continued employment. Information on individual employees is treated confidentially. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

C. Dismissal

An employee whose performance, attitude, or personal philosophy of library service does not meet the standards, requirements, and philosophy of the library will be warned of inadequacies of his or her performance verbally and/or in written form by his or her supervisor or by the director. The Progressive Discipline Policy will be followed whenever possible.

21:2 Exit Interviews

We will hold an exit interview with every departing employee who requests one. We strongly encourage employees to schedule exit interviews. During the interview, you will have the opportunity to tell us about your employment experience here – what you like, what you didn't like, and where you think we can improve. We greatly value these comments.

The exit interview also gives us a chance to handle some practical matters relating to the end of your employment. You will be expected to return all library property at the interview. You will also have an opportunity to ask any questions you might have about insurance, benefits, final paychecks, references, or any other matter relating to your employment.

An employee may also request an exit interview with the board by contacting a board member.

21:3 References

When we are contacted by prospective employers seeking information about former employees, we will release the following data only: the position(s) the employee held, the dates the employee worked for our library, and the employee's salary or rate of pay.

If you would like us to give a more detailed reference, you will have to provide us with a written release – a consent form giving us your permission to respond to a reference request. We will respond only to written reference requests, and we will respond only in writing. Please direct all reference requests to the director.

Article II: Policies Related to Library Operations

Section 1: Collection Development

1:1 General Library Objectives

The concept of the public library is one of a public trust which promotes the freedom to read by making available as many materials as possible, within the limitations of budget and space, and aids the individual in the pursuit of educational, informational, and recreational resources.

The primary purpose of the Dormont Public Library is to provide materials and services that will satisfy, on a fair and equitable basis, the needs of the community that it serves.

It is the policy of the Dormont Public Library to cooperate with other public libraries, school media centers, academic libraries, and other public and private institutions, in order to provide maximum library service to the citizens of Dormont.

1:2 Statement of Policy for Collection Development

The library shall develop collections of materials and resources of all types and kinds that are of optimum use to the community served by the library.

The library recognizes its obligation to provide reference and research materials that answer a wide variety of specific questions; however, no attempt is made to provide exhaustive research in any specific field.

1:3 Authority and Responsibility for Selection

The final authority for the determination of policy to guide collection development in the Dormont Public Library is vested in the board of directors.

Ultimate responsibility for collection development rests with the director who operates within the framework of policies determined by the board of directors. Professional staff members assist in the process of collection development as assigned by the director.

1:4 Selection Criteria

- A. The evaluation of materials is characterized by flexibility, open-mindedness, and a responsiveness to the changing needs of the citizens of Dormont.
- B. The Council of the American Library Association adopted basic policies governing services of libraries in 1948, amended in 1967. The Dormont Public Library subscribes to the following statements from that report:
 1. As a responsibility of library service, books and other library materials selected should be chosen for values of interest, information, and enlightenment of all the people of the community. In no case should library materials be excluded because of the race or nationality or the social, political, or religious views of the authors.
 2. Libraries should provide books and other materials presenting all points of view concerning the problems and issues of our times; no library materials should be proscribed or removed from libraries because of partisan or doctrinal disapproval.

- C. Materials are evaluated as a whole and not on the basis of a particular section or sections of the work.
- D. A single standard cannot always be applied to each item being considered for inclusion in the collection; however, all materials are judged by appropriate criteria. In some instances, these criteria include artistic merit, scholarship, or the value of the materials to the informational needs of the community. In other instances, the criterion may be substantial public demand for the item.
- E. In order to build a diversified collection, the following general criteria are used. These criteria apply to both purchased and donated materials:
 - 1. Availability and suitability of format
 - 2. Suitability of subject, style, and level for the intended audience
 - 3. Critical reviews
 - 4. Reputation of the publisher or producer; authority and significance of the author, composer, or creator
 - 5. Timeliness or permanence of the material
 - 6. Quality of writing, design, illustrations, or production
 - 7. Relevance to community needs
 - 8. Potential and/or known demand for the material
 - 9. Relative importance in comparison with existing materials in the collection on the same subject
 - 10. Availability and accessibility of the same material in the local area
 - 11. Cost of the material

1:5 Withdrawal and Discarding of Library Materials

- A. The library's collections are constantly being evaluated and materials withdrawn when one or more of the following criteria are met:
 - 1. They are out-of-date, that is, no longer timely or accurate;
 - 2. They are badly worn or damaged;
 - 3. They are no longer high demand items;
 - 4. They have been declared missing from the collections.
- B. Materials withdrawn from the collections are disposed of at the discretion of the library director.

1:6 Reconsideration of Library Materials

The library will consider requests for reconsideration of library materials when submitted in writing. Forms are provided that can assist the citizen identify his/her objection to the item. Objections or complaints to items in the collection will be handled in an attentive and timely manner under the direction of the library director.

Citizens have the right to appeal the director's decision regarding reconsideration of library materials to the Library Review Committee.

Section 2: Book Donations

2:1 Acceptance of Book Donations

The Dormont Public Library accepts book donations with the approval and direction of the director. Donors are encouraged to contact the library in advance to determine if donations are being accepted prior to bringing donations to the facility. The library has limited space for donations and will periodically curtail acceptance of new donations depending on the current volume of items.

2:2 Donations Not Accepted

The library does not accept donations of encyclopedias, Reader's Digest books, any books that advise on medical topics that are over three years old, textbooks, or any books that are yellowed, moldy, or dry rotted.

2:3 Use of Donated Materials

When donations are accepted, unless the donator specifies otherwise, books are evaluated by the director and then given to library staff for addition to the collection. Evaluation criteria include the book's condition, its popularity in the county with circulation, whether the book is part of a set that is missing, whether the book is a title that is missing as a replacement, or whether the book is a new title that is not in the library's or county's collections that users would be interested in borrowing.

Books not added to the collection will be sorted for inclusion in the book sale, offered at no charge to users, or included in basket raffles or other giveaways as appropriate. If the condition of a donation is bad, the book may be disposed of appropriately.

Section 3: Public Services Policy

3:1 Library Cards and Borrowing Policies

- A. Library cards are free to all residents of Allegheny County. To obtain a library card, you must have one or both of the following forms of identification:
 - 1. Photo ID: Pennsylvania driver's license, Pennsylvania identification card, passport, student identification card, or work identification card
 - 2. Proof of Address: utility bill, lease or renter's agreement, or vehicle registration
- B. All items can be renewed two times, unless another patron has placed a hold on that item. You can request a renewal online, by phone or at the library. You may have a maximum of 50 items out at one time, including:
 - 1. Up to 50 books;
 - 2. Up to 5 DVDs or Blu-rays;
 - 3. Up to 5 music CDs; and
 - 4. Up to 5 audiobooks.
- C. Loan periods shall be as follows:
 - 1. Books: 21 days
 - 2. DVDs or Blu-rays: 7 days
 - 3. Music CDs: 7 days
 - 4. Audiobooks: 7 days
 - 5. Magazines: 7 days.

Section 3:2 Delinquencies, Fines and Other Charges

- A. The patron who is the library cardholder is responsible for the care and return of materials checked out from the library. Parents or legal guardians are responsible for materials checked out by minors in their care.
- B. The library charges overdue fines for library materials which are returned past their due date. Overdue fines for Dormont Public Library materials are 25 cents per day per item for printed materials and 50 cents per day per item for DVDs, Blu-rays, CDs and audiobooks. Overdue fines on Dormont Public Library materials are not charged for Sundays or for days when the library is officially closed. A patron card will be automatically blocked when the amount owed by the patrons exceeds \$10.00. Cash, checks and credit cards are accepted in person at the library. Fines of \$2.00 or more can be paid online.
- C. The library is under no obligation to notify patrons of overdue library materials. As a courtesy, however, the library will send written notices of overdue items to patrons as the time and resources of the library permit.
- D. Patrons are responsible to maintain the library materials they check out of the library in reasonable condition during the time that they have the library materials in their possession. Reasonable condition is defined as normal wear and usage of library materials. Patrons who write upon, injure, deface, tear, cut, mutilate, destroy, or otherwise damage library materials will be billed for the replacement cost of the item.

- E. If a patron checks out an item and then loses it, or does not return the item within 21 days after the date due, they will be billed the replacement cost of the item, plus a processing fee of \$5.00. If after paying for the item, the patron later finds the item, the library will refund the replacement cost of the item. The processing fee is non-refundable. Refunds will only be given if the lost item is returned within one month of the date the patron paid for the item.
- F. A patron who keeps an item until it is more than one month overdue will be subject to legal action from the library in order to recover the overdue item or the replacement cost of the item, at the discretion of the director. Such action shall only be considered if the one month minimum has been met. The library may utilize several options to recover library property, including pursuing action in Small Claims Court if deemed appropriate.

Section 3:3 Privacy of Records

Dormont Public Library has adopted, in its entirety, the eiNetwork Policy Statement on Privacy as follows:

A. General Principles

Personal privacy is a basic cornerstone for the exercise of free speech, free inquiry, and free association in a democracy. Libraries have long been considered essential to the exercise of First Amendment rights in the United States by an informed citizenry. Courts have recognized many aspects of a right to personal privacy enjoyed by all Americans, and state constitutions and statutes afford added protections for that right. The Pennsylvania Supreme Court has held that the Commonwealth's Constitution affords protection for the privacy of state residents, and the confidentiality of library users' circulation data is specifically safeguarded by statute.

Consistent with these values, both eiNetwork and participating libraries are committed to respecting and protecting the privacy of users and employees. We are committed to maintaining the privacy of users of our network, and we will treat as confidential all records in our possession or control that reveal the identity or other personal information of library users.

B. Our Privacy Policy

This Privacy Policy sets out the policies that the eiNetwork has adopted and the procedures that it is implementing to protect the privacy of those who use resources in the eiNetwork participating libraries.

Any questions concerning our Privacy Policy and any complaints or concerns regarding how eiNetwork protects patron privacy should be directed to the eiNetwork Director.

C. Personal Information We May Possess

We must obtain certain personal information about users in order to provide access to materials and maintain the integrity of our system and participating libraries' collections. This may include patron's name, home address, telephone number, e-mail address, birth date, and library card number. This information about library users is found in the following contexts:

- 6. User registration information – This is the information, including names, home addresses, phone numbers, and e-mail addresses, that is provided to the library when a library card is obtained by a user. This information is retained by the interlibrary computer system for all active accounts.

7. Circulation information – When library materials are borrowed through our interlibrary computer system, records indicating the dates, materials, and borrowers are captured in our database. While we compile and retain data on how often each item is borrowed, we typically do not retain information for more than a few weeks on who borrowed the item after it has been returned. The interlibrary computer system does retain the most recent borrower so that libraries may address missing or damaged items as necessary.
8. Electronic access information – We may obtain data regarding users at the time they use a library card to gain access to an electronic database or use computers within the library. Our software is programmed to purge personally identifying information automatically after a short period of time, usually about 24 hours.

In all cases we make every reasonable effort to avoid creating unnecessary records, and thus we have systems in place to avoid retention of records that are not needed for the fulfillment of the mission of the eiNetwork or its participating libraries. These systems may not always function perfectly; however, eiNetwork assumes no liability should data be retained longer than our policy dictates. A catalog of the types of data we collect that may have personal identifying information appears at the end of this Policy Statement.

D. General Policy of Nondisclosure

The eiNetwork will not publicly disclose personal information about library users under any circumstances. The eiNetwork will not sell, lease, or give users' personal information to companies, governmental agencies, or individuals except as needed by the participating libraries or as required by law.

Personal information of library users may be accessed by and used by a staff member of eiNetwork or of a participating library when the staff member is acting within the scope of his or duties in the administration of the library or interlibrary computer system. Staff access must be authorized by Director of the participating library. The eiNetwork assumes no liability for disclosure of library user personal information by any library staff acting within or outside the scope of his or her duties.

The eiNetwork or a participating library may be required to provide a user's personal information to a local, state or federal governmental entity pursuant to compulsory legal process. While we will make every effort to respect our users' privacy in these circumstances, we may be under a legal requirement to turn over data, and we intend to comply with the law. We have adopted guidelines for responding to a subpoena, warrant, legal demand, or court order for personal information that has been authorized pursuant to a federal, state, or local law; these guidelines are set out below.

The eiNetwork cooperates with law enforcement authorities at the request of one of its Corporate members (Allegheny County Library Association or Carnegie Library of Pittsburgh), and may provide information to such authorities, for the purpose of investigating and prosecuting theft of library materials. We may also provide information to certain collection agencies or in judicial proceedings for the purpose of collecting fines or recovering the cost of items not returned to the library. The eiNetwork will comply with a request for data from a participating library to enforce its local policies. The eiNetwork requires a written request from the Library Director for such data referencing the local policy and releasing eiNetwork from any liability associated with how the data is used.

E. Data Integrity and Security

The eiNetwork endeavors to maintain the accuracy of all information we collect and retain. We also are committed to maintaining the security of all personal information. We have put in place

appropriate physical, electronic, and managerial procedures in an effort to safeguard and secure the information we collect to prevent unauthorized access, to maintain data security, and to ensure the proper use of information. We recognize that no system is immune from unlawful intrusion through hacking, which violates both federal and state laws, but we utilize both managerial and technological security procedures to protect confidential data.

We also permit only authorized eiNetwork or library staff to access personal information stored in our computer system; additionally, access to our network is password protected.

Despite the precautions we take to prevent unauthorized access to personal information, however, the eiNetwork cannot guarantee that information we collect can never be accessed by unauthorized users. While we will remain vigilant and take all reasonable precautions to prevent this, the eiNetwork is not liable for unauthorized access to user personal information.

F. Guidelines for Responding to Legal Process

There may be occasion when the eiNetwork or its participating libraries are required to respond to a subpoena, warrant, legal demand, or court order for personal information that has been authorized pursuant to a federal, state, or local law. We have instituted the following procedures to ensure that personal information will be disclosed only where legally required.

1. The eiNetwork will not make any library records available to any agency of state, federal, or local government unless a subpoena, warrant, court order or other investigatory document in proper form is issued by a law enforcement authority or court of competent jurisdiction.
2. Participating libraries that receive a subpoena, warrant, court order or other investigatory document requiring production of any eiNetwork information should contact the eiNetwork Director, unless prohibited from doing so by law.
3. If the eiNetwork receives a subpoena, warrant, court order or other investigatory document, the eiNetwork Director will inform the Director of the Library in question, unless prohibited from doing so by law.
4. The eiNetwork Director is the only person authorized to receive or comply with requests or inquiries from law enforcement officers. The eiNetwork Director may delegate this authority to specific designated members of the eiNetwork staff.
5. Should a law enforcement authority serve a warrant requiring that eiNetwork or the library provide immediate access by law enforcement officers to specific records, staff will not impede access, but will immediately contact the eiNetwork Director.
6. The eiNetwork will consult with legal counsel in the event of such request for release of library records and will respond to the request consistent with advice of counsel.
7. The eiNetwork staff will refer any informal law enforcement or other individual or agency inquiries (not involving the service or compulsory process) to the eiNetwork Director. Staff should cooperate with law enforcement authorities in every way practicable, but must not provide those authorities or any requester with personal information of library users obtained from or in the possession of eiNetwork based upon an oral or noncompulsory written request.

G. Library Use of User Data for Library Development or Promotion Purposes

The eiNetwork will provide library user information to a participating library upon receipt of a written request from the Library Director, subject to the restrictions contained in this paragraph. First, only information pertaining to those users living within the predetermined service area boundary of the requesting library may be provided to that library. Second, only names, addresses, phone numbers, and e-mail addresses of users extracted from registration data may be provided to the requesting library. Third, personal data provided under this paragraph may be used only for promoting the services or programs of the requesting library or fundraising for the requesting library, and for no other purpose. Finally, such data may not be sold, copied, or made available to anyone outside of the requesting library (except where a commercial mailing, solicitation, or similar service firm is used and that firm agrees in writing to confidentiality restrictions and to return or purge the data after the library's requirements have been fulfilled). The eiNetwork may provide library user data to its Corporate members for the purposes of analyzing, developing, and enhancing library services.

H. Notice and Compliance

The eiNetwork and its participating libraries shall inform all staff of these privacy policies, shall publicize or post these policies to the attention of library users, and shall make reasonable efforts to ensure compliance with this Policy Statement, as well as with state, federal, and local laws applicable to privacy and confidentiality.

Appendix 1: Categories of Data

a. Network Security

For site security purposes and to ensure that service remains available to all users, the eiNetwork uses software programs to monitor network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Except for these purposes, no other attempts are made to identify individual users or their usage habits.

b. Computer Use Records

The eiNetwork's participating libraries offer computers for public access. Software is used to manage the high demand for these computers. Users enter their library card registration number (or barcode) to use a computer. While statistics about overall usage patterns are maintained in order to improve services offered, the activities of specific patrons are not retained. Patron log-in information is removed from the computer nightly.

Library patrons must keep in mind that public workstations are neither private nor secure and must use judgment and discretion when using a library computer. The eiNetwork assumes no liability for any violation of privacy of individual or any commercial or financial loss patrons who use library computers. Use of computers is subject to the eiNetwork Policy Statement on Computer and Internet Use.

c. Library Circulation Records

Patron material is circulated via the Innovative system software. This circulation software tracks materials currently checked out and automatically erases a user's borrowing record once material is returned and all fines are paid. A link from the item to the borrower is maintained until either (1) the item is loaned to the next borrower, or (2) a reasonably short time period elapses.

Copies of the operating system, application software, and transaction records of the eiNetwork integrated library system are kept on backup tapes. This information is retained in the event that a catastrophic hardware or software failure would require restoration of software or data files. All of those data are purged through the eiNetwork's back up process.

d. The Catalog Search Records

Searches of the collection using The Catalog, the on-line catalog, are conducted by using the library's automated circulation system. Information about saved searches is not available to the eiNetwork or library staff.

e. Electronic database access

To access databases – to which eiNetwork subscribes for the use of library users – remotely (from outside a participating library), users must enter their library card numbers to help ensure that the system is used only by Allegheny County residents. This information is not provided to database vendors, which are not able to obtain information relating to individual users of the database via eiNetwork.

The eiNetwork does not retain data relating to searches of other databases, such as newspaper, magazine, or encyclopedic databases, licensed by the eiNetwork.

f. Email

Users have the option of providing eiNetwork with an email address for the purpose of notifying the user about his or her library account. This information is not made available to any person outside eiNetwork for any reason or to any eiNetwork or library staff person for any reason other than such notification or as otherwise authorized in the Privacy Policy. Any user may request that we remove an email address from his or her record at any time; thereafter, future notifications will be made by telephone or U.S. mail.

The eiNetwork and participating libraries are not responsible for the privacy of email and other electronic communications that are sent or received from an eiNetwork computer via the Internet.

Use of computers and the email system by library employees is governed by each participating library, which may allow incidental use of those computers for personal purposes. However, the computers are the property of either the library or eiNetwork, and eiNetwork owns and manages the network to which they are connected. eiNetwork reserves the right to inspect the contents of any library employee's email account to investigate compliance with applicable laws, and eiNetwork or the library may, where appropriate, exercise its right to inspect computer hard drives to ensure compliance with applicable laws. Because eiNetwork respects the privacy rights of library computer users, it will only exercise this right to inspect contents of email or files where it has cause to believe that there has been a violation of law and with the concurrence of a participating library; when it has legally requested by law enforcement authorities; and when requested by a Library Director consistent with individual library policy.

g. Internet Usage

General: To improve the usefulness of the eiNetwork and participating library websites for visitors, anonymous statistical data are automatically collected from usage reports that concern network traffic flow and volume. No personal information is collected or maintained. No attempt is made to identify individual users unless we have cause to suspect illegal behavior or a violation of our Internet Use Guidelines.

Forms: The eiNetwork website and The Catalog contain several types of forms that may be used to contact us. The information entered into the form is solely for the internal purpose of responding to a user's inquiry or request. The form may be retained by us for the purpose of responding to the inquiry or request, but it is not maintained or made available for any other purpose and is not retained by us after we have responded.

Links to Other Sites: The eiNetwork and the participating member's websites contain links to other sites. The eiNetwork and the participating libraries are not responsible for the privacy practices of other sites, which may be different from the privacy practices described in this policy, and are not responsible for the confidentiality of any information provided to outside sites.

Section 4: Gifts Policy

4:1 Gifts and Donations

The library welcomes and accepts gifts of materials or funds. These gifts and/or donations are subject to the same criteria of selection that applies to purchase materials. Materials donated may be added to the collection, sold, exchanged, given to other organizations, or discarded as the selection policy prescribes. Separate or special shelving for gift items is not provided. Bookplates indicating that the item is a gift will be placed on the item if the donor desires. Gifts will be placed in the circulated collection of the library unless they meet the criteria for the reference or archive collection areas.

4:2 Memorial Gifts

Memorial gifts are accepted using the same criteria as purchased materials. Gifts of money are accepted. If not designated by the grantee, the money shall be included in the library budget and expended through the typical, planned budgetary process.

4:3 Gifts of Library Materials

Gifts of books and other materials are accepted with the understanding that they may be used or disposed of as the library determines is appropriate. Titles acquired in this manner are subject to the established selection criteria for purchased materials.

Section 5: Meeting Room Policy

5:1 Policy Statement

The Library Board policy guaranteeing fair use by all is as follows:

- A. Subject to prior reservation, meeting rooms shall be available for public meetings of educational, cultural, and civic groups.
- B. Political organizations, unions, commercial, or religious groups may use rooms to conduct public meetings subject to a rental fee.
- C. Regular, repetitive use by entities that are substituting this site for commercial areas in the community shall be discouraged.
- D. Permission to use meetings rooms shall be denied any group whose purposes or actions are illegal or whose conduct interferes with the activities of the library.
- E. Use of the meeting rooms does not constitute endorsement by the library of points of view or subject matter presented by room users. No advertisement or announcement implying such endorsement shall be permitted.
- F. The library is not responsible for loss or damage to materials belonging to individuals or groups using the meeting rooms.
- G. Scheduled meetings shall coincide with the library's public service hours except by prior permission of the library director.

Section 6: Unattended, Disruptive Children Policy

6:1 Policy Statement

Parents and/or caregivers may not leave children under age nine (9) unattended in the library. Parents and/or caregivers are responsible for their children's behavior while in the library. Disruptive children age nine (9) or over will be asked to leave the library after receiving one warning. Children under nine (9) years of age may not be babysat in the library by anyone under the age of 15.

Employees shall make every effort to reach the parent or caregiver of an unattended child and, when reached, to explain the library's policy. If a parent or caregiver is unable to be reached or identified, the employee shall call the borough police to inform officials of the abandoned child. The staff member shall not take the child out of the building except in the event of a fire or other emergency in the building which warrants evacuation.

Section 7: Displays, Exhibits, Posted and Distributed Materials Policy

7:1 Displays, Exhibits

In support of the mission of the library to provide a variety of informational, educational, and recreational resources to the citizens, the library provides opportunities for displays, exhibits, and other posted and printed materials to be displayed that are not inconsistent with the overall mission of the library. Such displays and materials are authorized at the discretion of the director based on space, size and availability and should comply with all library policies.

7:2 Posted Materials and Distributed Materials

Dormont Public Library defends the right of free speech and expression, and actively promotes the civil exchange of ideas. Posters or other materials announcing events, exhibitions, opportunities, competitions, providing wayfinding assistance, or other information relevant to the Dormont Library community are welcome, provided they adhere to the following conditions:

- A. All requests for posting or distribution of materials should be made to the director. In the event that the director is not available, materials may be left for consideration, but a name and contact number must be provided so that the director may contact the requester with any questions.
- B. Posters or flyers containing material or language that could be construed as malicious toward or dangerous to other responsible members of the community will not be displayed in the library.
- C. Decisions regarding where such materials are hung or displayed is entirely at the discretion of the director.
- D. All materials must be dated, even if the content is not date-specific. Those items will be removed after two months on display. Materials containing date-specific information will be removed once the event's dates or deadlines have passed.
- E. Complaints regarding any materials may be submitted to the director for review. Complaints should include the specific location of the material, and whenever possible, a photo of the material. Whether materials are removed is at the discretion of the director.

Section 8: Computer Use Policy

In response to advances in technology and the changing information needs of the community, the Dormont Public Library strives to develop collections, resources, and services that meet the cultural, informational, educational and recreational needs of our diverse community. It is within this context that the library offers access to the Internet.

Violation of the policies and regulations that govern the use of the Library's Internet resources may result in suspension or loss of the privilege to use these resources. Any illegal activity involving the Library's Internet resources or equipment will be subject to prosecution by the appropriate authorities. The Library reserves the right to take appropriate action to ensure compliance with this policy. This policy may be revised from time to time.

A. Usage Guidelines

In an effort to ensure that the use of the Internet is consistent with the mission of the Dormont Public Library the following shall apply:

1. Use of the computers is free to the public with a valid library card;
2. A limited number of guest passes are available as a courtesy to patrons who do not have or cannot acquire a library card. Please ask lab staff if you need one.
3. The computer lab closes at 8:45 PM Monday through Thursday, and at 4:45 PM on Friday and Saturday.
4. Public Wi-Fi service is only available during computer lab operating hours; access to the public Wi-Fi network is not supported or guaranteed at any other time.
5. All print jobs must be completed, paid for, and picked up before the computer lab closes.
6. Patrons using laptops or mobile devices in the computer lab must have their devices stowed and ready to go by 5 minutes after the posted computer lab closing time.
7. Computers are available on a first come, first served basis, and may not be reserved, unless you have made an appointment for a class with a staff member. If all computers are in use, ask a staff member to be added to the waiting list.
8. Sessions on the public computers are limited to 60 minutes. You will see a reminder message when there are 20 minutes, 5 minutes, and 1 minute remaining in your session.
9. Computer sessions will time out after 10 minutes of non-use. Library staff may end a computer session at any time if the logged in user leaves the library premises.
10. Patrons are limited to a maximum of 2 hours per day on the public computers.
11. Patrons who require longer than 1 hour to complete their work (writing a paper or resume, filling out an online form, etc.) may ask lab staff for a manual time extension.
12. Time extensions are granted at the sole discretion of library staff, based on demand for the public computers.
13. Attempting to evade or bypass computer lab time limits by using multiple library cards, or by requesting guest passes when your allotted time has been used, may result in the loss of computer use privileges.

14. Children under the age of 9 must be accompanied by a parent while using the computers.
15. Patrons who wish to hear audio content on Library computers must use headphones. Patrons may purchase headphones in the computer lab for \$2.00.
16. Patrons may bring USB flash drives or blank CDs/DVDs to store their files. 2GB USB flash drives are available for \$10.00.
17. Patrons may not load programs onto the Library computer hard drives or run unapproved software from CD-ROMs, flash drives, or any other device.
18. The library is not responsible for damage to disks, any loss of data, or damage or liability that may occur from a patron's use of the library's computers.
19. Internet use will be managed in a manner consistent with the library's policy on acceptable use. The Internet workstation must be used in a responsible manner, respecting the rights of other users. Users may not make any attempt to damage computer equipment or software.

Computer and internet settings may not be changed. Users may not use the network to make unauthorized entry into other computational, informational, or communication services or resources. Users may not invade the privacy of others or engage in any activity that is harassing or defamatory.

B. Policy Regarding Access to Internet Resources

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding users' activities. The Dormont Public Library will not release information on the use of specific Internet resources by members of the public except as required by law or necessary for the proper operation of the library.

The Dormont Public Library assumes no responsibility for any damages, direct or indirect, arising from the use of its computing resources.

Internet workstations cannot be used for any fraudulent purpose, including any activities prohibited under applicable Federal, Pennsylvania, or local laws. Users may not display and/or print materials that may be unlawful.

Material on the Internet is copyrighted. It is the user's responsibility to be aware of the display of any notices concerning the copyright of information on the Web and to respect the copyright laws of the United States.

Internet resources through the library are provided equally to all users regardless of age. The library upholds and affirms the right of each individual to access constitutionally protected material. A minor's access to the internet, as well as access to all other materials, is the sole responsibility of the parent or legal guardian. The library strongly encourages parents or legal guardians to supervise their children's internet use and to provide them with guidelines about acceptable use. It is the responsibility of parents and/or guardians to instruct their children not to give private information about themselves or others, when using web sites or e-mail. The library does not have the right or responsibility to determine the appropriateness of a particular resource for any minor; however, in no event is any person under the age of eighteen permitted to view any obscene and other sexually explicit materials and performances as defined and described in 18 Pa. C.S. 5903 and any amendments thereto.

The Dormont Public Library is committed to providing an environment free from sexual harassment. Adults may be advised that while accessing and viewing sexual materials is within the law for an adult, the risk of exposure to minors and the consequences of being 'harmful to minors' are significant. When children are in the proximity or even if another adult is expressly

offended, the patron viewing such materials may be asked to close a website. Users may not display on screens and/or printers materials that may be unlawful or prohibited under any applicable federal, Pennsylvania, or local laws. The library staff will be the sole arbiter of what constitutes unacceptable content. The library staff reserves the right to end an internet session at any time if it is creating a disturbance.

C. CIPA Compliance

The Children's Internet Protection Act (CIPA) is the federal law that requires all computers in a public library to be filtered if that library accepts any federal funds for Internet access or computers used for Internet access. [Supreme Court decision: *United States v. American Library Ass'n, Inc.* No. 02-361 (June 23, 2003)]. The Dormont Public Library complies with the requirements of CIPA.

All computers in the Dormont Public Library are filtered. Please be aware that filters are unreliable, at times blocking sites of legitimate information or educational value, or allowing access to sites that are illegal, obscene or sexually explicit within the meaning of 18 Pa. Cons. Stat. Sec. 5903.

The Dormont Library uses filtering software that blocks or filters Internet access to some Internet sites that may not be consistent with the policy of the Dormont Library.

Parents or legal guardians, and not the library or its staff, remain responsible for monitoring their children's use of the Internet and for the information selected and/or accessed by their children. The library strongly encourages parents or legal guardians to supervise their children's Internet use and to provide them with guidelines about acceptable use.

The Dormont Library computers cannot be used for any fraudulent or unlawful purposes, including any activities prohibited under any applicable federal, Pennsylvania, or local laws, including activities in violation of 18 Pa. Cons. Stat. Sec. 5903, which prohibits certain acts of public indecency.

Any adult (17 years of age or older, as defined by CIPA) may request that the filter or technology protection measure be disabled without significant delay by a Dormont Public Library staff member authorized by the Library director, consistent with the privacy policy of the Dormont Public Library.

An authorized Dormont Public Library staff member may override the filter or technology protection measure for a minor (age 16 years or younger, as defined by CIPA) in the event that the filter wrongly blocks or filters Internet access to a site with legitimate information value.

The Dormont Public Library cannot be responsible for any patron's unauthorized use of a computer with a disabled filter.

Any patron who wishes to file a complaint about the filtering software on the library computers may do so within thirty (30) days to:

1. The library director and/or the library board president;
2. The director of the Electronic Information Network;
3. The Federal Communications Commission.

Section 9: Public Relations Policy

9:1 Purpose

The Dormont Public Library exists to provide quality library services to the citizens of Dormont. In order to meet this responsibility, it is important that the library establish effective relationships with the public so that the public is familiar with the policies, practices, and services offered by the library. It is the policy of the Dormont Public Library that methods and activities be employed by the library to promote a favorable relationship with the public.

9:2 Library Board

The library board will be responsible for developing policies that support the public relations program of the library. The library board will support the director of the library in representing the library before the general public and the elected officials of the Borough of Dormont.

9:3 Library Director

The library director will be responsible to develop, and maintain, a public relations program that will implement methods and activities designed to promote a favorable relationship with the public and the elected officials of Dormont.

Section 10: Patron Behavior and Library Use Policy

10:1 Policy Statement

All people are welcome to use the library and have access to information and library resources. In order to protect library users' right of access, ensure the safety of users and staff, and protect library resources and facilities, the library prohibits activities that are illegal, interfere with the use or enjoyment of the library by others, presents health or security risks, damages library resources, or disrupts the normal flow of library operations.

10:2 Patron Behavior

If patron behavior interferes with the use of the library or disrupts the normal flow of library operations, but does not require external intervention immediately, the library employee with the assistance of another employee will follow these steps:

- A. Inform the patron that the behavior is inappropriate and if it is not stopped, they will be asked to leave.
- B. Ask the patron to leave if the appropriate behavior does not stop.
- C. Call the police (9-1-1) if the patron refuses to leave or becomes threatening in any way.
- D. File an incident report with the director of the library.

10:3 Unacceptable and Prohibited Behaviors in the Library

The following behaviors are unacceptable and prohibited or inappropriate in the library; this list includes, but is not limited to:

- A. Destruction of property (either that of other patrons, staff, or the library)
- B. Physical abuse (such as an altercation between two patrons or physically abusive behavior directed at a staff member)
- C. Threatening others; brandishing or displaying weapons
- D. Exhibitionism, sexual advances or abuse, and lewdness
- E. Theft
- F. Extreme obscene language and verbal abuse
- G. Consuming liquor or using illegal drugs on library premises
- H. Intoxication
- I. Soliciting for immoral purposes or for patronage (panhandling)
- J. Smoking

10:4 Other Inappropriate Conduct in the Library

- A. Eating and drinking in public areas
- B. Conducting unauthorized sales or charitable solicitations in the library
- C. Sleeping
- D. Excessive noise or loud talking
- E. Eccentric behavior
- F. Leering, staring and loitering

Section 11: Emergencies, Unusual Situations Policy

11:1 Policy Statement

Emergencies are unforeseen circumstances that generally call for immediate action. When an emergency of any kind occurs anywhere in the library, the number one concern is to protect and preserve human life. The secondary concern is to protect and preserve the collections and equipment used to provide library services. When emergency circumstances require that service to the public be interrupted, restoration of public library service should occur as soon as the building can be safely occupied.

It is the policy of the library to follow the Emergency Action Plan for the building as established by the Borough of Dormont in dealing with all major emergencies.

E-Mail and Internet Policy Acknowledgment

My signature on this form indicates that I have read the library's e-mail and internet policies and I agree to abide by its terms. I understand that any e-mail messages I send or receive using library equipment are not private, and that the library may access, monitor, read and/or copy those messages at any time, for any reason. I also understand that the library reserves the right to monitor my internet use, and that such monitoring may occur at any time, for any reason.

Employee's Signature

Date

Employee's Name (Printed)
