

SERVICE AND ADMINISTRATION POLICIES

Cleveland Heights-University Heights Public Library,
Approved by the Board of Trustees, July 2019

Service and Administration Policies
Board of Trustees Cleveland Heights-University Heights Public Library

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I. Introduction

These Service and Administration Policies have been prepared as guidelines to the operation of the library within the structure of its mission to the community (See Bylaws, II. OBJECTIVES). These Policies shall be subject to review. Procedural interpretation and implementation shall be at the discretion of the Director.

The library shall assemble, organize, preserve, and make easily available library materials in accordance with the Materials Evaluation and Selection Policy adopted by this Board. The staff will promote the resources and services of the library to encourage use by our customers.

To this end, the library staff shall be expected to know the resources of the Cleveland Heights-University Heights Public Library and the availability of resources of other libraries in the area.

The term “library” used throughout this Policy is meant to convey all Cleveland Heights-University Heights Libraries.

II. Cooperation for Development of Public Library Service

The library shall maintain institutional memberships in the American Library Association (ALA) and the Ohio Library Council (OLC). Each Board member shall have an individual membership in both OLC and ALA.

To maintain a large collection and advanced technology the Library shall continue to be a member of the Cleveland Heights-University Heights Public Library participates in CLEVNET, a circulation consortia and online public access catalog of the Cleveland Public Library that includes libraries in 12 counties across northern Ohio.

To develop and increase effective library service and to strengthen resources, the library shall cooperate with and take advantage of the services offered by the State Library of Ohio. The development of maximally effective library service shall be promoted through cooperation with other libraries and institutions in the area and state, through membership in the Northeast Ohio Regional Library System (NEO-RLS), and through participation in the Ohio Public Library Information Network (OPLIN).

Recognizing the advantage to the citizens of the community, the library shall participate in such cooperative services as the reciprocal book return, interlibrary loans, library delivery, and such other services as may be economically feasible and efficient.

The library shall cooperate with for-profit institutions and businesses, especially those that are local, when it is deemed appropriate and of benefit. In return for such cooperation, the library

may from time to time allow recognition of such for-profit institutions and businesses when that is determined to be the proper way to thank the institution for their support of the library.

III. Service Policies

A. **Individuals**

At the Cleveland Heights-University Heights Public Library, the customers' needs are our top priority. Our goal is to anticipate those needs, fulfill them as best we can, and provide our customers with a more rewarding experience than they can get at other public libraries (Preface, Human Resources Manual, 2014).

Library service, both to those who enter the library and to those who access the library electronically or by telephone, shall be based on the principle that assistance in locating appropriate materials and information, and help in using library resources, shall be restricted only by the time and staff available. Materials that are not owned by the library shall be made available, when possible, for customers through interlibrary loan from other libraries. Telephone and online reference service shall be available.

Guidance to the individual may be by personal consultation, lists of materials, displays, instruction in use of the library, use of online services, other instruction, group participation in library related activities, and through means of mass media.

B. **Groups**

Appropriate means shall be used to encourage the use of books and other materials, either in the library or community, through the availability of library material-related programs. Assistance to groups may include furnishing materials related to group programs, providing speakers on the resources and services of the library, providing classes, and making meeting rooms and community bulletin boards available. Deposit collections shall be shared with schools and other groups and organizations, when appropriate.

C. **Political Campaign Statement**

Cleveland Heights-University Heights Public Library does not support, endorse, or advocate the viewpoints or beliefs of any candidate, political party, non-partisan political organization, non-profit group or any other such individual or entity. The library does not allow posting or distributing of any partisan political election or campaign materials within its facilities and does not provide its space for related activities except in the case of non-partisan materials or forums as may be approved by the Director.

D. Community

It shall be the objective of this library to engage the interest of citizens of the community in the development and use of their library. Specific statements are given below.

Friends of the Cleveland Heights-University Heights Public Library

The Board welcomes the interest of this group, formed for the purpose of social service, increasing and improving the resources and services of our libraries, and providing financial support and advocacy. Books and other materials withdrawn from the library's collection are given to the Friends. Such items may then be sold and the proceeds used to fund library programming.

Fund for the Future of Heights Library

The Board welcomes the interest of this group for the purpose of long-term financial support of the library. Funds donated to this supporting organization are deposited with the Cleveland Foundation.

Organized Groups

Cooperation with organized groups in the community shall be sought and sustained when they help the library realize its objectives as an information resource, community center, and a promoter of literacy.

For-Profit Organizations and Businesses

As a governmental entity that receives non-profit status from the state and federal government, the perception that a library promotes or favors any for-profit institution is inappropriate. However, libraries often receive support from for-profit institutions and local businesses, either in cash or in-kind donations, and it is appropriate for the library to recognize that support. Care must be taken, though, so that one local business or institution is not recommended over another or that there is no perception of favoritism. (See Meeting Room Guidelines, Appendix F).

Communications

Members of the community wishing to be heard by the Board on any matter may communicate through letter to the Board President or any member of this Board. The Board welcomes residents' attendance at Board meetings. These meetings are recorded and statements become part of public record; the recordings are made available to the community through the library's website. Those bringing matters before the Board are asked to limit their remarks to no more than five minutes and to state their name and address. Because agendas of meetings are set in advance, no discussion of a presenter's topic will take place at that meeting. The Board will give careful consideration to residents' concerns and will respond.

Annual Report

A summary of the activities and services of the library shall be prepared and distributed annually. The library's Comprehensive Annual Financial Report shall be made available to the community through the library's website.

Public Library - School Library Relationship

It is recognized that there is an interrelationship among libraries of all types, and that services may overlap between public and non-public libraries. The following definitions of the differing responsibilities of the public library and the school library shall be a guide in the development of complementary services. Whenever possible, the public library makes an effort to support the curriculum of the schools.

The Public Library

A public library is designed to serve the reading and recreational needs, interests and purposes of all the people of all ages in its area. It is the community's major center for reliable information with a clientele as broad and varied as the community itself. Library users are served on an individual basis, as well as in groups. The use of a public library is characterized by its voluntary nature and its informality. As part of its mission, the public library supplies children and youth with services and materials primarily to satisfy their self-motivated interests. At the same time, it is recognized that the library is also used by public, private, and home-schooled students for research in fulfilling their assignments. The Public Library does not act in loco parentis.

The School Library (Media Center)

In addition to fostering reading for information and pleasure, the primary role of the school library media specialist is to infuse information literacy skills into classroom-based content area instruction. A school library is more similar to an enhanced, resource-rich classroom than it is to a public library. The collections and programming of the school library are driven by curriculum, and funding would prohibit support for the more diverse needs of the general public. In recent years the employment of licensed school librarians has diminished which puts more emphasis on the public library's offerings.

In "The Fight for School Libraries: An Executive Summary" The American Library Association states:

"We must all fight the closing of school libraries, the reductions in professional staffing, the erosion of budgets for resources and technology, and the consequent weakening of the

librarian-teacher partnership in the classroom. We must advocate for the federal funding that supports network access in schools. We must continue to document and demonstrate the powerful link between student success, educational enrichment, and well-supported school libraries.”

Gift Acceptance

- a. The library may accept gifts for the benefit of the system unless such gifts can be construed as affecting the business judgment and relations of the staff or members of the Board of Library Trustees.
- b. Library materials accepted by the library are subject to the Materials Evaluation and Selection Policy. Materials given to the library shall be the property of the library to be used or disposed of as staff deems appropriate.
- c. Evaluation of Gifts. Requests for price evaluation of gift materials shall be answered with the suggestion that the donor consult disinterested persons engaged in the business of buying and selling such materials who can give a fair market value. By law, the library is unable to furnish an appraisal for tax deduction purposes.
- d. Memorials, Endowments, Commemorative Gifts. Gifts for the enrichment of the library, other than library materials, shall be accepted on an individual basis and subject to review by the Board.
- e. In-Kind Donations and Gifts. As deemed appropriate by the Board of Library Trustees or their designee, the library will, from time to time, solicit financial support and in-kind donations from for-profit institutions and businesses. Appropriate recognition of these donations, as determined by the library, shall be made.

E. Accessibility

The library welcomes all users who, by their presence, acknowledge their responsibility to maintain an atmosphere conducive to the best use of the library and its services.

Failure to maintain an atmosphere of respect for other library users and library staff, failure to return materials and to pay appropriate charges, or the destruction of library property shall be due cause for suspension of library privileges and services. Municipal ordinances shall be enforced.

The rights of an individual to use the library, its services and its materials, shall not be denied or abridged because of age, race, religion, national origin, sexual orientation, disabilities, or social or political views.

The rights of individuals with disabilities: It is the intent of the Library to serve everyone equally and to assure access to library materials, programs, and facilities for all persons. The

library will make every effort to provide reasonable accommodations as necessary under the Americans with Disabilities Act (ADA) and follow the spirit of the Services to Persons with Disabilities: An Interpretation of the Library Bill of Rights (see Appendix).

Therefore we will provide training opportunities for staff to sensitize themselves to issues affecting persons with disabilities. We will be proactive in reaching out to persons with disabilities and will make every effort to support the needs of our users by seeking financial or other assistance to do so. By removing barriers to access we will promote the full inclusion of persons with disabilities into our society.

Parental responsibility

Parents are responsible for supervising their children in the use of the library and its materials. The library cannot assume the responsibility for children left unattended. It is the parents' responsibility to monitor the content of materials viewed or borrowed by their children.

Truancy: The library does not act *in loco parentis* and reporting truanancies is solely the responsibility of parents, truant officers, and police and not the Library or its employees.”

Outreach: The library acknowledges that there are residents of all ages in the community who, for whatever reason, cannot and/or do not avail themselves of the library's services and facilities. Furthermore, the library recognizes its responsibility to explore strategies for extending library service to these residents and to implement these strategies when fiscally feasible.

Internet Access Policy A policy for the use of the Internet by the library's customers has been developed. It is in Appendix 2.

Hours of Service: The library branches shall be open the greatest number of hours needed by the community, subject to limitation of funds available to provide adequate staff. Any change in regular hours of service shall be subject to approval by the Board. Emergency closing shall be the responsibility of the Director.

The library shall be closed on the following holidays:

- New Year's Day
- Martin Luther King, Jr. Day
- Easter Sunday
- Memorial Day
- Independence Day
- Labor Day

- Thanksgiving Day
- Friday after Thanksgiving

- Christmas Eve Day
- Christmas Day

When New Year's Day, Independence Day, or Christmas Day falls on Sunday, the library shall be closed on Sunday and Monday. The library will close at 5:30 pm on New Year's Eve and the day before Thanksgiving Day.

The Library may close one day each year for Staff Development Day. This is an opportunity for all employees to gather for various educational and instructional programs, generally geared to library work.

Displays: The use of library facilities for posters, flyers, pamphlets, displays, and exhibits other than those that pertain to the library shall be approved by the library Director or designee and is subject to review by the Board of Trustees. Permission shall be given based upon limitations of space, timeliness, and relevance of the material to the civic, educational, cultural, recreational, and vocational needs of the community. The library will not display personal advertisements or for-profit or commercial fundraising materials. Non-partisan informational political materials will be displayed in the library during elections. The views expressed by such displays and literature exhibited in the library do not necessarily reflect the views of the library.

Guidelines governing displays of any kind support the American Library Association's "Exhibit Spaces and Bulletin Boards" guidelines, from the "ALA Library Bill of Rights." It states:

"Libraries often provide exhibit spaces and bulletin boards. The uses made of these spaces should conform to the Library Bill of Rights. Article I states: 'Materials should not be excluded because of the origin, background, or views of those contributing to their creation.'"

Book Returns: For the convenience of the library's users, exterior book returns shall be available at all buildings.

Meeting Rooms As a community gathering place, the library is pleased to make its meeting rooms available to the public, in accordance with law. Decisions on meeting room use are subject to review by the Board of Library Trustees. The use of the meeting rooms shall be recorded and reported annually. Library programs take precedence over all other scheduled events.

- a. Room reservations are made electronically at www.heightslibrary.org or by contacting library staff. Applications are pending until approved by library.

- b. The use of library meeting rooms shall not cause a disturbance in the library. Adults using meeting rooms must not leave children unattended.
- c. Library meeting rooms will be made available at no charge to all non-profit 501(c) (3), ministerial organizations, or school-related organizations, chapters, divisions or branches thereof. (See Meeting Room Guidelines, Appendix 6)
- d. Groups requesting a meeting room for a social purpose (not open to the public) will be allowed such use, for an appropriate fee and are limited to residents of Cleveland Heights and University Heights with a valid library card in good standing. (See Meeting Room Guidelines, Appendix 6)
- e. The use of the meeting rooms by non-library groups shall not be publicized in such a way as to imply library sponsorship.
- f. Applicants must be 21 years of age and must be present to supervise all minors. The library assumes no responsibility for personal belongings.
- g. The library reserves the right to close in the event of an emergency and will refund all fees. The library is not responsible for any additional expenses incurred by the host of an event scheduled in a meeting room if the facility is closed due to an emergency.
- h. Reservable Study Rooms. These rooms may hold up to 5 people. Reservations may be made for up to two hours, with a limit of one reservation per day. Reservations may be made up to two weeks in advance by calling the library or in person.

Safety, Customer Behavior and Conduct on Library Property.

To maintain an atmosphere appropriate for work, study, and enjoyment for all library users and staff, the following policy on behavior in the library's buildings and on library property has been established.

Public Safety The safety of our customers is of the highest importance. The Heights Libraries buildings are public places, and we urge customers to be aware of their surroundings. We ask customers to report any concerns to the staff. We urge customers to keep any valuables with them at all times and to monitor the activities of their minor children.

Security Staff We employ staff to help maintain a welcoming atmosphere and to assist customers. They are instructed not to investigate crimes, nor can they mediate disputes or touch any persons or their property. We rely on public safety forces, such as police and firefighters, to handle any emergencies.

Security Video Only managers may review security video camera footage after an incident occurs. We do not monitor these cameras. Video footage may be shared with the police with permission of the Director.

Security Records The library's purpose for using such devices is "[t]o help secure the safety of library patrons, staff and property..." Under Ohio law, a security record is defined as "[a]ny record that contains information directly used for protecting or maintaining the security of a public office against attack, interference, or sabotage." See O.R.C. 149.433(3)(a). The library's security records are not public records under O.R.C. 149.43 and they are not subject to mandatory release or disclosure under that section. See O.R.C. 149.433(B). The footage may be made available to public safety forces or the courts under some conditions including subpoena or exigent circumstances.

Code of Conduct Our communities have asked us to keep their libraries safe and respectful. Disruptive behavior of any kind is not permitted. This includes behavior over the telephone. Library staff has the ultimate authority to interpret disruptive behavior. Disruptive customers will be asked to leave library property for a period of time, depending on the incident.

Appeals A customer may appeal an eviction or suspension of more than seven days by sending a written objection to the attention of the Deputy Director of the Library (2345 Lee Road, Cleveland Heights 44118) within seven days of being notified of the eviction. A panel of administrative staff has the power to affirm, modify or revoke any suspension or eviction.

Eviction Timetable All customers, regardless of their age, may receive an eviction based on behavior deemed disruptive by our staff. Evictions may range in length from one day to one year. A three-month eviction at minimum will be enforced for any customer who breaks the law on library property, including trespassing.

Cell Phone Use Noise from a cell phone or conversation may cause a disturbance. Customers who do not turn off their ringers or whose phone use causes a disturbance may be asked to leave the area or the library.

Photography in the Library. The privacy of patrons must not be violated. Photographers/filmers must receive permission to photograph or film people, including library staff, prior to capturing their images. If for library use, written parental permission is required to photograph minors.

Animals in the Library. In accordance with the ADA and Ohio Revised Code, animals are not allowed on library premises, unless they are service animals. A service animal is a working animal, not a pet. Regulations under Title III of the ADA, define a service animal as: **"any dog that is individually trained to do work or perform tasks for the benefit of an individual**

with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability.”

Therapy animals are not considered service animals, and therefore, not allowed on library premises. Service animals must be with their owners at all times. As stipulated by the ADA, service animals must “be under control.” The only exception to this policy is animals used in library sponsored programs.

Courts have found the following not to be lawful reasons to ask that a service animal be removed from premises: allergies and fear of animal; state and local health codes; animal is not restrained; and animal makes noise that, even if disruptive, is intended to serve as a means of communication for the benefit of its owner or would be acceptable if made by humans.

A staff person may ask questions about a service dog when the dog’s work is not obvious. The questions that someone may ask are limited by the ADA. A person may ask:

- 1) Is the dog a service animal required due to disability; and
- 2) What work or task has the dog been trained to perform?

A staff person CANNOT ask:

- 1) What is a person’s disability?
- 2) Show me your medical documentation;
- 3) Show me special papers for the animal; or
- 4) Demonstrate the animal’s ability to perform the work or task.

Concealed Weapons. Pursuant to Section 2923.126 of the Ohio Revised Code the carrying of concealed weapons shall not be permitted within the library.

Specifically, according to the Code, “—no person shall knowingly possess, have under the person’s control, convey, or attempt to convey a deadly weapon or dangerous ordnance onto these premises.”

Smoking and Vaping on Library Property. No smoking or vaping is permitted. Pursuant to Section 3794 “The Smoke Free Workplace Act” of the Ohio Revised Code, smoking is prohibited on library property. It is also prohibited immediately adjacent to any entrances or exits of a library building. Our obligation is to ensure that tobacco smoke does not enter any public space where smoking is prohibited under the law. Fines may range up to \$100 per violation. Library employees may be, and visitors who violate the Smoke free Workplace Act shall be,

personally liable to pay the enforcement agency the amount of the fine. (Employees see Section 8.16 of Human Resources Manual).

Surveys, Solicitation, and Literature Distribution

Gathering petition signatures outside of library buildings is permitted as long as gatherers do not obstruct entrances or exits. Voter registration may take place within the library as long as it is conducted in a non-partisan manner and with permission from Administration. Voter registration forms are available at the public service desk.

Distribution of literature on Election Day is restricted, by law, to no less than 100 feet from the entrance to the building that houses the voting. Violations should be reported to the Booth Official or to the Board of Elections.

Surveys. In order to plan for new or improved services, the library may survey its customers or other residents of the community. These surveys may be conducted in the library buildings, by telephone or by mail, online or by any other appropriate method. Surveys may be designed and/or completed by staff or third party vendors or volunteers approved by the library. All survey instruments, methodology and implementation procedures must be approved by the Director prior to contacting any members of the public.

Surveys of library staff may be conducted for the purpose of pre-testing public surveys, or to obtain staff opinions on services or personnel issues. All survey instruments, methodology, and implementation procedures must be approved by the Director prior to contacting any members of the staff.

Individuals or organizations that wish to conduct any type of library survey with staff or customers must receive written permission from the Director.

Solicitation of the staff or the public, in ways which are of benefit to the library and/or its employees, is permitted as follows:

- i) Contributions from staff for established charities approved by the Board of Trustees such as United Way, Community Shares, and Harvest for Hunger.
- ii) Collections for staff gifts for personal reasons such as retirement, illness, and other activities as approved by the Director.

- iii) Friends of the Heights Libraries fundraising for library support such as book sales and the sale of merchandise, with prior approval and coordination with other activities by the Director.
- iv) Solicitation of and/or distribution of literature to library employees by other employees may be permitted only in non-work areas and only during non-work time. Non-work areas are defined as staff rooms. Non-work time includes time allotted for lunch or dinner and break periods.
- v) Literature that specifically supports the library's goals for professional development public service.
- vi) Any activities for nonprofit, community organizations (i.e., sale of Girl Scout Cookies, band candy, etc.) may be permitted among staff in non-work areas during non-work hours. Any activities of a profit-making nature must be done off library premises on employees' own time.
- vii) Other solicitation which specifically support the interests of this library or libraries in general, (such as bake sales for community or school organizations) as approved by the Director.

Solicitation of and/or distribution of literature to library employees by other employees for any purpose is prohibited at all times in all work areas of the library. In no event shall literature be left on tables or distributed in any manner.

Handbills/notices on windshields. The Codified Ordinances of the cities of both Cleveland Heights and University Heights prohibit any individual or group from placing handbills, notices, and the like, on automobiles in the library's parking lot.

F. Civic Responsibility

The library shall provide access to public records of the municipalities and Board of Education both as a depository (agendas, resolutions, minutes, budgets, annual reports, etc.) and as a place for disbursement of publications of a civic nature.

The *Materials Evaluation and Selection Policy* of the Board of Library Trustees states that

“Materials presenting all points of view concerning the problems and issues of our times, international, national and local, shall be provided, if available, and shall not be excluded from library shelves because of partisan or doctrinal disapproval.”

To this end, display space shall be planned for posting election information, both pro and con, regarding issues to be placed before the community for decision.

To make voting rights available to a maximum number of citizens, the library shall provide voter registration service.

IV. Administration Polices

A. **Organization – Facilities**

The Cleveland Heights-University Heights Public Library is a community gathering place providing comprehensive library resources, services and programming for the community through four distinct libraries and on the Internet through our website.

The Lee Road branch shall provide centralized services for the system and house the Administrative Office, Technical Services, Information Technology, Continuing Education and Buildings Departments. The central collection of the system shall be maintained in the Lee Road branch and shall include a strong reference resource for the community with a broad range of materials, electronic and traditional, both circulating and non-circulating, consistent with the standards of the Materials Evaluation and Selection Policy.

Each of the libraries shall provide library service to their immediate neighborhoods that reflects that community's interests. The library recognizes that a unique quality of this system is the ability of customers to walk to their local branch and will support that need within the limits of our budget and staffing.

B. Organization – Staff

The library staff is committed to providing excellent customer service, following the library's customer service standards, and creating good rapport with the community. They shall be alert to recent developments in librarianship and new avenues of service. Staff may be called upon to interpret the rules and regulations of the library. The services available shall be limited only by the imagination of the staff and the funds available. Programs are offered that are of interest to our customers and to the communities we serve. Often, qualified staff will provide programs to children, teens, and adults, or staff will arrange for outside speakers or presenters. Through open communication with each other, with colleagues in other libraries, and with community residents, staff shall constantly look for new and interesting program ideas.

Administrative division shall be made for service to adults; service to youth; circulation (loan) service; processing new materials; marketing and communications; and administrative and business office functions. Through frequent communication, teams of library staff will ensure the equality of service throughout the system.

1. Reference Service. The functions of the reference staff are to develop and maintain an appropriate materials collection; to provide reader's guidance, reference and information services; to present public programs; to maintain a liaison with community agencies; and to provide technology access and instruction. Teens and children shall have full access to the total resources of the library and its programs. While service is similar to that for adults, a separate collection, carefully selected to serve young adults, is required. Staff trained in the needs of adolescents and their library interests is essential. Materials suitable for

use by children, teens, and adults in the field of children's literature, shall be selected, maintained and interpreted by staff trained in this specialized work and in programming for this age group. There shall be neither arbitrary age nor grade limitation on service to children.

2. Circulation (Loan) Service. Personnel assigned to circulation services shall provide efficient service for customers through the charging and discharging of materials as well as through inter-branch and external delivery of library materials. They are also Certified Passport Acceptance Agents.
3. Technical Services Department. Staff assigned to this department are responsible for the ordering and processing of library materials and for maintaining the budgetary records of the library's materials collection. This will include directing and coordinating all functions related to the purchasing and processing of library materials for the system.
4. Communications Department. Staff in this department coordinate the marketing and publicizing of the library's services, collections, programs and policies. They create, produce, and coordinate all system signage and printed communications. They design, build, and maintain the library's website and social media presence; and establish and maintain a relationship with the media and other organizations. In addition they coordinate volunteers. Book bike visits and scheduling of the use of the outreach vehicle are functions of this department.
5. Information Technology Department. Staff in this department are responsible for maintaining the library's computer equipment, its local and wide area networks (LANs and WAN), its operating system, and its communications and other software.
6. Buildings Department. Staff in the Buildings Department provide for the maintenance, upkeep, and cleanliness of the library's facilities. Shipping services within the library system are managed by the Buildings Department as is maintenance of the library vans.
7. Administration. Administrative personnel, specifically the Director, Finance Manager, Deputy Director, and Human Resources Manager, provide leadership to the staff in promotion, interpretation, and support of library policies and procedures. This leadership includes planning, directing and coordinating the services and personnel of the library based on the Policies of the Board of Library Trustees and on the Mission Statement, Values and Vision of the library.
8. Continuing Education Department. This department is a source of continuing education for the staff and the community. They will coordinate professional training internally and externally, including planning a Staff Development day each year. Technology training specifically is presented by members of this

department.

C. Information Technology

The library recognizes that technological innovations continue to improve public library services. Maintaining existing hardware and software, including the library's website, and the evaluation and implementation of new technologies, shall be a responsibility of the staff.

D. Publicity and Promotion by all staff

Our customers' perceptions of the library are dependent on every contact with it they have. Therefore, it is the responsibility of every staff member to present a positive image of the library at all times. Excellent customer service is our highest priority.

E. Materials Collection

1. Classification. The Dewey decimal classification, as currently in national use, shall be the classification system for the library's materials.
2. Selection and Evaluation. All selection is subject to the Materials Evaluation and Selection Policy of the Board of Library Trustees. Guidelines in this policy support principles of the American Library Association's "Library Bill of Rights," which states, "Materials should not be proscribed or removed because of partisan or doctrinal disapproval. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment. Libraries should cooperate with all persons or groups concerned with resisting abridgement of free expression and free access to ideas."
3. Inventory. A record of the quantities of the materials holdings shall be maintained and included in the annual report to the Board.

F. Programming

Goals of library programming support the American Library Association's "Library – Initiated Programs as a Resource" statement, an interpretation of the ALA Library Bill of Rights. It states, "Library-initiated programs support the mission of the library by providing users with additional opportunities for information, education and recreation. Article I of the Library Bill of Rights states: 'Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community by the library serves.'"

1. Programs developed by staff. Library programs are designed for people of all ages and are free of charge and open to the public. The purpose of programming is to complement the library's collections and services and support its Mission, Vision and Values. Co-sponsorship of programming with other community entities, representing various perspectives of the population regardless of background or economic status, will be encouraged. If a program is controversial in nature, the

library will seek to present as much balance as possible. Beliefs and opinions expressed in the program do not necessarily represent the viewpoint of the library, Boards, or staff. Library staff will also take programming into the community (outreach), where appropriate, and share programs and presentations over the internet.

2. Programs presented by customers within the library. Programs cannot constitute commercial advertising or represent direct solicitation. Some persons, such as attorneys, members of religious organizations, agents of health care groups, investment brokers, realtors, and insurance representatives, may seek to present information to the public at the library about their organization, its services or the issues with which it deals. Although this information may be of value or general interest, the underlying purpose of these programs is to gain community recognition of the person and/or the business by which they profit. The library does not allow programs of this kind. Such individuals may be asked to partner with the library and present part of a balanced presentation on their topic. (See Meeting Room Guidelines, Appendix 6).

G. Circulation (loan) Service

1. Circulation System. By agreement, the Cleveland Heights-University Heights Public Library participates in CLEVNET, a circulation consortia and online public access catalog of the Cleveland Public Library that includes libraries in 12 counties across northern Ohio.
2. Registration. Anyone who lives, works, owns property, or goes to school in the state of Ohio is eligible, with proper identification, to borrow materials from the library. A borrower's card shall be free of charge. Registration for a child under 18 years of age shall be assigned "care of" a custodial parent or legal guardian who presents proper identification for the child. Custodial parents or legal guardians are financially responsible for the account of a child. In order to increase access to our collection, we offer three additional card types. A person may only have one full access card type at a time:
 - a. The Temporary Card allows anyone who is 18 or older with a valid state-issued identification access to our collection, with certain restrictions, up to one year.
 - b. The Three for Me card offers access to books for any person without proper identification. This card allows the recipient to check out emedia and three books at any time without requiring financial responsibility.

- c. The eMedia Card is available on-line to all citizens of the State of Ohio. This card allows the recipient free access to all of the library's digital collections via our website.

H. Confidentiality of Library Records

Circulation records and any other library records that identify the names of library users with specific materials or information requests are confidential in nature and are protected by section 149.43 of the Ohio Revised Code.

Except as noted below, these records or any information from the records shall not be given to, or made available to, any individual or group or any agency of state, federal or local government except pursuant to such court order or subpoena as may be issued under the authority of federal, state, or local law relating to civic, criminal or administrative discovery procedure or legislative investigatory power. If any such order or subpoena is issued, the library will comply after the library's officers have consulted with their legal counsel to determine: a) if such documents are in proper form, and b) if there is showing of good cause for their issuance.

If the documents in question are not in proper form, and/or if good cause is not shown, the Library's officers will insist that any defects be corrected complying with the requests. However, exigent circumstances, such as life and death situations or matters involving public health or safety, may require an immediate decision. In such cases, the Director or Deputy Director, or if they are not available, the staff member in charge of the building, should be contacted. If a library record or patron information pertaining to a minor child is requested by the minor child's parent, guardian or custodian, the library staff shall make that information available in accordance with division (B) of section 149.43 of the Ohio Revised Code.

The 2001 USA Patriot Act expands federal law enforcement's surveillance, seizure, and investigative powers. Within the library, this could mean that a search warrant might be used to obtain information. A search warrant can be executed immediately whereas a subpoena allows a period of time to respond and possibly contest the court's request. Please refer to the library's Privacy Statement, found on the library's website, for further information.

I. Borrowing Regulations

1. The Board shall receive monthly reports of the items circulated within the system.
2. Borrowing privileges shall be limited or denied when large fines or other charges are unpaid at this library or other libraries participating in CLEVNET. Failure to pay library charges may result in referral to a collection agency and additional

fees.

3. Materials may be returned to any library in Ohio; however, it may take a number of weeks for delivery to the lending library. Late fees may continue to accumulate by the owning library.
4. Reserved Material. If specifically requested material is owned and cataloged, or on order within the system, a hold may be placed on it. If it is not owned, an attempt will be made to borrow it from another library via interlibrary loan, if feasible.
5. Overdue Materials. Materials belonging to the Cleveland Heights-University Heights Public Library generally do not accrue overdue fines. (Exceptions are noted in the Appendix.)

If items are not returned within 21 days of the due date, customers may be charged a replacement fee and their borrowing privileges suspended. Excessive fines may result in the account being referred to a collection agency, and an additional fee will be charged.

For materials not belonging to the Cleveland Heights-University Heights Public Library, the owning library policies apply.

6. Lost and Damaged Materials. The borrower is responsible for materials charged out from the library on their card. Charges for damages or losses shall be based upon the replacement price of the materials. Collection service fees may also be charged. In the event that materials or a library card is stolen, a report of this theft must be made to the library accompanied by a police report. Items owned by other libraries may be subject to that library's policies.

J. Length of Loans

The majority of the materials of the library shall circulate for a period of 21 days. Newer materials may circulate for only one or two weeks. (See Appendix 1. for Loan periods). The library's circulation and renewal periods may be found on the library's website. Materials borrowed from other libraries may have different loan periods.

Vacation Loans. Cleveland Heights-University Heights Public Library materials may be loaned to borrowers planning holidays away from the city for a period not to exceed four months.

Educator Loans – Teachers and parents may apply for a special Educator Card, which will allow them to check out children's and teen print materials and select AV materials for 6 weeks.

Appendices to the Services and Administration Policy of the Cleveland Heights-University Heights Public Library

1. Guidelines for Fines and Charges
2. Internet Access Policy
3. Property Disposal Procedure
4. Customer Service
5. Records Retention Policy
6. Meeting Room Guidelines
7. Capital Asset Policy
8. Investment Policy
9. Services to Persons with Disabilities: An Interpretation of the Library Bill of Rights
10. Open Records Policy
11. Credit Card Policy

Appendix 1. Guidelines for Fines and Charges, Loan Periods

Item Type	Loan Period	Number of Allowed Renewals	Are Holds Allowed?	Fines Per Day
Blu-rays	1 week	2	Yes	No Fine
Book Kits	3 weeks	10	Yes	No Fine
Books	3 weeks	10	Yes	No Fine
Books on CD	3 weeks	10	Yes	No Fine
CDs	3 weeks	10	Yes	No Fine
DVDs	1 week	2	Yes	No Fine
DVD-Sets	3 weeks	2	Yes	No Fine
E-Books	3 weeks	0	Yes	No fines
Hotspots	2 weeks	0	Yes	\$5.00*
Magazines	3 weeks	10	No	No Fine
New Books	2 weeks	10	Yes	No Fine
No Hold Books	2 weeks	0	No	No Fine
No Hold DVDs	1 week	0	No	No Fine
Playaway	3 weeks	10	Yes	No Fine
PlayawayViews	3 weeks	0	No	No Fine
Potamus Packs	3 weeks	0	No	No Fine
Puzzles	3 weeks	5	No	No Fine
Video Games	1 week	0	No	\$5.00*

Additional information on fines

*Ceiling on fines is \$15 for these materials.

Borrowing privileges will be suspended when a customer accrues \$10 in fines.

Customers will be billed for the cost of a replacement for items three weeks overdue.

Anyone who has \$25 or more in fines will be referred to a Collection Agency. A \$10 collection agency service fee will be added to the fine record. The complete balance must be paid before borrowing privileges are reinstated.

A customer may place up to 100 holds.

Revised July, 2019

Appendix 2. Internet Access Policy and Guidelines for Use of Library Workstations

Background/Philosophy

“The Cleveland Heights–University Heights Public Library serves is committed to serving its communities as an information resource to support the formal and informal learning requirements and recreational needs of its customers.”¹

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

The Internet is a worldwide computer network which provides easy access to a massive body of information. The resources available on the Internet expand the library’s information services well beyond traditional collections and electronic resources. In providing community access to the Internet, the Cleveland Heights–University Heights Public Library enhances its existing collection in size and depth, and provides the opportunity for any citizen to utilize the exciting resources on the Internet.

Not everyone currently has or can afford access to the Internet in their homes or businesses. The library can “level the playing field” by providing everyone free access to this valuable information resource. Even those who can afford access may need it only intermittently and may not wish to pay for it on a regular basis. Others know that information can be found there, but prefer to rely on experienced, trained library staff to assist them with their searches.

Intellectual Freedom/Right to Privacy

The same standards of intellectual freedom, privacy and confidentiality endorsed by the Cleveland Heights–University Heights Public Library for traditional resources and services also apply to electronic media, including usage of the Internet.

The library has a policy of open access to all parts of its collections, including access to the Internet. Usage is not restricted by age (supervision is the responsibility of **parents, guardians or caregivers**), is not prioritized by information need (everyone’s information need is important to him or her), and is not restricted by residency.

¹ Mission Statement of the Cleveland Heights–University Heights Public Library, approved by the Board of Library Trustees, May 19, 1997.

The library seeks to protect the First Amendment rights of its customers and their individual right to privacy. However, Internet users must be sensitive to the fact that workstations are in public areas and, therefore, images on the screen are subject to view by a wide audience.

The workstations owned and operated by the Cleveland Heights–University Heights Public Library will be used for educational, informational and recreational purposes only; they may not be used for unauthorized, illegal or unethical purposes. Customers may not send, receive or display text or graphics that may be construed as obscene under Section 2907.07 of the *Ohio Revised Code*.

Information Disclaimer

The Internet offers unlimited access to information, ideas and commentary from around the world and a vast array of tools and resources for different age levels and points of view. However, not all sources on the Internet provide information that is accurate, complete, current or legal. The Cleveland Heights–University Heights Public Library does not endorse the viewpoints or vouch for the accuracy of information obtained through the Internet. The library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. Most definitely, some resources and destinations contain material that some customers will find personally offensive or inappropriate for children.

The library, through its participation in Cleveland Public Library’s automation system (CLEVNET) and the Ohio Public Library Information Network (OPLIN), can and does recommend interesting and useful destinations and resources for our customers to explore. These sites, indexed by subject area, can be found in the *Electronic Resources* section of the CLEVNET home page, through the OPLIN home page and through the home page of the Cleveland Heights–University Heights Public Library.

Use of the Internet by Children

As with all library materials, parents, guardians and caregivers are responsible for their children’s use of the Internet. Library staff cannot control the databases that children may select on the Internet. Parents/**guardians** are strongly encouraged to work with their children to develop acceptable rules of Internet use. Parents/**guardians** and children are also encouraged to read *Child Safety On the Information Highway*, jointly produced by the National Center for missing and Exploited Children and the Interactive Services Association. This publication is available as a pamphlet in the library and as a link under the “Information” section of the library’s home page. Use of the Internet by juveniles is governed by Sections 2907.31 and 2907.01 (E) of the *Ohio Revised Code*.

It is the parent **or guardian** who sets family standards and values and, therefore, the library cannot usurp that right nor assume that responsibility. The Internet, since it should be no different than TV and movies, books and magazines, is a marvelous opportunity for parents/**guardians** to hold

discussions with their children about their family's standards. We strongly recommend that parents/**guardians** work with their children when they are using the Internet.

Printing

The library currently provides limited free printing at its workstations and CLEVNET terminals. For this free service to continue, customers are asked to use good judgment in conserving paper and library printing supplies. As usage increases, this policy will be re-evaluated.

Downloading

Customers may download information from the Internet to their own storage devices or to their own e-mail accounts. Under no circumstances may a user download or save anything to the hard drive of any library workstation or to a network drive.

Use of the Workstations

The library does not limit the number of individuals using a single workstation because we recognize that group work can be a valuable learning experience. However, if the group creates a disturbance to the effective use of the library by others, they will be asked to correct their behaviors, disband, and/or leave the building as appropriate.

All CLEVNET terminals have text-based access to a large number of sites and resources on the Internet. The number of workstations accessing the Internet is limited so we ask customers to be considerate of others. Time on the Internet is limited to 30 minutes when others are waiting.

Customers should notify library staff immediately if they experience any problems with the equipment or software.

Under no circumstances may customers use their personal software or equipment on the library's workstations or network.

Instruction

Providing instruction in how to use and evaluate informational resources is part of the library's role.

Staff will devote a *reasonable* amount of time assisting individual library users with the Internet where needed. They cannot devote large amounts of time to each customer because staff scheduled on the floor are handling many information requests from many individuals.

Regular programs, demonstrations and hands-on sessions on the use of the Internet are provided by the library staff. One-on-one sessions may be scheduled at any of our branches. Please ask us for more information.

Copyright

Materials obtained or copied on the Internet may be subject to copyright laws which govern making reproductions of copyrighted works. A work protected by copyright may not be copied without permission of the copyright owner unless the proposed use falls within the definition of “Fair Use.” Customers are responsible for compliance with all international, national and state laws governing copyrighted materials.

Indemnification

Internet resources may contain material of a controversial nature. Selection policies which serve to govern the library’s purchase of materials are not applicable to material accessed electronically. Our customers choose which electronic materials and sites they access on the Internet. The library cannot protect them from information that might be considered offensive. It remains the responsibility of the user—or the user’s parent, guardian, or caregiver in the case of minors—to determine what is appropriate.

Because the customer is the selector in using the Internet by making individual choices and decisions, customers shall comply with all age restrictions governing access to sites, as limited by the content provider, to usage by persons 18 or 21 years of age or older.

In no event shall the Cleveland Heights–University Heights Public Library have any liability for lost profits or for any direct or indirect special, punitive, or consequential damages, or any liability to any third party, even if the library is advised of the possibility of such damages, arising from use of its connection to the Internet.

Misuse of the electronic resources of the library, or of Internet access, shall result in the loss of computer privileges for the customer.

This Internet Access Policy will be reviewed by the Board of Library Trustees at least yearly at its regular meeting in March.

The purpose of this Internet Access Policy is to insure the best use of and access to the Internet for the greatest number of our customers. This policy is subject to change as our experience with this service grows.

July, 2019

Appendix 3. Property Disposal Procedure

It is the policy of the Cleveland Heights-University Heights Public Library to dispose of library materials, furniture and equipment that is no longer functional or useful. The Library adopts the following policy for the disposal of such library property.

When an item is fully depreciated or no longer has a useful value to the library, it will be removed from the inventory of the library and disposed of:

1. Books and other materials, no longer deemed appropriate for the collection, will be donated to the FRIENDS of the Cleveland Heights-University Heights Public Library for disposal through their regular book sales.
2. Computer equipment, no longer of use to the library, may be donated directly to the Cleveland Heights-University Heights City School District or other non-profit and/or charitable organization.
3. Furniture, no longer of use to the library, the depreciated value of which is less than \$300.00, may be donated by the library to a non-profit, charitable organization.
4. Items not covered by the above will be sold through auction or publicly advertised sale with any proceeds from such sale being deposited to the general fund of the library. Prior to such sale, the Clerk-Treasurer will prepare a list of those items to be included in the sale for approval by the Board of Library Trustees.
5. If an item is determined to have only marginal value or no value, or it does not sell through auction or publicly advertised sale, it may be sold or discarded to the best interest of the library.

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

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

Approved, 2019

Appendix 4. Customer Service Statement from Human Resources Manual Preamble

At the Cleveland Heights-University Heights Library, the customer's needs are our top priority. Our goal is to anticipate those needs, and fulfill them as best we can to provide our customers with a more rewarding library experience than they can get at other public libraries.

All staff are encouraged to make decisions that will result in success for Library customers. We call this “Finding a way to Yes!” This means that anyone, not just a supervisor, can make an exception to a policy or procedure if it provides quality service and is consistent with our organizational values. We know that customers like to have their problems solved by the first staff person with whom they deal. Staff should feel comfortable and confident in solving individual problems. On the other hand, we wish to reassure staff that there are times when it helps to ask the advice of a colleague or supervisor, and such a team approach to problem-solving is encouraged.

Affirmed 2019

Appendix 5. Records Retention Policy

It is the practice of the Cleveland Heights-University Heights Public Library to retain certain records from year to year. Although the *Ohio Revised Code* does not set forth guidelines for public libraries, the Board of Trustees of the Cleveland Heights-University Heights Public Library, acting as the library's Records Commission, adopts the following policy for records retention.

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

Permanent:

Annual Director's Report

Annual Financial Report to the State Auditor (CAFR)

Annual Statistical Report to the State Library

Audit Reports from the Auditor of State

Board of Trustee Minutes

Deferred Compensation Deduction Reports and Statements

Dependent Benefit Coverage Forms

Current Fixed Asset Inventories

Historical Files

Personnel and Annual Payroll Summary Reports

PERS Records

Non-Permanent:

Retention Period:

Contracts:

Bids - Successful

4 years after project completion

Bids - Unsuccessful	4 years provided audited
Contracts, Leases, Grants	4 years after expiration provided audited
Insurance Policies/Bonds	4 years after expiration

Records Retention Policy

Employee Files:

Accident Reports/Incident	4 years provided audited
Employee Personnel Files - including Leave requests (sick & vacation), W-2, W-4, I-9, IT-4, Workers Compensation claims, Emergency Contact forms.	10 years after termination
Employment applications	6 months active; 1½years inactive, if not hired
Unemployment Compensation Claims	4 years after case closed and appeals exhausted provided audited

Financial:

Accounts Payable Ledger	3 years provided audited
Appropriation Ledger	3 years provided audited
Bank Deposit Receipts	3 years provided audited
Bank Statements	3 years provided audited
Budgets (Annual)	10 years
Canceled Checks	3 years provided audited
Cash Journals	3 years provided audited
Gift Donor Cards	3 years provided audited

Check Registers	3 years provided audited
Depository Agreements	Until superseded/audited
Invoices with Vouchers	3 years provided audited
Payroll Bank Statements	3 years provided audited
Payroll Tax Records	6 years provided audited
Petty Cash Reports	3 years provided audited
Purchase Orders	3 years provided audited
Receipt Journals	3 years provided audited
Time Sheets & supportive documents (i.e.: department schedules)	3 years provided audited
Travel Expense Vouchers	3 years provided audited

Legal:

Claims and Litigation Records	5 years after case is closed and appeals exhausted
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Library Materials:

Book Inventories	Maintained Online until superseded
Interlibrary Loan Records	7 days after materials are returned unless there are financial implications
Lost Book/Fine Records	Once paid for, removed from patron history

Miscellaneous:

Library Bulletins	30 days after obsolescence
Correspondence (Executive), including electronic mail	1-5 years if no historical value
Board Working Papers	3 years provided audited and no historical value
Form Files	Until expiration
Inventories	Until superseded
Position Descriptions	Until superseded or classification abolished
Patron information	Permanent, or 3 years if inactive.
Circulation Information	Maintained online until materials are returned

Regardless of format, computer back-ups of any of the above referenced records shall follow the same retention period as paper records.

“Provided audited” is defined as the Auditor of State’s office has audited the fiscal years encompassed and the audit report has been duly released.

This Policy will be reviewed by the Local Government Records Program of the Ohio Historical Society and the Records Officer of the Auditor of State.

This Policy was approved by the Board of Trustees, Cleveland Heights-University Heights Public Library, at their regular meeting of March 15, 1999.

Affirmed, 2019

Appendix 6. Meeting Room Guidelines

General Information

- Reservation requests can be made up to 3 months in advance and no less than 4 days prior to the requested meeting date. Decisions on meeting room use are subject to review by the Board of Library Trustees.
- Reservations requests are pending until approved by the library. Reservations will be approved or denied within 4-7 business days. Requests are not approved on Saturday or Sunday.
- Due to the high demand for meeting rooms **any patron or group may only reserve meeting rooms twice a month.**
- Rooms must be cleaned and tables and chairs put back according to the diagram on the door, failure to do so may result in loss of deposit or meeting room access.
- Payment for private meetings can be made by cash, check or credit card at any library building and must be paid in full.
- Library programs take precedence over all other scheduled meeting room events. While it is rare, you might be contacted to change your reservation if there is a conflict with a pending library event.
- The library reserves the right to close in the event of an emergency and will refund all fees if your meeting cannot be rescheduled.
- The library assumes no responsibility for items left unattended or left in the library.
- All meeting room requests must be made online at www.heightslibrary.org.

For Non-Profit Organization Meetings

Meeting rooms can be used for free by non-profits provided the meeting is open to the general public. Please provide us with your 501(c) (3) documentation or proof of registration with the Ohio Secretary of State's Office.

The documents can be emailed to meetingrooms@heightslibrary.org, or faxed to 216-932-0932.

Organizations affiliated with schools or other government entities may also use meeting rooms for free. A religious group cannot use library meeting rooms as their primary place of worship.

For Private Social Events

The use of rooms for social purposes includes but is not limited to birthday parties, wedding or baby showers, or other celebrations, not open to the public. Reservations may only be made by

residents living within the boundaries of the Cleveland Hts.-University Hts. City School District who have a Heights library card in good standing with no fines and or fees are on their library card.

The individual who makes the room reservation must be in attendance at the event and sign in at the library circulation desk to gain entry to the room.

A \$100 refundable deposit is required and there is a room charge of \$30 an hour, per room. Refunds will be issued within 14 days. Funds will be deducted from the deposit if there is any damage to library property, if rooms are left in disarray or if use causes a disruption to library operations.

For Private Business Events

Private groups may also use meeting rooms for staff meetings, trainings, etc. A \$100 refundable deposit is required and there is a room charge of \$30 an hour, per room. Refunds will be issued within 14 days. Funds will be deducted from the deposit if there is any damage to library property, the rooms is left in disarray, or if use causes a disruption to library operations.

Solicitation for business or the sale of goods and/or services are not allowed in the meeting rooms.

For all events, those who wish to reserve a room you must first agree to follow the library's Meeting Room Rules and Regulations (see below.) The booking system will not allow you to choose a room that has a confirmed reservation.

An auto-reply email acknowledging your request will be sent and within 4-7 days, a second email confirming or denying your request will also be sent.

Meeting Room Rules and Regulations (As available on Library website)

Please read all the regulations below and acknowledge you have read the regulations and will abide by them:

- The person making this reservation is over the age of 21 and will be present at the time of the meeting or event. Children may not be left in the room unattended.
- Open flames (including candles and food warmers), the use of alcoholic beverages, smoking/vaping products are not allowed anywhere in the library.
- The organization/person using the meeting room may not operate a business or religious organization from the room. Meeting rooms are intended to be a venue for meetings and special programs. Programs cannot constitute commercial advertising or direct solicitation.

- Residents requesting a meeting room for a private event must have an active Heights Library card, with no fines/fees on their account. The address of the person making reservation must live within Cleveland Heights-University Heights School District. Deposit returns will be sent only to the address on the reservation.
- A non-profit organization may not use their nonprofit status to avoid paying the meeting room fee for private or personal events such as birthday parties, baby/wedding showers, family reunions etc. The intention of providing a free meeting room is to promote the community benefit of non-profit organizations.
- Groups using a library meeting room may charge a reasonable fee to recover the cost of materials, handouts, craft making supplies, HOWEVER ten percent of the proceeds of any fees paid to the meeting organizer must be donated to the Friends of Heights Libraries.
- The Coventry Branch meeting room may not be used for personal gatherings because there is only one meeting room in the building.
- All fees are due no more than two weeks after the reservation has been submitted, and no closer than two weeks prior to the event, whichever comes first. They must be paid in full prior to use.
- Fees will be returned only if cancellation is received at least one week prior to event. Nonprofit organizations must also cancel with at least one week notice. Non-profits that cancel 3 events in a year, less than a week before their meeting, will not be allowed to use the meeting rooms for a 6 month period.

Appendix 7. Capital Asset Policy

This policy is enacted to enable:

- The preparation of financial statements according to Generally Accepted Accounting Principles (GAAP)
- Adequate insurance allowances
- Control and accountability of all capital assets

Criteria for Capital Asset Capitalization

- The asset has a useful life of one (1) year or longer and
- The cost of is equal to or greater than \$500.00 singularly

Valuation

- Capital assets will be recorded at actual cost at the point purchase. Capital assets not previously recorded will be done so at fair market value.
- Capital assets that are donated to the library will be recorded at “thrift store” value, which are standards set by entities such as The Salvation Army and Goodwill, at the date of donation. Donations of new capital assets will be recorded at fair market value as evidenced by receipt or appraisal.
- Depreciation schedules will use date placed in service to record useful life valuation.

Classifications

- Land
- Land Improvements
- Buildings
- Building Improvements
- Furniture
- Equipment
- Vehicles
- Computers/Software

Capital Asset Management

The Fiscal Officer is appointed the Capital Asset Manager and is responsible for initiating procedures and recordkeeping of capital assets. All library employees have the responsibility to report damage, removal and or theft of capital assets to the Library Director and/or the Capital Asset Manager.

At the time of purchase, the Fixed Asset Manager will assign a numbered property tag to be affixed to all items in the Furniture and Equipment classification. This asset number will be used for identification and tracking purposes.

Requests for asset disposal must be completed and submitted to the Library Director and/or the Capital Asset Manager for consideration.

Transfers of asset location will be determined by the Library Director.

Affirmed, 2019

Appendix 8. Investment Policy

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

The following deposit/investment objectives will be applied in the management of funds of the Cleveland Heights–University Heights Public Library:

- A. To maximize the preservation of capital and the protection of investment principal within certain risk parameters.
- B. Maintain sufficient liquidity to meet the fiscal operating requirements of the Library.
- C. Strive to attain the best total return or yield on Investment funds of the Library as is reasonable and prudently achievable within the safety parameters established in the Investment Policy.
- D. Investments shall be made in good faith, in a manner reasonably believed to be in or not opposed to the best interests of the Library, and with the exercise of that degree of care that an ordinarily prudent person in a like position would use under similar circumstances.
- E. The Board of Library Trustees shall be responsible for making investment decisions. The Investing Authority will be the Library Fiscal Officer, Deputy Fiscal Officer or such officer or employee of the Library as the Board shall designate. The Investing Authority shall act only in accordance with the wishes of the Board as described in this Investment Policy. The Investing Authority shall not transfer more than thirty (30) percent of investable assets per year into a single investment instrument other than StarOhio or StarPlus, without specific approval for the change by the Board of Library Trustees.
- F. The Investing Authority may deposit and/or invest in the following instruments at a price not to exceed the fair market value of the specific investment instrument:
 1. Bonds, notes, or other obligations of, or guaranteed by, the United States, or those for which the faith of the United States is pledged for payment of principal and interest thereon.
 2. Bonds, notes, or other obligations issued by any U.S. Government Agency, whether or not they are guaranteed by the United States.
 3. Time certificates of deposit, including, but not limited to passbook accounts, in any eligible institution insured by the Federal Deposit Insurance Corporation and having an office located within the territorial limits of the United States.

4. Checking and saving accounts in any eligible institution insured by the Federal Deposit Insurance Corporation and having an office located within the territorial limits of the State of Ohio.
5. Bonds and other obligations of the state of Ohio or the political subdivisions of this state, provided that, with respect to bonds or other obligations of political subdivisions, all of the following apply:
 - a. Bonds or other obligations are payable from the political subdivision's general revenues and backed by the full faith and credit of the political subdivision
 - b. Bonds or other obligations are rated, at the time of purchase, in the three (3) highest classifications established by at least one (1) nationally recognized standard rating service and purchased through a registered securities broker or dealer
 - c. Aggregate value of the bonds or other obligations does not exceed twenty percent (20%) of interim monies available for investment at the time of purchase, and
 - d. The Library is not the sole purchaser of the bonds or other obligations at original issuance.

No investment shall be made in municipal bonds unless the Investment Authority has completed additional training that has been approved by the Treasurer of State and is either conducted by or provided under the supervision of the Treasurer of State.

6. Commercial paper notes issued by a for-profit corporation, business trust or association, real estate investment trust, common-law trust, unincorporated business, or general or limited partnership which has assets exceeding \$500,000,000. Such notes must:
 - a. Be rated at the time of purchase in the highest classification established by at least two (2) nationally recognized standard rating services
 - b. Have an aggregate value that does not exceed ten percent (10%) of the outstanding commercial paper of the issuing entity
 - c. Mature not later than 270 days after purchase, and
 - d. Be limited to the aggregate of five percent (5%) of interim monies available for investment at the time of purchase, when issued by a single issuer.

Banker's acceptances of banks that are insured by the Federal Deposit Insurance Corporation ("FDIC") and that mature no later than 180 days after purchase.

Total investment in commercial paper and bankers acceptances shall not exceed forty (40%) of interim monies available for investment at time of purchase. No investment shall be made in commercial paper or bankers acceptances unless the Investment Authority has completed additional training that has been approved by the Treasurer of State and is either conducted by or provided under the supervision of the Treasurer of State.

7. No load U.S. money market funds issued by a bank or savings bank insured by the Federal Deposit Insurance Corporation, with an office located within the territorial limits of the state of Ohio, or with a brokerage firm insured by the Securities Investor Protection Corporation, or with an investment company registered under the Investment Company Act of 1940.
8. The State Treasurer's investment pool (STAR Ohio).
9. No bond, certificate of deposit, or money market fund investment shall have a maturity date, or average maturity date, of more than five (5) years from its date of purchase.

It will be the policy of the Library to diversify its investments to eliminate the risk of loss resulting from an over concentration of funds in a specific maturity, issuer, industry, geographical area, or class of securities.

There will be no social restrictions placed on investments made by the Library.

Investments in stripped principal or interest obligations reverse repurchase agreements and derivatives are prohibited. The use of leverage and short selling are also prohibited. An investment must mature within five (5) years from the date of purchase unless matched to a specific obligation or debt of the library and must be purchased with the expectation that it will be held to maturity.

The Library shall deal only with brokers or dealers which are registered as such with the Securities and Exchange Commission and which are licensed as a dealer with the Ohio Division of Securities. Such brokers or dealers should also be members of the National Association of Securities Dealers, Inc. Securities brokers and dealers shall be utilized only after an analysis performed by the Investing Authority has revealed that the broker or dealer is adequately financed to conduct business with the Library.

The Investing Authority shall distribute a copy of this Investment Policy and any revisions or updated versions to each of the eligible financial institutions and brokers and dealers desiring to do business with the Library. It shall be the responsibility of the designated officer of each eligible financial institution, broker, and dealer to certify that they have reviewed this Investment Policy and agree to disclose any potential conflicts or risks to Library funds that could arise out of financial transactions between the financial institutions, brokers, and dealers and the Library. Investment reports will be made to the Board of Trustees as part of the Financial Statement on a quarterly basis.

Affirmed, 2019

Appendix 9. Service to People with Disabilities

The American Library Association recognizes that people with disabilities are a large and vibrant part of society. Libraries should be fully inclusive of all members of their community and strive to break down barriers to access. The library can play a transformational role in helping facilitate more complete participation in society by providing fully accessible resources and services.

The Americans with Disabilities Act (ADA) defines a person with a disability as “a person who has a physical or mental impairment that substantially limits one or more major life activities, a person who has a history or record of such impairment, or a person who is perceived by others as having such an impairment.”¹ As such, there is no all-encompassing list of disabilities. The category of a “person with a disability” includes a broad range of individuals with a diversity of abilities, identities, and appearances. This intersectional group shares a common experience of discrimination and encountering barriers to access.

Library staff should never presuppose a person’s limits based on disability. Libraries are committed to providing equal access to collections, services, and facilities for all library users. When this is not possible, reasonable accommodations and timely remediation should be employed to provide an equivalent experience to people with disabilities. Libraries should comply with all applicable laws, including the standards and requirements of ADA and state or local disability accessibility guidelines. Libraries should consult legal counsel to determine their responsibilities under law. The *Library Bill of Rights* articles are explicated below to focus on services to people with disabilities.

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

Libraries should contain a diverse collection that highlights the perspectives of marginalized groups, including people with disabilities. Historically, these groups have not been treated equitably and it is the responsibility of the library to act in a legal, ethical, and inclusive manner to meet the information needs of all patrons.

In addition to including diverse perspectives in the library collection, the collection itself should be accessible to all users. All library resources, including its website and online resources, should be available in formats accessible to people of all ages and abilities.

Library administrators should educate themselves about technical and legal standards for digital accessibility, and manage staffing and resources to provide equal access. Library administrators

should support librarians and technical staff to meet these standards through a combination of professional development, planning for time needed to develop accessible library websites and other content, and outsourcing as needed.

Library administrators should also ensure that their institutions work closely with vendors to address accessibility concerns and that vendors provide reasonable timelines to remediate accessibility problems before the library agrees to license, subscribe to, or purchase a digital resource or product.

Access to materials should not be restricted by any presuppositions about information needs, interests, or capacity for understanding. Library staff should actively research and integrate existing and emerging accessible technologies and provide services to assist patrons when conflicts exist. The availability of these technologies and services should be marketed and available to all patrons. When libraries present information in formats that are accessible to all users, and do not limit access to physical facilities or virtual library structures, they eliminate barriers to information.

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

Within their fiscal and physical limits, libraries should seek to add diverse voices on all topics to the collection, including the words and depictions of people with disabilities. People with disabilities are to be reflected in the collection not as a single group but as an intersectional part of the community, across age, race, gender, class, and orientation. In order to be inclusive, libraries must provide accurate, up-to-date, and representative materials in their collections to meet the information needs of their users. The collection should also preserve historic materials that reflect an accurate depiction of the progress toward inclusion and equality that has occurred within American society.

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

Too often, acts of censorship silence the voices of those already marginalized. Libraries provide opportunities for all people to be heard, including those with perspectives that are voiced less often or less loudly. Library staff should not allow their personal and professional biases to dictate or inform services or resources. As stated in “Equity, Diversity, Inclusion: An Interpretation of the *Library Bill of Rights*,” “Libraries should counter censorship with inclusion.”²

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

As part of a commitment to free access, library staff should proactively reach out to individuals with disabilities, as well as advocacy and support organizations, to create formal or informal partnerships with them. This same model of partnership and communication should be used when planning programming, adding to the collection, and making physical modifications to library spaces. Library staff should include as many diverse segments of the community it serves as possible in every step of planning and implementation processes.

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

A person's right to use a library should not be denied or abridged because of a disability, whether actual or perceived. Library staff should consider whether policies and procedures are inclusive of people of all abilities.

Physical access to the library should also not be a barrier to library use. Buildings should be accessible and when this is not possible, reasonable accommodations should be offered.

Libraries should provide training opportunities for all staff and volunteers. Training should include effective techniques for providing services for users with disabilities, as well for working with colleagues with disabilities. Libraries should adopt policies to ensure that people with disabilities have an opportunity to serve as members of the library staff, administrative units, and governing boards.

To be truly accessible to all, libraries should provide reasonable accommodations such as sign language interpreters, open captions during presentations, and audio description during programming when requested by users or attendees.

VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

If a library provides exhibit spaces and meeting rooms to its patrons, those spaces should be as physically accessible as all public areas are required to be. Examples of reasonable structural modifications include automatic doors, handrails, elevators, ramps, and clear travel paths. The library should also provide accessible tables, desks, restrooms, and parking. Information on the physical facility must be included on the library's website in an accessible format.

The *Library Bill of Rights* states, "All libraries are forums for information and ideas."³ By working to remove barriers to access, libraries promote the full inclusion of people with disabilities into society.

1. [“A Guide to Disability Rights Laws,”](#) U.S. Department of Justice, July 2009.
2. [“Equity, Diversity, Inclusion: An Interpretation of the *Library Bill of Rights*,”](#) adopted June 27, 2017, by the ALA Council.
3. [Library Bill of Rights](#), adopted June 19, 1939, by the ALA Council; amended October 14, 1944; June 18, 1948; February 2, 1961; June 27, 1967; January 23, 1980; inclusion of “age” reaffirmed January 23, 1996.

Adopted January 28, 2009, by the ALA Council under the title "Services to Persons with Disabilities"; amended June 26, 2018.

Appendix 10. Open Records Policy

Public Records are any documents that relate to the business or activities of the library. Patron records are NOT public records.

- Record requests can be made via:
 - e-mail at finances@heightslibrary.org
 - in person in the Administrative Office at the Lee Road branch Monday through Friday from 9 a.m.–5 p.m.
 - or via mail to the: Fiscal Office, 2345 Lee Road, Cleveland Heights, Ohio 44118, (216) 932-3600 extension 1200.
- Our Fiscal Officer is in charge of all public records requests. A log is kept of all requests for tracking purposes by date and date of fulfilment.
- Our Records Retention Policy, a part of the Service and Administration Policies, contains an outline of records and how long they are kept. This information is available on our website.
- There is no charge for requests sent via e-mail. If paper copies of records are requested, there is a copying cost of \$.10 per page and the cost of postage, if the request is to be mailed.
- Record requests will be completed in the format requested (paper or scanned) within a reasonable period of time.

Affirmed, 2019

Appendix 11. Credit Card Policy

There are occasions when smaller vendors will not accept library purchase orders and a credit card payment is the best means to purchase services and/or goods from a vendor via in person, phone or on-line. House Bill 312 (O.R.C. 9.21) was approved by the Ohio General Assembly in 2018 and the rules/procedures in this policy are required to be in compliance with the new law.

Issuing and Cancelling Credit Cards

The Fiscal Officer is allowed to open a master credit card account with a depository bank, or a store issued credit card. The library will not have a debit card, as per Ohio Revised code 2913.21 no political subdivision in the state may possess a debit card.

The credit cards will have the name “Cleveland Hts.-University Heights Public Library” on the card along with the name of the staff member authorized to use that specific card. The only exception where an individual’s name is not required is a gasoline credit card.

When staff members authorized to have a credit card leave the employ of the library or change position, the current card holder must return the Library credit card before leaving the employ of the Library or changing positions within the library. The Fiscal Officer will request a card with the name of the new employee for that position.

If in the future the library has credit cards with some type of rewards, the Fiscal Officer will file a report with the Library Board of Trustees each January detailing the rewards received and redeemed during the previous year.

Loss or Theft of card

Any staff member that loses a library credit card must IMMEDIATELY notify the Fiscal Officer or Deputy that the card has been lost so the card can be cancelled. If a card is stolen that also must be reported to the Fiscal Office immediately in order to prevent fraudulent transactions.

Credit Limits

The following staff positions are authorized to have a credit card in their name with the following credit limits:

POSITION	CREDIT LIMIT
Director	5,000
Deputy Director	2,500
Fiscal Officer	3,000
Facilities Manager	1,500
Continuing Education Manager	1,000
IT Manager	2,500
Adult Services Manager	1,000
Youth Services Manager	1,000
Coventry Branch Manager	1,000
Noble Branch Manager	1,000
University Heights Branch Manager	1,000
Technical Services Supervisor	3,000

The list of authorized credit cards will be reviewed semiannually and changes will be made where appropriate.

Purchases/Use of a Card

A credit card can be used to purchase any items allowed under Ohio law and within board policy, if a vendor does not accept purchase orders or the purchase is made on-line. However a purchase order must be submitted for the purchase with the credit card bank as the vendor.

Anyone using a credit card is required to promptly submit to the Deputy Fiscal Officer itemized receipts from the purchase(s). In particular, restaurant and hotel receipts must show the itemized items, as the purchase of personal items or alcohol is prohibited.

Anyone that knowingly misuses a library credit card for expenditures beyond those allowed by Ohio law or Board policy is committing the crime of misuse of a credit card and can be subject to discipline, including termination, and could be criminally prosecuted under 2931.21 of the Ohio Revised Code, which is a misdemeanor of the first degree.

Compliance Officer

In compliance with HB 312 the Library names the Deputy Fiscal Officer as the Credit Card Compliance Officer. The Deputy Fiscal Officer reviews the credit card statement each month and pays the balance in full. If any charges on the credit card statement appear to be fraudulent or improper the Deputy Fiscal Officer will immediately notify the Fiscal Officer to review and investigate the charges. Also, the lack of an itemized receipt must be brought to the Fiscal Officer's attention and the employee that made the charge will be liable for paying that amount.

The Deputy Fiscal Officer will review and report to the Fiscal Officer every 6 months: the number of cards issued, the number of active cards, the expiration date on the cards and the credit limits on the cards. The library currently does not have a credit card earning any rewards.

The Deputy Fiscal Officer may use a credit card, only upon the authority of the Fiscal Officer. The statement reflecting those charges must be reviewed by the Fiscal Officer for payment, and an attestation that the Fiscal Officer reviewed the statement must be made.

The Deputy Fiscal Officer is not permitted to authorize an employee to use a credit card. Any cards that are not in the permanent possession of the cardholder will be kept in the safe of the Fiscal Officer and will need the Fiscal Officer's permission to use the card, and the person wishing to use the card will be required to sign-out the card.

Affirmed, 2019