

Service and Administration
Policies

Cleveland Heights-University
Heights Public Library

Approved by the Board of
Trustees, July 2024

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 Public 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 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, 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).

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 other CLEVNET 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. Group

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. 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

This group exists for the purpose of long-term financial support of the Library. This group fundraises for capital improvements. Funds donated to this supporting organization may be 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 6).

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 the 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 community members' concerns and will respond within two months.

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.

Library Relationships

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 will make an effort to support the curriculum of the schools.

The Public Library

A public library is designed to serve the reading and recreational needs, and interests of all people of all ages in its service 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

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.

- a. Donated Materials. 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.
- b. 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.
- c. 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. *See Appendix 11, Naming and Recognition Policy*
- d. 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.

D. Accessibility

Privacy in the Library

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

(Library Bill of Rights, American Library Association)

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, gender identity, disability, or social or political view.

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 9).

The Library will provide training opportunities for staff to sensitize themselves to issues affecting persons with disabilities. The Library 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, the Library will promote the full inclusion of persons with disabilities into our society. The Library welcomes any person experiencing homelessness and have an explicit policy of support (see Appendix 15).

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 responsibility of parents or guardians 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, guardians, 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:

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|-----------------------------|------------------|---------------------------|
| New Year's Day | Juneteenth | Thanksgiving Day |
| Martin Luther King, Jr. Day | Independence Day | Friday after Thanksgiving |
| Easter Sunday | Labor Day | Christmas Eve Day |
| Memorial Day | | Christmas Day |

When New Year's Day, Juneteenth, Independence Day, or Christmas Day falls on Sunday, the Library shall be closed on Sunday and the following 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 the 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. Heights Libraries does not endorse any speech made by outside groups in its meeting rooms. This includes political, social, religious, and partisan groups as well as groups that advocate or advance controversial ideas or disparage others. The provision of meeting room space to a group is not an endorsement of the group, its beliefs, or its speech.

- a. Room reservations are made electronically at www.heightslibrary.org. Applications are pending until approved by the 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 F)
- d. The use of the meeting rooms by non-library groups shall not be publicized in such a way as to imply Library sponsorship.
- e. Applicants must be 21 years of age and must be present to supervise all minors. The Library assumes no responsibility for personal belongings.
- f. 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.

- g. Reservable Study Rooms are located at Lee Road and University Heights Branches. 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 branch or reserving 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 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 emergencies.

Security Video

Only managers and security staff 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 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.

While the Library is a public place, it is considered a “limited public forum” under federal law. Public libraries may reasonably restrict the exercise of free speech rights in their buildings, particularly when the conduct would be disruptive to, or interfere with, the other customers or staff or be inconsistent with the Library’s mission.

Subject to the preceding paragraph: photography and video or audio recording by visitors to the Library are generally permitted if it is strictly for personal use. Photography and video or audio recording for commercial purposes are permitted only if the activity has been expressly approved by the Director. In order to ensure that such activity would not be disruptive to, or interfere with, the privacy of Library staff or customers, or be inconsistent with the Library’s mission, all individuals proposing to engage in such commercial activities must request approval in writing in advance. Library staff may be assigned to accompany the photographer while on Library property to ensure the least disruption and public safety in

the presence of wires and equipment.

All requests to use a Library facility as a setting for personal photography, video, or audio recording is to be referred to the Communications Manager, who has the responsibility and authority to evaluate the requests and to monitor the recording. Requests will be evaluated in terms of their impact on Library operations and services. The Communications Manager will seek approval and make arrangements with specific Library departments and personnel in advance of the approved photography or recording.

Under no circumstances may the public or Library staff take photographs or record video or audio without the express permission of any Library customer or staff member who would be included within the composition. In the case of minors, permission must come from the parent or legal guardian.

Members of the media may not disturb the normal operations of the Library.

In the event of a critical incident or emergency requiring police or fire response, public and media access may be limited to allow emergency personnel to ensure safety and security.

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.

Weapons.

Ohio is a traditional open carry state, which means people who legally own firearms may carry them in public places, unless there is a specific prohibition against them. "Open carry" means the firearm is visible to the naked eye and not concealed.

Effective June 2022, Ohio adopted a major concealed carry law allowing any "qualifying adult" over 21 without legal firearms prohibitions to conceal a handgun without needing permits, training, or background checks. ORC 9.68(A) and ORC 9.68 (B).

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." Our buildings post appropriate signs at all public entrances indicating that concealed carry is not permitted.

The Library expressly prohibits the following:

- Possession of firearms or replicas of firearms by minors
- The brandishing of firearms
- Using firearms to threaten, harass or intimidate others
- Handling firearms in an unsafe manner that could result in personal injury or property damage
- Possessing or using firearms in any manner that incites panic or causes a disruption

Smoking and Vaping on Library Property.

No smoking or vaping is permitted on Library property. 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.

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 Elections 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 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) Fund for the Future of Heights Libraries fundraising for Library support such as giving campaigns and the sale of merchandise, with prior approval by the Director.
- v) 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.
- vi) Literature that specifically supports the Library's goals for professional development public service.
- vii) 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.
- viii) 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 money, goods or services from the public is prohibited.

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.

E. 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, a 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.

Political materials may be distributed to the public outside of the Library, but not inside of any building.

IV. Administration Policies

A. Organization – Facilities

The Library is a community gathering place providing comprehensive Library resources, services, and programming for the community through four distinct Library branches and through our website.

The Lee Road branch shall provide centralized services for the system and house the Administrative Office, Buildings Department, Business Office, Collection Services, Communications, Continuing Education, Homebound, Human Resources, Information Technology, Local History, Safety and Security, and Technical Services. 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 print, both circulating and non-circulating, consistent with the standards of the Materials Evaluation and Selection Policy.

B. 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.

C. 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. 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; collection services; communications; staff training; continuing education services; and administrative and business office functions. Through frequent communication, teams of Library staff will ensure equity of service throughout the system.

1. Administration. Administrative personnel, specifically the Director, Finance Manager, Deputy Director, Human Resources Manager, and Strategic Projects Manager provide leadership to the staff in promotion, interpretation, and support of Library policies and procedures. Staff training is the responsibility of the Human Resources staff. 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.
2. Circulation (Loan) Department. 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. Shipping Services and meeting room reservations within the Library system are managed by the Circulation Department. Certified Passport Acceptance Agents are available at the Lee Road Branch.
3. Collection Services Department. The functions of the Collections Services staff are to develop and maintain an appropriate materials collection, assist with weeding and

provide data on the collection. Staff assigned to Technical Services within 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 includes directing and coordinating all functions related to the purchasing and processing of library materials for the system.

4. Communications Department. Staff in the Communications 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 are functions of this department.
5. Continuing Education Department. Department is a source of continuing education for the community. They coordinate professional training internally and externally, including outreach services. Technology training and workforce development is specifically presented by members of this department. Demonstration of new technologies may require temporary policies. Use of these technologies may require a fee for supplies.
6. Facilities Department. Staff in the Facilities Department provide for the maintenance, upkeep, and cleanliness of the Library's facilities, as well as maintenance of the Library vehicles.
7. Information Technology Department. Staff in this department are responsible for purchasing and maintaining the Library's computer equipment, its local and wide area networks (LANs and WAN), its operating system, communications and other software.
8. Reference Service. The functions of the reference staff are to provide readers' guidance, reference and information services; to present public programs; to maintain a liaison with community agencies; and to provide technology access and instruction; and provide outreach services.

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 for service to children.

D. 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.

E. Publicity and Promotion by Staff

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.

F. 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.
4. Demonstration Collections. Leading edge technology may be purchased in limited collections for demonstration purposes only. Age restrictions may be placed on its use for safety.

G. 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 it 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).

H. 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. Temporary Card. This card allows anyone who does not reside in, or own property in Ohio; and who is 18 or older with a valid state-issued identification access to our collection. There may be certain restrictions, and the card is issued for one year.
- b. Three for Me. This 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 from our collection without requiring financial responsibility.
- c. eMedia Card. This card is available online 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.

I. 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.

J. 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 library systems participating in CLEVNET.
3. Delivery to Ohio libraries. 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 CLEVNET Library.
5. Overdue Materials. Materials belonging to the Cleveland Heights-University Heights Public Library do not accrue overdue fines.

If items are not returned within 21 days of the due date, customers may be charged a replacement fee and their borrowing privileges suspended.

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. 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.

K. 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.

a) 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.

b) Educator Loans

Teachers and parents who live or work in our service area 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.

L. Equipment Usage

The Library reserves the right to require that a customer's library card or driver's license be held when they are using expensive library equipment, such as that which is found in the Media Lab, the STEAM Lab, or the Makerspace.

Service Policies Appendix

Appendix 1. Customer Service Statement from Human Resources Manual Preamble

Customer Service Statement

At the Cleveland Heights-University Heights Library, customer 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 find 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 July 2023

Appendix 2. Guidelines for Material Loan Periods

| Item Type | Loan Period | Number of Allowed Renewals | Are Holds Allowed? |
|------------------|--------------------|-----------------------------------|---------------------------|
| Blu-ray DVDs | 1 week | 2 | Yes |
| Book Kits | 3 weeks | 10 | Yes |
| Books | 3 weeks | 10 | Yes |
| Books on CD | 3 weeks | 10 | Yes |
| CDs | 3 weeks | 10 | Yes |
| DVDs | 1 week | 2 | Yes |
| DVD-Sets | 3 weeks | 2 | Yes |
| E-Books | 3 weeks | 0 | Yes |
| Hotspots * | 2 weeks | 0 | Yes |
| Magazines | 3 weeks | 10 | No |
| New Books | 2 weeks | 10 | Yes |
| No Hold Books | 2 weeks | 0 | No |
| Playaway | 3 weeks | 10 | Yes |
| PlayawayViews | 3 weeks | 0 | No |
| Born to Read Kit | 3 weeks | 0 | No |
| Puzzles | 3 weeks | 5 | No |
| Memory Kits | 2 weeks | 1 | No |
| Tablets * | 1 week | 0 | Yes |
| Video Games | 3 weeks | 2 | Yes |

Additional information on fines

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

Customers will be billed for the cost of a replacement for items three weeks overdue.
Replacement copies purchased by individuals are not acceptable.

Additional circulation information

* Hotspots and tablets provide internet access. Devices that provide internet access will be turned off once it is overdue.

A customer may place up to 100 holds.

Revised July 2023

Appendix 3. Internet Access Policy and Guidelines for Use of Library Workstations

Internet Access Policy and Guidelines for Use of Library Workstations

Background/Philosophy

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

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

In providing community access to the Internet, the Cleveland Heights–University Heights Public Library enhances its existing collection in size and depth.

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. 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 them), and is not restricted by residency.

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.

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, 20th anniversary edition*, produced by Larry Magid. This can be found at www.safekids.com. 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/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 an 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

Heights Libraries is dedicated to offering a wide variety of computer and printing services to our customers to help bridge the digital divide, preserve privacy, and make such use convenient for information seekers of all ages and abilities.

We offer color and black and white printing in different areas of the Library. There is no limit on the number of copies or print outs that may be made at the Library as long as they are paid for. Customers may not use their own paper or labels in printer. We encourage customers to obtain a library card with which they may print documents totaling \$5.00 for free each day. Guest passes are to be used if a customer does not have a library card, and allow the holder to print documents totaling \$1.00 for free each day. Customers may only use one guest pass a day. The current cost of printing is \$.10 for black and white per page/side, \$.50 color per page/side.

Money may be added to either a guest pass or a library card to allow for more prints but will expire when the guest pass expires. If a customer needs to print a large job, we recommend that they alert the staff so that other users may be accommodated at other printers or copiers.

Staff may print out articles or information as part of reference service.

Downloading

Customers may download information from the Internet to their own storage devices or to their own email 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

Computer time is limited in different areas of the Library and is posted. For instance, there are 15-minute computers in lobby areas for quick look ups, while there are two-hour computer times in the HKIC. Some computer use requires an appointment while other areas offer computers on a first come, first served basis.

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.

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

Under no circumstances may customers connect their personal software to 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.

Regular programs, demonstrations, and hands-on sessions on the use of the Internet are provided by the staff. One-on-one sessions may be scheduled at the HKIC.

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.

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.

Revised July 2024

Appendix 4. Meeting Room Guidelines

Meeting Room Guidelines

General Information

Reservation requests can be made up to 2 months in advance and no less than 4 days prior to the requested meeting date. Policies on meeting room use are subject to review by the Board of Library Trustees annually with the Service and Administration Policies.

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 customer or group may only reserve meeting rooms **twice per month**. Exceptions are made for the Red Cross and the Board of Elections.

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 two weeks prior to the event. Failure to do so may result in loss of meeting room privileges.

Library programs take precedence over all other scheduled meeting room events. While it is rare, a customer 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 a 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 all events, those who wish to reserve a room must first agree to follow the Library's Meeting Room Rules and Regulations (see below). The booking system will not allow customers to choose a room that already 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.

For Non-Profit Organization Meetings

Meeting rooms can be used for free by Government approved non-profits provided the meeting is open to the general public. You may be asked to provide us with a 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 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, if the rooms are 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.

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, sterno cans, and food warmers), the use of alcoholic beverages, and smoking/vaping products are not allowed anywhere on Library property.
- 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 be 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.
- 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.

PEACE Park Guidelines

(As available on Library website)

Reservations of any part of the Park may be made by contacting the Branch Manager at the Coventry Library Branch at 216-321-3400. A written confirmation will be issued if your request is granted.

- At this time, Park use does not come with restroom facilities. Please make other arrangements.
- Groups are limited to under 50 people unless special permission is granted and security is provided by your group.
- The Library is not responsible for providing security for your event. If a large crowd is expected, please contact the City of Cleveland Heights and/or the Police Department.
- The park closes at dusk.
- All noise ordinances of the City of Cleveland Heights must be observed.
- We urge you to purchase food and supplies from local merchants.
- Dogs are permitted only if they are on leash and under the control of the owner. The Library is not responsible for the behavior of dogs.
- The Park must be left clean with garbage bagged and left next to existing cans.
- Please be courteous to our neighbors when entering, using, or leaving the park. Keep noise down and do not litter.

- The following items are prohibited: alcohol, open flames, knives or sharp arrows or toys, fireworks, and glass containers.
- Reservation requests can be made up to 2 months in advance and no less than two weeks prior to the requested meeting date.
- 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 use of the PEACE Park, any patron or group may only make a reservation twice a month.

Since the PEACE Park is an open area, events held in the park cannot exclude its use by others.

Library programs take precedence over all other scheduled park 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 the park in the event of an emergency, or for maintenance.

The Library assumes no responsibility for items left unattended in the park.

*Please see Library Website for an updated list of the PEACE Park's amenities, after January 2025.

For Non-Profit Organization Meetings

The PEACE Park can be used for free by non-profits provided the event is open to the general public. Please provide us with your 501(c) (3).

Tenants of the PEACE Building must also reserve the Park in advance for any programs using the outdoor space.

A religious group cannot use the park as their primary place of worship.

Affirmed, July 2023

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.

A. 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.

B. 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.

C. 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

D. 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.

E. 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.

F. 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.

NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990 ("ADA") and 28 CFR 35.106, the Cleveland Heights-University Heights Library System ("Library") gives notice that it will not discriminate against qualified individuals with disabilities on the basis of disability in providing services and performing activities. The Library is committed to the full inclusion of all qualified individuals in its services and activities. As part of this commitment, the Library will strive to provide full and equal access to its services and activities.

Effective Communication: The Library will generally, upon request, provide appropriate aids and services leading to effective communication with qualified persons having disabilities so that information is accessible and individuals that have speech, hearing, or vision impairments can participate equally in the Library's services and activities.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a library service or activity should contact the Library's Director, as its ADA Coordinator, as soon as possible but no later than seventy-two (72) hours before the scheduled use of the facilities or desired participation in the service or activity.

Modifications to Policies and Procedures: The Library will make all reasonable modifications to policies and procedures to ensure that qualified people with disabilities have an equal opportunity to participate in all of its services and activities. For example, individuals with service animals are welcomed in the Library's five buildings, where pets are generally otherwise prohibited. The Library's Buildings are constructed to accommodate individuals with disabilities in accordance with current ADA design standards. Also, the Library offers free ASL interpretation of any program or public Library meeting. ASL interpreters are available upon request. A minimum notice of two weeks is requested to schedule an ASL interpreter. If further assistance is needed, please contact Library staff. The Library's website, www.heightslibrary.org, is compliant with accessibility standards as set forth in 36 CFR, Section 1194.22. The ADA does not, however,

require the Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

The Library will not place a surcharge on any individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids and services or making reasonable modifications to policies.

Complaints that a library service or activity is not accessible to persons with disabilities should be directed to its Director, the Library's ADA Coordinator.

GRIEVANCE PROCEDURE UNDER THE AMERICANS WITH DISABILITIES ACT

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA") and 28 CFR 35.107. This procedure may be used by any member of the public that wishes to file a complaint alleging discrimination on the basis of disability in the performance or provision of the Library's services or activities. However, the Library's Employee Manual contains distinct provisions regarding employment-related requests for disability accommodation that are inapplicable to the public as a whole.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and the location, date, and description of the problem. Alternative means of filing complaints, such as personal interview or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant as soon as possible but no later than sixty (60) calendar days after the alleged violation to the Library's ADA Coordinator:

Cleveland Heights-University Heights Public Library

Attn: Library Director

2345 Lee Road

Cleveland Heights, OH 44118

Within fifteen (15) calendar days after receipt of the complaint, the Library's Director will designate an appropriate staff member, based on the service or activity at issue, to communicate with the complainant to discuss the complaint and the possible resolutions. Within fifteen (15) calendar days of the discussion, the designated staff member will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or audio tape. The response will explain staff member's position on the matter and offer options for resolution of the complaint.

If the response by designated staff member does not satisfactorily resolve the issue, the complainant may appeal the decision within fifteen (15) calendar days after receipt of the response to the Director or designee.

Within fifteen (15) calendar days after receipt of the appeal, the Director or his/her designee will meet with the complainant to discuss the response provided. Within fifteen (15) calendar days after the meeting, the Director or his/her designee will give a decision in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint. The Library will retain all written complaints, any appeals to the Director, and the Library's responses thereto for at least two (2) years

Adopted April 19, 2021

Affirmed July 2024

Appendix 6. Eviction Timetables for Youth and Adults

Adult Eviction Timetable and Guidelines

Purpose: The Library strives to provide a welcoming and safe space for all its customers. If a customer creates a disturbance, staff are empowered to ask them to stop the behavior, or, if necessary, to leave the premises. The following eviction timelines show how long a customer would receive an eviction, based on the type of infraction.

A) 1 Day

- Minor disturbances as defined by staff, such as prolonged loud noise, swearing or shouting, or other persistent disruptions.

B) 1 Month

- Prolonged disturbance
- Trespassing after being evicted for the day
- Refusal to comply with computer usage guidelines

C) 3 Months

- Police call for trespassing
- Minor property damage
- Verbal altercation with a staff member or other customer
- Verbal harassment, including bullying
- Repeat offense from a one month eviction

D) 6 Months

- Vandalism or major property damage
- Refusal to stop displaying or printing explicit sexual activity
- Verbal threats to staff or others
- False alarms
- Theft of library or personal property
- Repeat offense from a three month eviction

E) 1 Year

- Physical altercation or assault
- Physical menacing, stalking, or threatening
- Indecent exposure or sexual misconduct

- Repeat offense from a six month eviction

Formal eviction letters are written for violations beginning at the one month period. Evictions are determined by staff written reports and/or investigation by management or administration, who write and send any eviction letter. These letters include specific instructions on how to get reinstated to the library once the eviction period is over.

Youth Eviction Timetable and Guidelines

The following are general guidelines for children and teens.

Loss of Computer Privileges

- May be used to help calm room down
- Child(ren) may continue to use other library services
- Issue at least one warning beforehand (if possible)

1 day eviction

- After initial warnings and/or loss of computer privileges
- OR after a serious enough incident, such as playfighting, cursing, or other minor disruptive behaviors

1 to 3 week eviction

- Minor physical altercation above and beyond playfighting
- Refusing to leave for the day
- Other disruptions warranting longer than 1 day
- Prior evictions (case by case basis)

Evicted youth can still utilize library services only if they are with a parent or legal guardian.

Manager and staff meet with child/teen, along with a parent or guardian, after returning from eviction.

Any infraction that results in a three month eviction or longer from the Adult Eviction Timetable will result in a similar eviction timeframe for a youth.

July 2024

Appendix 7. Library Support of People Experiencing Homelessness

Library Support of People Experiencing Homelessness Policy

The purpose of this policy is to ensure that people experiencing homelessness are welcome in any Cleveland Heights-University Heights Public Library. The Library will also work with existing community programs and services to enhance access to these services for Library patrons including: mental health agencies, no cost shelter or hygiene centers, social work support.

The Library will do this by providing:

- Equal access to Library services and collections and a place of respite from interpersonal and environmental dangers. They will also be offered a document of community resources to access in both physical and electronic methods.
- Computer passes that do not require a Library card or any identifying information.
- Three for me cards that do not require proof of a permanent address.
- Partnerships with community organizations that serve the specific needs of the unhoused population.
- Provide a gender-neutral bathroom in each building and that all bathrooms will have sharp containers.

The Library will not permit overnight sleeping on Library property.

Personal belongings may not be left unattended and cannot obstruct others from using Library services or materials.

Staff Training

In order to offer the best services to the unhoused, the Heights Library is committed to training all staff members in a variety of areas that may include:

Trauma informed interventions, verbal de-escalation, emergency response, gender identity, homelessness and community resources, and mental health first aid. To aid staff who serve the general public we will also offer training on compassion fatigue and burnout.

Policies regarding staff activities should ensure safety and professionalism of Library staff, while recognizing staff abilities and the limits of staff training. Activities that request a staff member to operate beyond the scope of their training and beyond their comfort should be referred to other Library staff.

Appendix 8. Reserving Media Lab Room and Technology

Reserving Media Lab Room and Technology

Usage of the Media Lab in the HKIC (Heights Knowledge and Innovation Center) has steadily increased over the past few months. During this time, we have observed an increase in abuse of the room and technology held within. Our current practice is to allow usage to anyone, without requiring library Cards or valid photo ID. Consequently, there is no method of tracking and assigning replacement costs for damaged items in the room. By holding customers accountable for their use of the Media Lab, vandalism and breakage can be significantly reduced. If damage is discovered after use of the room, the customer will be assessed the appropriate replacement cost, which will be assigned to the item number in SIRSI. This practice will bring the Media Lab equipment in line with other Special Collections at Heights Libraries, such as laptop computers, video games and Wi-Fi hotspots.

Staff will require library Cards or valid photo ID to use the space, tools, equipment, and materials in the Media Lab. Additionally, customers must complete and sign a HKIC User Agreement and Release Hold Harmless Agreement. This practice is standard at library creative spaces nationwide, including Cuyahoga County Public Library.

Prior to using the HKIC Media Lab, customers must (a) complete an HKIC Agreement form; (b) sign a release and hold harmless agreement; and (c) verify their identity with valid photo ID and/or library card in good standing.

Administration Policy Appendix

Appendix 9. Open Records Policy

Public Records Request

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 of request 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 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, July 2024

Appendix 10. Credit Card Policy

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. The credit cards must 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 no higher than the following credit limits:

| POSITION | CREDIT LIMIT |
|-----------------|--------------|
| Director | 5,000 |
| Deputy Director | 2,500 |

| | |
|-----------------------------------|-------|
| Fiscal Officer | 5,000 |
| Continuing Education Manager | 5,000 |
| IT Manager | 2,500 |
| Facilities Manager | 2,000 |
| HKIC Manager | 1,500 |
| Adult Services Manager | 1,500 |
| Youth Services Manager | 1,500 |
| Coventry Branch Manager | 1,500 |
| Noble Branch Manager | 1,500 |
| University Heights Branch Manager | 1,500 |
| Collection 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, July 2024

Appendix 11. Naming and Recognition Policy

Naming and Recognition Policy

It is the policy of the Cleveland Heights-University Heights Public Library from time to time to recognize the generosity of an individual and/or corporation, foundation, or other donor by choosing to create a specific naming designation for a collection, facility, or portion of a facility. The naming of all new Library buildings and of all existing Library buildings undergoing significant renovation and expansion is the responsibility of the Library Board of Trustees, guided by the following criteria:

The name of the neighborhood in which the Library building resides will be included in the facility's name unless otherwise agreed upon by the Board.

New Library facilities shall be named and existing Library facilities shall be renamed:

- with a preference for geographic or functional designation, or
- when the Board chooses to honor an individual for significant, outstanding contribution to the social, academic, scholarly, research, political life of the community and in keeping with the nature and mission of the Library (in which case the name should be generally recognized within the community and be able to stand the test of time), or
- when the Board chooses to accept the gift of a donor (or donors) who requests naming rights and who contributes a minimum of 51% of the total project costs, including construction, equipment, furnishings, and collections for the building. Naming rights last for the lifetime of the item.

Further,

- The Library Director, in consultation with the Library design team and the Fund for the Future of Heights Libraries (FFHL), will be responsible for determining the manner in which the name is recognized (e.g. signage).
- No naming opportunities will be considered for corporations or religious entities. Generally, the Library does not allow the naming of a collection, facility, or portion of a facility after a living person.
- The term for the naming of the new facility shall be 25 years, after which the building could be renamed, based on the above criteria.

Naming of Interior Spaces

Other naming opportunities are available within new buildings or existing buildings undergoing significant renovation and expansion. These opportunities are identified by the Library Director in consultation with the Library's design team and the Fund for the Future of Heights Libraries, and could include such areas as meeting rooms, auditoriums, reading lounges, special use areas, collections, equipment, gardens, or other interior and exterior spaces.

Outdoor spaces including reading gardens, playgrounds or gardens may also be named using the same criteria.

- Naming opportunities are available for individuals, families, foundations, and corporations making a significant contribution to the project, as determined by the square footage costs of the specific area of interest, plus the cost of new equipment or collections for that area.
- The Library Director, in consultation with the Library design team and the FFHL, will be responsible for determining the manner in which the name is recognized (e.g. signage)
- A list of the interior naming opportunities and costs for each facility under construction will be submitted to the Library Board for approval.

The Board reserves the right to terminate or alter a naming designation under unusual or extraordinary circumstances.

Approved July 2021

Affirmed July 2024

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 Capital 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, July 2024

Appendix 13. Cash Reserve Policy

Cash Reserve Policy

The Government Finance Officers Association recommends at a minimum, general-purpose governments, regardless of size, maintain an unrestricted cash balance of no less than two months of General Fund annual revenue to allow a government to mitigate current and future risks. The unrestricted cash balance is the amount of general fund money that is left at December 31st of each year that is unencumbered and unspent.

Based on that best practice recommendation the Cleveland Hts.-University Hts. Library Board of Trustees will adopt budgets with a General Fund year end unrestricted cash balance equal to 16.6% of annual revenue. This unrestricted cash balance is necessary to fund operations when revenue from the state or county is delayed or decreased, to weather difficult economic times, and when exigent expenditures occur.

If at any time the Fiscal Officer determines the unrestricted cash balance in the General Fund will drop at year end to below 16.6% of annual revenue a discussion will be held with the board to determine ways to restore the reserve. The reserve can be increased through budget amendments and/or seeking additional tax revenue from the public.

The financial forecast will be used as a tool to determine when it is probable the unrestricted cash balance will fall below the 16.6 %.

If the Library Board of Trustees determines an expenditure is required that will bring the unrestricted cash reserve below 16.6% of expenditures a resolution will be adopted by the board explaining the expense and its necessity.

It has been the practice of the Library Board of Trustees to transfer at year end 7% of General Fund revenue to the Building & Repair Fund and the Technology Fund. If at any year end the General Fund unrestricted cash balance falls below 16.6% the Board may determine a different amount be transferred from General Fund to the Building & Repair and Technology Funds.

Affirmed, July 2024

Appendix 14. Procurement Diversity Policy

Procurement Diversity Policy

The Cleveland Heights-University Height Public Library is committed to providing procurement opportunities for goods, services, construction projects to qualified diverse suppliers.

These include but are not limited to State of Ohio certified Minority Business Enterprises (“MBE”) and Women Business Enterprises (“WBE”), Veteran Business Enterprises (“VBE”), and Small Business as established in the Encourage Diversity, Growth & Equity (“EDGE”) program, along with the Bureau of Services for Visually Impaired (BSVI) and disabled veterans owned and LGBT owned businesses.

When all business considerations are determined to be equal among competitive suppliers, the Library will consider awarding contracts to diverse suppliers up to a 5% differential in price if budget/resources are available.

Our goal is to provide opportunities for diverse supplier businesses within our community and surrounding areas to grow and prosper which will have a positive impact on economic growth for the region.

Procedure

The Library’s fiscal office will work with national, regional, and local certification entities to maintain awareness of resources and will encourage suppliers who have not obtained their certification to connect with one of the certification agencies for assistance.

They will actively search for certified diverse suppliers who can provide competitive, high quality goods and services as a part of all strategic sourcing events.

Adapted June 2023

Appendix 15. Sustainable Purchasing Policy

Sustainable Purchasing Policy

The Cleveland Heights-University Heights Public Library is committed to being a responsible steward of its resources, including decreasing its negative environmental impact. Wherever practical, the Library will use sustainable and environmentally sound procurement practices in purchasing supplies and equipment for the Library. The Sustainability Team will educate those who purchase about the following factors to consider when making purchases:

- Recyclability of the items
- Amount of post-consumer recycled content in the items and packaging
- Disposal of items such as batteries and hardware
- Transportation distances and impacts for delivery of the items
- Ability for an item to be repaired or repurposed rather than re-purchasing
- The environmentally friendly practice of the vendors under consideration

Nothing in this policy shall prohibit the Library from considering a product or vendor that is more suitable for the intended use and/or available at a more competitive price that does not meet these aspirational standards.

Adopted July 2024

Appendix 16. Property Disposal Procedure

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 Library for 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. Any property that is no longer of use to the Library, if 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 at a publicly advertised sale with any proceeds from such sale being deposited to the general fund of the Library. Prior to such sale, the Fiscal Officer will prepare for Board approval a list of those items to be included in the sale.
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 a determination of value and request the services of a professional appraiser or outside expert opinion.

Revised July 2024

Investment Policy

This Investment Policy will be reviewed by the Operations Committee and the Board annually. Funds will be invested in accordance 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 or instrumentality, whether or not they are guaranteed by the United States. All federal government agency or instrumentality securities must be direct issuances of the federal government agency or instrumentality.
 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.

Bankers 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.

Should the Library choose not to engage the services of an investment advisor, then a list will be maintained of financial institutions and broker/dealers who provide investment services. All financial institutions and broker/dealers with which the Library directly conducts business must supply proof of Financial Industry Regulatory Authority ("FINRA") registration and State of Ohio registration, as appropriate. The Library Fiscal Officer is responsible for evaluating and reviewing on an annual basis the regulatory status of such financial institutions and broker/dealers.

The Library will also arrange to have any investment securities held in safekeeping by an independent third-party custodian. Any advisor or broker/dealer doing business with the Library cannot serve as a custodian or safekeeping agent. Investment securities should be settled to the custody account on a delivery-versus-payment (DVP) basis. The custodian must enter into a written custodial agreement 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 directly 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.

Approved by the Board of Library Trustees

Reaffirmed, April 2012

Revised, April 2013

Revised, October 2016

Revised, July 2017

Revised, November 2019

Affirmed, July 2024

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

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, BWC claims Emergency Contact forms. | 10 years after termination |
| Employment applications | 1½years inactive, if not hired |
| Unemployment Compensation Claims exhausted provided audited | 4 years after case closed and appeals |

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 |
| Contracts, Leases, Grants | 4 years after expiration provided audited |
| Insurance Policies/Bonds | 4 years after expiration |

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, BWC claims | 10 years after termination |
| Emergency Contact forms. | |
| Employment applications | 1½years inactive, if not hired |
| Unemployment Compensation Claims exhausted provided audited | 4 years after case closed and appeals |

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 |
|-------------------------------|--|

Library Materials:

| | |
|------------------|---------------------------------------|
| Book Inventories | Maintained online until Superseded |
|------------------|---------------------------------------|

| | |
|------------------------|--|
| 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, July 2024

Coventry PEACE Campus Tenant Eligibility and Selection Policy

The purpose of this policy is to define criteria for determining eligible uses and users of the Coventry PEACE Campus building, consistent with the Library's mission and other applicable Service and Administration Policies. The purpose of the Coventry Peace Campus is to provide a collaborative environment for arts and educational nonprofit organizations to offer artistic and educational programming and services for children, families, and residents of the Heights and the Greater Cleveland area.

Eligibility: To be eligible for consideration as a tenant, an organization must be:

- An established nonprofit that is currently recognized as tax-exempt under Section 501(c)(3) of the Internal Revenue Code or a governmental or quasi-governmental organization to which contributions are deductible under Section 170(c)(1) of the Internal Revenue Code. (*Documentation: copy of IRS determination letter, verification of non-revocation of exempt status, or verification of political subdivision status and eligible use/purpose*).
- Organized and operated exclusively for charitable, educational, or public purposes, and not with the view to profit. (*Documentation: copy of Articles of Incorporation and mission statement and description of current and planned activities*).
- In good standing with the Ohio Secretary of State. (*Documentation: verification of good standing from online Ohio Secretary of State records*).
- In good standing with the Ohio Attorney General's Charitable Organizations Section (*Documentation: verification of current registration and annual reporting from online Ohio Attorney General records*).
- Financially positioned to cover potential lease obligations. (*Documentation: copies of three most recent Form 990 or 990-EZ tax returns; or, for organizations filing Form 990-N, three years of financial records showing income, expenses, assets, and liabilities, such as profit & loss statements and balance sheets*).

Ineligible Users and Uses: The following organizations and uses are not eligible for consideration, consistent with the Library's general policies regarding rentals and the use of facilities:

- Operation of a commercial or for-profit business of any kind.
- Any gambling, gaming, or similar activities.
- Any use or activity that would be inconsistent with or in violation of local, state, or federal ordinances, laws, or regulations relating to the protection of juveniles, or of the Library's Service and Administration policies relating to the same, or that,

in the Library's reasonable judgment, would be adult in nature or otherwise incompatible with or inappropriate in relation to the operation of an arts and educational campus environment in which juveniles are regularly present.

- Any use or activity that would be inconsistent with or in violation of local, state, or federal ordinances, laws, or regulations, or with local building codes and conditions of occupancy.
- Solicitation, advertising, promotion, or sale of goods or services not in furtherance of recognized tax-exempt purposes.
- Operation of an organization whose purposes are primarily religious in nature, rather than charitable or educational or having some other recognized public purpose.
- Religious groups as a primary place of worship.
- Any organization or use that could, in the Library's reasonable opinion, cause all or a portion of the campus to become subject to real estate or other taxes.
- Any use that would require substantial modification or alteration of the campus building, other than for accessibility purposes consistent with the Americans with Disabilities Act.

Compatible Uses: The Library reserves the right to screen and select tenants for the campus based on planned activities and uses and the compatibility of those activities and uses with the campus environment, the needs of other tenants, the potential for collaboration, community programming, and resident services, and the Library's values of service for all, supporting community aspirations, and responsible stewardship. The Library reserves the right to impose and enforce reasonable restrictions on occupancy and use, consistent with this policy and with the Library's Service and Administration Policies as a whole.

Non-Discrimination Policy: Eligibility for consideration will not be denied or abridged because of age, race, religion, national origin, gender identity, disabilities, or social or political views.

Applicability: This policy applies to new prospective tenant applications for occupancy of the campus, and to renewals of existing tenancies where the tenant does not have a right under a current lease to a specified renewal term. It does not apply retroactively to current tenancies under existing leases.

Approved August 2023

Appendix 20. Land Acknowledgment Statement

Land Acknowledgment Statement

The Heights Libraries believes it's important to understand the history that brought Northeast Ohioans to reside on this land and to understand our collective place within that history.

Library property occupies land officially—if not willingly—ceded by 1,100 chiefs and warriors who signed the Treaty of Greenville in 1795.

That land and our buildings are in the city of Cleveland, the county of Cuyahoga, and the state of Ohio. The terms “Cuyahoga” and “Ohio” are both derived from languages of various Indigenous tribes that lived here for thousands of years. We recognize those people for their careful stewardship of this land and acknowledge the thousands of Native Americans who today call Northeast Ohio home.

We honor the original stewards of the land that we now call northern Ohio, including the Cayuga, Delaware, Miami, Odawa, Ojibwe, Potawatomi, Seneca, Shawnee, and Wyandotte, as well as the unnamed tribes who resided here for 13 millennia and the tribal members who currently reside in Northeast Ohio.

Finally, we also recognize that colonialism is not limited to our past but continues today in many forms. We encourage you to join us in working to understand and actively address the factors that fuel bigotry and colonialism so that past wrongs are not repeated and so that we can work together for a more just and equitable world.

Adopted July 2024