

## ADA Statement

The Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act (ADA). The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those covered by the ADA.

The following procedures have been developed in order to assist the Library in addressing concerns about accessibility. People who wish to request accommodation or make a complaint about accessibility at the Library have access to a three-step procedure:

### Step One

Requests for accommodation or complaints about accessibility can be presented in person or over the phone. Parents or guardians would represent minors. Requests or complaints should be addressed to the Library Director who will then make every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.

### Step Two

If a resolution is not achieved through Step One, a complaint can be presented in writing by filling out an Accessibility Complaint Form. Assistance in completing this form is provided as needed and may include linguistic (including American Sign Language), physical, or other compliance related aid. Completed forms will be reviewed by the Library Director and a formal response will be provided to the Library user within ten working days of the date of original submission of the form. The formal response may be a telephone call followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means.

### Step Three

If resolution is not achieved through Step Two, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the concerned individual can present their concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the ADA and related regulations. A copy of the policy will be attached to the Accessibility Complaint form.

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## Exhibits & Displays

The Library is an educational and cultural institution that welcomes exhibits and displays of interest, information and enrichment to the community. Displays of handiwork, historical material, nature study, or any other material deemed of general interest may be exhibited. The Board of Trustees and the Director shall accept or reject material offered for display based on its suitability and the availability of display space.

The Library assumes no responsibility for the preservation or protection, and no liability for possible damage or theft of any item displayed or exhibited. The Library does not carry insurance on artwork/items loaned to the Library for exhibit. All items placed in the Library are there at the owner's risk. The exhibitors must sign an Insurance Waiver & Release before any artwork can be displayed in the Library.

The area available to the public for displays and exhibits is the upper level reading area of the Library. Exhibits and displays may include information about the exhibit/exhibitor as well as prices to sell any items. The Dover Plains Library does not take part in the purchase transaction of any artwork/items to be sold. Exhibitor information will be provided to interested buyers and any transactions will be conducted between themselves. The Exhibitor will ensure that any item sold will either remain in the Library until the end of the exhibit or it will be replaced with another item. The Exhibitor will also notify the Director when any item has been removed.

Exhibitors/Artists are responsible for the proper framing and safe hanging of their art work. The Library does not provide porter service, storage space or special furnishings.

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## Bulletin Boards & Literature Display Racks

In the spirit of community partnerships, the Library provides a designated space on its public bulletin board for announcements and notices of local community events provided by nonprofit and governmental organizations. The Library also provides literature display racks for distribution of handouts, notices and other materials of interest to the community.

All items must identify the organization including: name, address and phone number. All notices, posters, and free literature must be approved, posted, and removed from the bulletin board or the display racks by Library staff. Staff will discard items not approved for placement. Items will be posted or made available on an equitable basis, subject to available space, regardless of the beliefs or affiliations of the individuals or groups represented. Library programs and information will take priority.

The Library reserves the right to limit the size, number of items and length of posting. Activities with no specific date will be posted a period of 30 days as space permits. When postings are provided in multiple languages the library will post a copy in each language provided. The Library assumes no responsibility for the preservation or protection of materials posted or distributed. Materials will not be returned. Posting of a notice or placement of materials in a display racks does not imply endorsement by Library staff or the Board of Trustees.

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## Meeting Space/Equipment

### **Community Room**

The primary purpose of the community room is for Library activities, including programs presented by Library staff or other organizations affiliated with the Library. The Board of Trustees allows the use of the community room by individuals and groups for civic, educational, philanthropic, and recreational purposes. The room is available at no cost during regular Library hours. Community room use, including clean up, must end before the Library's closing time. Requests to use the community room when the Library is closed are subject to Board of Trustees approval. A fee of \$15.00 per hour to cover the cost of Library personnel will be necessary, if approval is granted, pending availability of staff. Consideration cannot be assured unless a request is received in time for presentation at a Library Board of Trustees meeting. Community room use is permitted to individuals and groups regardless of their beliefs or affiliations. Authorization to use the Library's facilities does not reflect endorsement by the Library of the general or particular program, position or purpose of any persons or organizations.

1. All meetings shall be open and free of charge to the public. Groups shall leave the room in its original condition.
2. Groups of children or teenagers must be supervised by one adult for every ten children. Preschool children cannot be left unattended outside the community room.
3. Attendance at authorized meetings may not exceed the room capacity.
4. Smoking and the use of alcoholic beverages are not permitted anywhere on Library premises, including the restroom.
5. No food or drink may be carried into the public Library area.
6. If there is damage to any room that will necessitate professional cleaning, the cost will be passed onto the organization or group that used the room.
7. If it is necessary to borrow Library equipment, it must be requested on the Community Room Use Application form. Anyone using Library equipment must be trained in its use by a Library staff member beforehand.
8. The Library is not liable for injuries to people or damage to property, individuals or organizations using the room.
9. The Library reserves the right to close the building in extremely bad weather or unforeseen emergencies. Inquiries should be made by calling the Library.
10. Payment of fees for education courses conducted by established educational institutions are subject to Board of Trustees approval.
11. The community room shall not be used for commercial purposes for the solicitation of business, for profit or for fundraising. No goods or services shall be promoted, sold, or exchanged on the premises. Exceptions to this policy may be made at the discretion of the Library Board as it deems in the interests of the Library and the community. Failure to comply with Library directives outlined in this policy may result in canceling future use.

## Upstairs

This is a quiet reading/work space. However, since the space is not completely closed off from the rest of the Library, noise from the main area is to be expected. The purpose of this area is so those patrons looking for a quieter space than is available on the main level to read or do other work will have a place to go. Those patrons using this space will keep additional noise to a minimum.

1. The upstairs area is only for patrons ages 18 and older.
2. Anyone utilizing the space that is 18 or older who comes to the library with anyone under the age of 18 must also adhere to the Library's Unattended Child Policy.
3. This area will be open from 10:15 AM until 7:30PM Monday thru Friday, and 10:15 AM until 3:30 PM on Saturdays.
4. If any audio is used whether on a computer or portable device, headphones must be used and kept at a volume level that cannot be heard by others.
5. If work being done involves more than one person, conversation must be kept at a low volume, particularly if other patrons are using the space. If the volume of talking is disturbing others, you may be directed to work on the main level where talking is not an issue.
6. Cell phones used for reasons other than texting or accessing the Internet are not allowed and must be kept on vibrate or turned off.
7. Eating and drinking must be done outside of the Library.
8. Surveillance cameras are utilized in this area. Any conduct that does not adhere to our Patron Code of Conduct could result in suspension of Library privileges\*. The Dover Plains Library will share information contained on its surveillance equipment with law enforcement agencies involved in criminal investigations as necessary.

\*Reinstatement of suspended library privileges is contingent upon Board approval.

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## Patron Code of Conduct

The Library Board of Trustees has adopted the Patron Code of Conduct to provide a safe, comfortable and welcoming environment for everyone, including patrons and staff. This policy applies to the use of Library facilities, resources and services in any form, including but not limited to in-person, phone and virtual, as well as the participation in Library-sponsored activities on or away from Library property.

Library patrons are expected to conduct themselves in a manner that is courteous, respectful and cooperative at all times. Any Library patron whose behavior, in the opinion of Library staff, is disrespectful to others, disruptive, inhibits access to or the delivery of services or resources to others, or otherwise violates this policy or local, state or federal laws may be asked to immediately discontinue such behavior, to leave Library property, have Library privileges suspended, and/or be subject to legal action. Rules for Library behavior include:

1. Patrons shall be engaged in activities associated with the use of a public library while in the building.
2. Respect for other Library users shall be maintained at all times.
3. Patrons and staff will treat others with respect.
4. Any Library patron, in the opinion of the staff, who is engaging in conduct inconsistent with the orderly operation of the library, will be asked to leave.
5. Reasonable quiet is to be expected, especially in designated study areas. Patrons may not disturb others using the Library. This includes the use of cell phones.
6. Misconduct such as the use of foul or threatening language and gestures, hate speech, public drunkenness, drug usage, sale or exchange of alcohol or drugs, loud talking and laughing, running, pushing, fighting and all other offensive behavior will result in expulsion from the building and suspension of Library privileges\*.
7. The Library assumes no responsibility for the care and supervision of children. Parents or caregivers must supervise the behavior of their children. Additionally, children under the age of ten must be supervised at all times.
8. Smoking, eating and drinking must be done outside the Library.
9. Only animals properly identified as service animals and those involved in Library programming are permitted in the Library.
10. Patrons shall not be permitted to enter the building without footwear or without a shirt or other covering of their upper bodies. Patrons shall maintain a generally acceptable standard of personal hygiene. Patrons whose bodily hygiene is offensive such that it disturbs others shall be required to leave the building.
11. Other unacceptable behaviors include sleeping, stalking, soliciting, loitering, littering and damaging property.
12. Patrons are encouraged to report disruptive individuals to the staff.
13. Library materials must be returned on time and in good condition.
14. Patrons who deliberately alter a Library computer database or destroy computer equipment will forfeit all Library privileges and will be subject to financial liability for damages.
15. Patrons who vandalize, steal or destroy any Library material, equipment or building components will forfeit all Library privileges\* and will be subject to financial liability for damages.

16. Patrons concerns should be brought to the attention of the Library Director.

\*Reinstatement of suspended Library privileges is contingent upon Board approval.

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## Hate Speech

American public libraries support an individual's right to free speech. However, the public library at the heart of a community's civic life, must be a safe and inclusive place for people of all ages to come and to enjoy. The Library embraces, celebrates, and reflects our diverse community and country. We strive to create an environment where people from varied backgrounds and experiences can engage with one another respectfully, explore ideas and art, evaluate information, and acquire new skills and knowledge - including learning about human experiences and perspectives which are different from their own. Therefore, the Dover Plains Library will not tolerate hate speech directed at patrons or staff.

Uslegal.com definition:

*[Hate speech] ... is an incitement to hatred primarily against a group of persons defined in terms of race, ethnicity, national origin, gender, religion, sexual orientation, and the like. Hate speech can be any form of expression regarded as offensive to racial, ethnic and religious groups and other discrete minorities or to women.<sup>1</sup>*

Further, the Library's Patron Code of Conduct specifies:

1. Respect for other Library users shall be maintained at all times.
2. Patrons and staff will treat others with respect.
3. Any Library patron, in the opinion of the staff, who is engaging in conduct inconsistent with the orderly operation of the library, will be asked to leave.

Hate speech directed at a member of the public or staff clearly violates our Patron Code of Conduct.

1.<https://definitions.uslegal.com/h/hate-speech>

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## Surveillance Cameras

The Library utilizes surveillance cameras to complement other measures to ensure a safe and secure environment for staff, patrons, and visitors. The equipment assists in protecting the Library and in protecting its property against theft or vandalism and in identifying intruders and persons violating the law. Surveillance cameras are positioned to monitor security-sensitive areas including building entrances/exits and the parking lot. Recorded information from the video cameras is retained for no more than one month. Incidents of theft, vandalism, trespassing or destruction of Library property may be maintained indefinitely. In the event of an observed or reported incident, the recorded information may be utilized to assist in the investigation of the incident. The Library will maintain control of and be responsible for the video security surveillance equipment and its recordings at all times.

### **Use/Disclosure of Video Recordings**

Authorized individuals may utilize video recordings to identify those responsible for Library policy violations and/or criminal activity on Library property. Under certain circumstances, individuals authorized by the Director under this policy may utilize recorded data to request law enforcement review for investigating a possible crime on Library property. All requests for security camera footage by law enforcement will be referred to the Library Director. In the Director's absence, requests are to be directed to the Director's Assistants. Upon presentation of a search warrant, which is to be executed immediately, the Library will comply with the search warrant subject to consultation with legal counsel. Upon receipt of a subpoena or other court order, the Library will consult with legal counsel to determine if the document is in proper form and that good cause exists for its issuance from a court of proper jurisdiction. If not, the Library will require that any defect be remedied prior to releasing video records. Confidentiality/privacy issues are deemed to prohibit a member of the staff or general public from viewing Library security camera footage. If the Library receives a request from a member of the staff or general public to inspect security camera footage, the individual will be advised that such will only be made available upon proper law enforcement or subpoena demand. The Library will allow law enforcement individuals to view security camera footage upon request in relation to a claimed criminal violation relating to an incident that occurs on the Library grounds.

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## Patron Complaints

While the Library strives to provide the highest level of service, we recognize that conflicts and differences of opinion occur. If you are concerned that the Library did not resolve an issue concerning your Library account, or that you were not treated well during your visit to the Library, please use our Patron Complaint form to let us know.

Completed forms may be given to a Library staff member or mailed to the Library. The Library Director will review the completed form promptly, and then contact you to discuss the issue. If that discussion does not resolve the issue, the complaint will be passed on to the Library's Board of Trustees for action at their next meeting. If you desire, you may request that your complaint be handled directly by the Board of Trustees, including an opportunity to address the Board in person at one of its monthly meetings. After review, The Library Director or a member of the Library Board will contact you to discuss the proposed resolution of your complaint. A written response will also be provided.

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## Programming

The Library offers a variety of events and classes for all ages, designed to build a strong, literate community, inspire lifelong learning, and improve the quality of life in the Town of Dover. These programs may often be presented in cooperation with other agencies, organizations, and institutions, and may be held at the Library, virtually, or at another location.

In planning programs, the Library will consider:

1. The Library's long-range plan
2. Regional needs
3. Purpose of the program
4. Quality of the presentation
5. Appropriateness of content for the audience
6. Other programs available in the community

Individuals and organizations interested in conducting a program are encouraged to provide the Library Director with a written request briefly outlining the content, space needs, and its associated fees. All programs will be administered through the Library. No attendance fees may be charged to people attending Library programs without prior approval of the Library Director or Board of Trustees. The only pre-approved items that may be sold while conducting a program at the Library are books and recordings by authors and musicians. In these cases, the authors and/or musicians are responsible for arranging the sale of their works and the collection of sales tax as necessary.

Meeting times will be established by the Library Director or programming staff and every effort will be made to schedule programs at times that are convenient for both the Library and the instructor/presenter. The Library Director and/or the Board of Trustees, in their sole discretion, reserve the right to deny an individual/organization's request if it is deemed inappropriate or inconsistent with the mission of the Library.

The library promotes programming through its website, e-newsletter, social media, program/ event flyers and local news. Presenters may not publicize their programs without prior approval from the Library Director. The Library does not advocate or endorse the content and viewpoints of presenters and programs. All publicity promoting Library sponsored programs must be approved by the Library Director.

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## Test Proctoring

Exams may be scheduled Monday through Friday between the hours of 10:30am and 7:00pm, and Saturday from 10:30am to 1:30pm, when staff is available.

All non-resident test-takers are subject to a \$25 fee to test at our site. The fee is payable by cash or check only. Wingdale & Dover residents can test at the Library for free. Students must show a valid ID.

The student will have sole responsibility for contacting their school and coordinating with the Library. The Library will not contact the school on behalf of the student.

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## Tutoring

To insure the Library premises are available for use by its patrons in furthering their educational needs, the Library permits private tutoring, on a paid or volunteer basis. However, due to our limited space, certain restrictions apply:

1. The Library does not provide public space for individuals to conduct private business, specifically the use of the facility to deliver paid services to clients. While paid tutoring is considered a private business, in support of the community's educational needs there will be one table available for paid or volunteer tutors to reserve during the school week. A reservation to use this space Monday thru Friday, must be made through the Circulation Desk. Tutoring is not permitted in any other space in the Library. Tutors who violate this policy could have Library privileges suspended for tutoring. Any time used by volunteer tutors beyond the time signed up at the reserved table is on a first come first serve basis and we cannot guarantee a table will be available. If all tables are taken, volunteer tutors are not to ask other patrons to leave a table for their use and such behavior could result in suspended Library privileges for tutoring.
2. Individual paid or volunteer tutors may not sign up to use the reserved table for more than 8 hours total during one week, a week consisting of Monday thru Friday. The 8 hours may be utilized any way they wish in half hour increments (ex: 2 days for 4 hours; 4 days for 2 hours; etc.), but advanced sign up is not to exceed the 8 hours. Sign up sheets to reserve the table will be available during the last week of each month for the following month, with time slots available in half hour increments. At that time, tutors can sign up for the maximum 8 hours a week for the entire month. Sign up is on a first come first serve basis and must be done each month. Time signed up during one month does not automatically carry over to reserved time for another month. The 8 hour a week maximum is in effect regardless of how many days the Library is open in a week. If the Library is closed due to unexpected circumstances, any time signed up for that day is still considered part of the 8 maximum hours and cannot be made up another day. Tutors will not be notified individually if the Library is closed or is closing early and it is their own responsibility to check Library messages.
3. If at any time the Library Director feels the 8 hours a week is excessive for the amount of paid and volunteer tutors requesting time, this policy can be amended by the Library Board and the maximum time can be cut back to what the Library Board feels is more suitable.
4. While the Library allows for paid tutors to utilize the space on a limited basis, they shall not solicit patrons in the Library or hang any advertisements for their services in the Library. They shall not distribute advertisements or letters indicating that the Dover Plains Library is their place of business and can only offer the facility information as a meeting place directly to their students. This does not apply to volunteer tutors.
5. Paid or volunteer tutors should not expect to use the Library's telephone to make calls or take messages from clients. The tutor is responsible for establishing communication protocols for their students and parents. Library staff will not make or cancel appointments between students and tutors nor relay messages on their behalf.
6. Conversations or instruction should not be loud enough to distract other Library users. The Library is not to be used as a classroom or office space but as a quiet and safe workspace for students to receive instruction. Tutors and students must bring their own supplies. Tutors and students are expected to abide by the Library's Patron Code of Conduct and Unattended Children Policy. Children under the age

of 18 being tutored in the Library are the responsibility of the tutor while on Library property until they are released to a parent/guardian, or someone providing authorized transportation.

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## Unattended Children

Since the Library is a public facility that anyone may enter and use, young children left alone in the building can be vulnerable and at risk. While the Library staff is always concerned for any children left alone in the Library, they have many duties to perform in order to assist all Library patrons. Therefore, the following policies will be enforced:

1. The safety and behavior of all children in the Library is always the responsibility of the Parent/Guardian and not the Library staff.
2. Children 10 years old or younger must be supervised at all times by a designated adult (parent, guardian, or other caregiver 18 years or older). Children must be accompanied by that person while in any area of the library, which includes the rest room and front lobby.
3. If a child age 5 and under is attending a Library program, the designated adult must be with them at all times throughout the program. For a child between the ages of 6-10 attending a Library program, the designated adult must remain in the building and be aware of the location and behavior of their child.
4. Children ages 11-17 may use the Library unattended provided that they are able to maintain proper Library behavior and comply with all Library rules and the Patron Code of Conduct.
5. Children must have the telephone numbers of the designated adult that will be available immediately when contacted to come and pick up the child in case of an emergency, unexpected closing, or if the child cannot abide by the above behavior requirements.

### **Unattended Children After Closing Time**

When leaving a child between the ages of 11-17 at the Library, the designated adult is also responsible for being aware of the Library's hours of operation. The designated adult must also keep in mind that the Library may close unexpectedly for reasons such as inclement weather, a power outage, loss of heat, or other reasons beyond the control of the Library staff. The Library staff is not responsible for children without a ride home and cannot give rides to any child. To ensure the safety of unattended children when the Library is closing, the Library staff will:

1. Make every reasonable effort to assist the child in contacting the designated adult.
2. If no designated adult is reached and the child is not picked up within 15 minutes after closing time, the staff may notify the police to assume custody of the child. Two Library staff will wait with the child until a designated adult, or the police, pick up the child.
3. Staff will record the child's name and parent/ guardian information and record that they have been given a copy of the Unattended Children Policy. If the child is picked up by the police, a copy of the policy will be mailed certified to the parent/guardian. Additional incidents will be referred to the Police Department.

Violation of this policy may result in suspension of Library privileges for the family.

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## Vulnerable Adults

A vulnerable adult is an individual over the age of 18 who is mentally or physically challenged to a degree that may significantly impair that person's ability to provide adequately for their personal needs and manage their behavior without assistance. Vulnerable adults must have a parent/guardian or caregiver 18 years of age or older with them while they are in the Library who can manage their behavior and provide adequately for their personal needs.

Vulnerable adults visiting from group homes must adhere to the rules of the group home at all times. If they require supervision while in public, they must have a caregiver supervising them at all times. If they do require a caregiver, it's the caregiver's responsibility to make sure the patron obeys the Library's Code of Conduct.

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## Smoking

Smoking, including e-cigarettes and vaping is prohibited in the building and on the grounds of the Library.

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