

SUSSEX COUNTY INDEPENDENT LIBRARY TRUSTEE MANUAL

Sussex County Independent Libraries

2/1/2019

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INTRODUCTION

District Library Commissions are created by Delaware State Law ([Title 14, Chapter 71](#)) as the responsible body to hold and administer library property and funds, to formulate policies, and to guide the direction of library affairs. District Library Commissions shall be composed of five members, appointed by the Resident Judge, Superior Court of Sussex County. Individual members may be referred to as Commissioners or Trustees, according to the tradition of the individual library. In this manual the following will be used interchangeably. District Library Commission, Board of Commissioners, Board of Trustees, Commissioner or Trustee.

Trustees appoint the Library Director and delegate authority to the director to manage and operate the library. Trustees include the Director in all facets of library development.

The Library Director officially is the Board's agent. The Board has the final responsibility for the library's purposes, policies, functions, organization, personnel, services, funds, governmental and public relations, expenditures and costs, standing in public estimation, and growth.

The Board must act as a whole – no member (including Board officers) has individual authority over the library. When the Board makes majority decisions at a legally constituted public meeting, those decisions are considered actions of the entire Board – regardless of whether the individual Board agreed unanimously. Once the Board has decided an issue, it is a breach of ethics to criticize the Board's decision outside the meeting to staff or the public.

Trusteeship requires capability, credibility, dedication, reliability, and trustworthiness. Trustees hold public resources in trust which is a serious responsibility. It is an honor to be a public library Trustee. Take pride that you have been selected for a major role in building resources for tomorrow while you serve your community today. And, thank you.

Section 1. BOARD FUNCTIONS & RESPONSIBILITIES

ADMINISTRATIVE

1. Maintain open lines of communication between the Board and Director.
2. Select, employ, and evaluate a competent and qualified director.
3. Delegate authority to the Director to select and employ competent and qualified additional staff, manage and operate the library.
4. Provide for building, space needs and maintenance of library property.
5. Provide for complete and accurate record keeping for the library and the Board. Ensure that comprehensive records are always on file in the library.
6. Conduct an annual Board self-evaluation.
7. In conjunction with the Director, provide a planned orientation for new Trustees.
8. Be familiar and adhere to all applicable Federal, State, County and local laws. (See: [Appendix](#))
9. Serve as the appellate body in the event of an employee appeal from a personnel decision.
10. Be familiar with individual library's by-laws and review annually.
11. Respond in a timely manner to requests from State, County, or local governments for financial reports.

POLICY MAKING

1. Consider, formulate, and establish policies to govern the operations, programs, and personnel of the library with input from the Director. Assign execution of policies to the director and staff in compliance with Federal, State and local laws.
2. Upon the Director's recommendation, establish rules and regulations governing the use of the library.
3. Review policies and regulations annually.

PLANNING

1. Ensure that the library has a short-range and long-range planning process with implementation and evaluation components following the State's strategic plan / needs assessment process.
2. Monitor, not manage, and evaluate library programs and performance regularly.
3. Keep informed of community changes, trends, needs, and interests related to library programs.
4. Keep informed of public library standards and trends.

FISCAL

1. Thoroughly understand the library budget including sources of funding.
2. Provide sufficient funding for an adequate and qualified staff including opportunities for professional growth.
3. Following a discussion with the Director about the aims and goals for the fiscal year, provide necessary guidance to the Director in the preparation of the annual budget.
4. Review and approve the annual budget.
5. Be prepared to explain and defend the budget to the appropriate funding agency, public officials, and public.
6. Help secure adequate funds from appropriating agencies and develop new sources to execute and implement the library's programs.
7. Monitor the annual budget income and expenditures regularly; modify or amend as needed.

PUBLIC RELATIONS/MARKETING

1. Establish, support, and participate in a vital public relations programs in coordination with Friends groups, if applicable, to engage public, community and government officials to enhance the overall understanding of the library, its purpose, challenges, and progress.
2. Provide an annual report available to the community and to elected officials.

LEGISLATIVE

1. Support State, County and local legislation promoting libraries.
2. Review existing library laws and develop recommendations for changes to the laws.

MEETINGS

1. Attend and participate in Trustee board meetings and workshops according to requirements set by the individual library.
 2. Review the agenda and accompanying supporting information before meeting.
 3. Comply with the Freedom of Information Act. (See: [Appendix](#))
 4. Appoint a liaison to attend Friends group meetings, if applicable.
 5. Appoint a liaison to attend County Library Advisory Board meetings, as appropriate.
-

Section 2. BOARD MEMBER CONFLICT OF INTEREST

Members of the Board hold influential positions involving job openings, bid lettings, land purchases, building contracts, etc. Because these are positions of public trust, no Board member may use his or her position to obtain financial or other gain for the private benefit of the Trustee or the Trustee's immediate family or for an organization with which the Trustee is associated.

Questions of favoritism or conflict of interest may arise when awarding bids for the purchase of equipment or supplies or when entering into professional contract agreements.

To avoid accusations of conflicts of interest or collusion, the Board shall adopt policies of conflict of interest. (See [Sample](#)) Such policies provide guidelines and precedents for the library. The Board shall make all decisions in public meetings and document these decisions in the meeting's minutes.

Instances where Trustee conflict of interest may occur include but are not limited to:

- Choosing bank depositories
- Appointment of staff members
- Contracting for insurance coverage
- Contracting for purchases of capital equipment
- Contracting for professional services, such as accountant, attorney, consultant, architect, contractor, printing
- Purchase of office supplies

Section 3. HIRING THE LIBRARY DIRECTOR

The Board of Trustees is responsible for hiring the Library Director.

1. Have a clear written job description that outlines the duties, educational requirements and/or equivalent experience, desirable areas of expertise and other qualifications for the position.
 2. Advertise the job opening as widely as possible, such as the Delaware Library Association Career Opportunities, professional journals, and other media. Qualified staff should be encouraged to apply.
 3. Libraries must abide by Federal and State laws that prohibit discrimination in relation to hiring, promotion and all other working conditions of employment.
 4. Once a pool of qualified applicants is received, arrange for interviews and reference checks.
 5. Prepare a standard list of questions which are asked of each applicant. Avoid questions that are considered discriminatory and are not legally permitted to be asked. The following are considered illegal questions:
 - Marital status, sexual preference, maiden name, spouse's name or occupation
 - Nationality, religion, marital status, age, height, weight, color of eyes, hair, skin
 - Age of children, arrangement for care of minor children
 - Plans to have children, health, pregnancy, smoking, physical defects, illnesses unless related to ability to perform; psychiatric hospitalization
 - Citizenship, other than "Are you a U.S. citizen?" and "If not, are you legally in this country and legally able to work here?"
 - Type of discharge from military service
 - Credit card ownership, home ownership
 - Anything that is not directly related to the ability of the applicant to perform the specific job
 6. Devise a standard evaluation sheet to be used by the interview committee to note the candidate's responses and members' impressions. Allow time between interviews to complete evaluation sheets.
 7. Select the best potential Director through adequate discussion, consensus, ranking the candidates based on interview evaluations, and reference responses.
 8. Telephone the top candidate to offer the position and let him/her consider the final decision contingent on the results of a criminal background check.
 9. Follow up with an information letter which includes details of the appointment, duties, salary, benefits, evaluation, starting date, etc.
 10. Write all the other candidates interviewed, thanking them and informing them of the decision. This is to be done AFTER acceptance has been received. If the candidate declines, move on to the second choice. If there were no other qualified applicants, repeat the process.
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Section 4. LIBRARY DIRECTOR'S FUNCTIONS AND RESPONSIBILITIES

The Library Director is responsible for the following, either directly or by delegation to Library Staff. Examples of library jobs are in the [Appendix](#).

ADMINISTRATIVE

1. Maintain open lines of communication between the Director and the Board.
2. Administer and manage the daily operations of the library including staff, building maintenance, collection development, fiscal, customer relations, and programmatic functions.
3. Employs all staff and supervises their work.
4. Evaluate the staff and reporting at least annually to the Board.
5. Select and order, or approve of, all books and other library materials purchases.
6. Execute all library policies as adopted by the Board and interpret such policies to the staff and the public.
7. Maintain a staff manual and review it annually with staff and the Board.
8. Proactively advise as a professional library consultant to the Board on operations, staffing, and technology matters.
9. Maintains consistent, complete and accurate records for the library on file.
10. Oversees that all reports required by funding or other governmental agencies are prepared and submitted in a timely manner.
11. Make use of the services and consultants of the State Library.
12. Plan and execute a comprehensive orientation for new Trustees in partnership with the Board.
13. Maintain an organized depository of all original Board of Trustee documents that is readily accessible to all Trustees.

POLICY MAKING

1. Recommend needed policies as well as revisions for Board action.
2. Recommend needed rules and regulations as well as revisions for Board action.
3. Bring current policies and regulations to the Board for periodic review.

PLANNING

1. Assist and direct Board in setting and establishing goals and objectives. Determine methods of evaluation following the State's strategic plan / needs assessment process.
2. Implement goals, objectives, and evaluations.
3. Provide information and opinion on the library's current progress and challenges.
4. Assist the Board in identifying the needs of the community and plan response to those needs through extended library services.
5. Keep current with public library standards and trends.

FISCAL

1. Thoroughly understand library budget including sources of funding.
2. Discuss with the Board the goals and objectives for the fiscal year and prepare the library's annual budget.
3. Identify financial needs of the library and collaborate with the Board and staff to attain adequate funding.
4. Work with the Board in interpreting budget and financial needs of the library to the funding agency, public officials, and the public.
5. Monitor the budget regularly to ensure cost effective expenditures, reporting to the Treasurer unanticipated expenses or changes.
6. In conjunction with the Treasurer, provide regular reports of budget status and expenditures at each Board meeting.

PUBLIC RELATIONS/MARKETING

1. Develop and maintain a proactive program of public relations including developing partnerships and connections with schools, businesses, and civic, recreational, social, and cultural groups.
2. Prepare an annual report for the community and its elected officials.

LEGISLATIVE

1. Understand Federal, State, County, and local library laws including the [Freedom of Information Act](#).
2. Be knowledgeable about other Federal, State, County, and local laws that affect libraries such as copyright and Uniform Computer Information Transactions Act (UCITA).
3. Support State, County and local legislation promoting libraries.

MEETINGS

1. Attend all Board meetings excluding those in which the Director’s salary or tenure are under discussion.
 2. Provide a Director’s report at each Board meeting.
 3. Attend Friends Group meetings, if applicable.
 4. Attend all System meetings and other appropriate State or County meetings, if applicable.
 5. Affiliate with National and State professional organizations and attend professional meetings and workshops for ongoing professional development.
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Section 5. CRITERIA FOR SELECTING NEW TRUSTEES

An effective Board must be able to advise and make judgments on a variety of subjects, including staff, public relations, financial and legal matters. To achieve this broad perspective requires the Board to have a diverse membership that meets three basic criteria:

1. The Board of Trustees shall be a resident of the community the library serves;
2. The Board of Trustees shall be persons of ability and integrity concerned with public and library affairs and shall not be public library employees.
3. The Board of Trustees as a group should be representative of the community it serves. To this end the Board should strive to represent the demographics of the community.

Effective Boards place great importance on identifying and recruiting the best possible replacements for membership. If Board selection is done well, it will produce diversity and strength that will ensure a good library system for the community.

The Board of Trustees will publicly advertise upcoming vacancies through the print media, social media, local bulletin boards and within the library itself. Then the Board of Trustees will review, select, and conduct interviews. The ad, and a list of all candidates should be sent to the Resident Judge, Superior Court of Sussex County along with the Board's recommendation and rationale of the appointment.

Section 6. NEW TRUSTEE ORIENTATION

Welcome a new Board member by providing the information required and needed to feel comfortable and knowledgeable. Like any new “employee,” Trustees will be more productive if the individual knows how the organization functions and what the expectations are.

Responsibility for planning and implementing the orientation is shared by the Board and Library Director. The Trustee should meet with the Director for a tour of the library and introduction to staff members.

Parts of the orientation may be conducted as items on the agenda at regular Board meetings appear. This allows for the participation of all Trustees and can provide a useful review for the current members as well. Orientation is a continuous process and cannot be accomplished in one session.

Each Trustee should be provided with a copy of the **Sussex County Independent Library Trustee Manual**. Items to be incorporated in a Board orientation should include:

1. Copy of the library’s By-Laws.
2. History of the library.
3. Synopsis of programs and patron services.
4. List of Board members’ names and contact information.
5. Dates of Board meetings.
6. List of staff members and assignments.
7. Copy of annual budget.
8. Copy of most recent annual audit statement.
9. Monthly financial statements.
10. Most recent personnel manual.
11. Knowledge of the location and access to:
 - [Freedom of Information Act](#) and its significance.
 - Mission Statement.
 - Copies of recent annual or quarterly reports.
 - Board minutes for the past year.
 - Long-range or strategic plan with current goals and objectives highlighted.
 - Policies, rules and regulations (See: [Appendix](#))
 - List of funding sources, amounts of funding from each source, and purpose and restrictions of funding.
 - Any contracts pertaining to the library.
 - A copy of [The Successful Library Trustee Handbook, Second Edition](#).

Section 7. BOARD SELF-EVALUATION

The Board should perform an annual self-evaluation and include the following sections.

MEMBERSHIP

1. Are new Trustees given a tour of the Library, a Trustee Manual, and an orientation packet no later than the first Board meeting after appointment to the Board?
2. Is Board training an on-going process and part of regular Board meetings?
3. Are Trustees representative of the community at large?
4. Do the Trustees suggest possible replacements on a regular basis?
5. Are openings on the Board publicly advertised?
6. Does the Board have written bylaws clearly defining its authority and responsibility?
7. Have all Trustees read relevant library laws and understand how they affect their responsibilities?

MEETINGS

1. Are meetings scheduled at least quarterly?
2. Do all Trustees regularly attend Board meetings?
3. Do all Trustees receive and review the agenda and accompanying information well before the Board meeting?
4. Are all Board meetings conducted in a businesslike manner and in compliance with the [Freedom of Information Act](#)?
5. Do all Trustees participate in the Board discussions?
6. Do Trustees work toward reaching a consensus on issues before the Board?
7. Do Trustees act only as part of a board, not as individuals?
8. Are Trustees kept informed on developing issues?
9. Does a Board representative attend Friends' group meeting, if applicable?
10. Does a Board representative attend the County Library Advisory Board meetings if applicable?
11. Do Trustees participate in applicable State and County trustee meetings and workshops?
12. Do all Trustees avoid conflict of interest or the appearance of conflict of interest in the conduct of library business?
13. Are notices of all meetings publicly posted in accordance with the [Freedom of Information Act](#)?

DIRECTOR

1. Does the Board maintain open lines of communication with the Director?
2. Does the Board conduct an annual evaluation of the Director?
3. Is the Director included in all Board and committee meetings?
4. Do Trustees and the Director have a mutual understanding of each other's roles?

POLICY

1. Do all Trustees thoroughly understand policy issues before voting on them?
2. Are the policies collected in a manual for easy reference?
3. Are policies and regulations reviewed and revised regularly?

PLANNING

1. Does the Board review progress on the long-range planning annually?
2. Does the Board monitor library programs and performance regularly?
3. Are Trustees kept informed of community changes, trends, needs, and interests in relation to library programs?
4. Are Trustees kept informed of public library standards and trends?
5. Does the Board regularly assess the building including current and future space needs?

FISCAL

1. Does financial recording and reporting conform to generally accepted accounting practices?
 - a) Procedures for processing, recording, and reporting financial transactions are defined?
 - b) Individuals who have the authority to initiate and approve specific financial transactions are defined and authorization amounts specified?
 - c) Circumstances, standards, and authorities for modifying or eliminating procedures are defined?
2. Does the Board and staff plan specific ways the auditors' suggestions for improvement will be implemented including assigning responsibilities and projecting deadlines?
3. Do Board members attend local, County, and State budget sessions and other special governmental meetings that may impact library funding?
4. Does the Board actively seek funding from a variety of sources?
5. Does the Board develop and approve the annual budget?
6. Does the Board routinely receive and discuss regular financial reports that compare actual expenses to budgeted expenditures?
7. Does the Board amend or modify the budget as needed?
8. Are payroll taxes being paid on a timely basis?
9. Are all employees and Board members who handle cash bonded?
10. Is there adequate damage and liability insurance coverage for the library facilities?
11. Is there adequate liability insurance to cover the Director and Trustees?

ADVOCACY/PUBLIC RELATIONS

1. Do Board members attend appropriate community events?
 2. Does the library provide an annual report to the community and to elected officials?
 3. Do Board members support legislation supporting libraries, through participation in organized activities such as DLA Library Legislative Day and other events that present opportunities to meet with elected officials?
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Section 8. BOARD, DIRECTOR AND STAFF RELATIONSHIPS

The working relationships which prevail within the library determine the attitudes of Director and staff which in turn determine the quality of service offered to the public. It is from these attitudes that the public forms its judgements of the library. It is the ultimate responsibility of the Board to make sure that an atmosphere of mutual understanding and cordial cooperation exists among all parties.

The Board's relationship with staff members should be one of cordial and friendly interest, entirely free from personal intervention between staff member and Director. Establishing staff policies is the responsibility of the Board; supervision of staff is part of the Director's administrative duties. Should dissatisfaction arise among staff and any member of the Board is directly approached to intervene, the matter should first be brought to the attention of the Director for resolution. Later it may be necessary for the matter to come up for discussion before a full meeting of the Board with the Director.

The Board should develop staff policies including hiring, nepotism, job specifications, salaries, terms of employment, continuing education, staff training, termination, procedures, and benefits.

The Board should ensure that a personnel manual is developed and reviewed annually with staff input.

SECTION 9. FRIENDS OF THE LIBRARY

RELATIONSHIPS BETWEEN BOARD AND FRIENDS

Friends of the Library are instrumental in promoting community awareness of Library functions and programs. They also raise funds and encourage gifts and endowments that are essential to enable the Library to accomplish its mission.

Friends of the Library are also friends of the Board. Both are committed to making the library the very best institution serving the community.

Board members are encouraged to support the Friends through personal membership in the Friends organization. However, Library Trustees should not be officers or serve on any executive board of the Friends group to avoid possible conflict of interest. Similarly, Friends Board members should not serve on the Library Board of Trustees.

Open communication between the Board and the Friends group serves to improve outreach to the community. Friends disseminate information about, and enthusiasm for, the Library. They are barometers of public opinion and will be among the first to hear public reaction to events and policies concerning the Library. They can support the policies of the Board and can play a major role in explaining and integrating policy.

Generally, Library Trustees set policy, the Library Director carries it out, and the Friends support it.

FUNCTIONS AND RESPONSIBILITIES

ADMINISTRATIVE

Support quality library service through fund raising, volunteerism. Advocates for the library and its programs.

POLICY MAKING

Support the policies of the library as adopted by the Board; adopt a constitution and bylaws for the group.

PLANNING

Provide input into the library's long-range planning process and remain knowledgeable as to the status of the plan.

FISCAL

Conduct fund raising to complement the library's mission and to provide funding for special library projects.

PUBLIC RELATIONS

Promote the library to the community.

LEGISLATIVE

Serve as advocates for local, State, and national library issues; represent the library to local legislators.

MEETINGS

Maintain liaison with the library Board and have representation at as many Board meetings as possible.

Section 10. TYPES OF POLICIES

Policy statements are a guide to decision making. Conditions change, and trustees should monitor policies that support the library and change them when the need or circumstance arises. Policies should align with the Delaware Library Catalog and the State Service Standards of Safety, Courtesy, Knowledge, and Efficiency. (See: [Service Standards](#)) Policies should include the core values of national library policies supported by the American Library Association (ALA) such as the [Library Bill of Rights](#) and the [Freedom to Read Statement](#).

Each library should determine which policies are needed to ensure the library's consistent, effective and efficient operations. A well thought out library policy statement:

- Aligns with the library's mission statement
- Reflects high customer service standards
- Recognizes the needs and resources of the community
- Protects the rights of the staff and volunteers and treats them fairly and equitably
- Gives guidance to the Director and staff in implementing policy

(Source: Library Trustee Handbook, Mary Y. Moore, ALA, 2010) (See: [Sample Library Policies](#))

SERVICE POLICIES

- | | | |
|--|--|--|
| <ul style="list-style-type: none"> • Charges for services • Hours of operations • Patron requests • Circulation policies (See: Delaware Library Catalog) • Intellectual freedom • Public relations • Complaint handling | <ul style="list-style-type: none"> • Loan intervals • Right to read • Confidentiality of records • Material selection • Challenges to titles • Technology (See: Internet Policy) | <ul style="list-style-type: none"> • Handicap Services (Service Support Animals) • Extension services • Customer Behavior Problems (See: Sussex Policies) |
|--|--|--|

OPERATIONAL POLICIES

- | | | |
|---|--|---|
| <ul style="list-style-type: none"> • Acceptance of gifts • Investments • Relationships with government officials • Association memberships • Materials selection & weeding • Disaster plans | <ul style="list-style-type: none"> • Relationships with other libraries • Disposal of library property • Organization of staff • Emergency procedures • Privacy • Relationships with schools | <ul style="list-style-type: none"> • Friends • Public relations • Safety (Public & Staff) • Insurance • Purchasing • Ethics Statement • Reimbursements • Trustees |
|---|--|---|

FACILITIES POLICIES

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> • Patron use of equipment | <ul style="list-style-type: none"> • Property management | <ul style="list-style-type: none"> • Use of meeting rooms and display areas |
|---|---|--|

PERSONNEL POLICIES

- Affirmative Action
 - Job descriptions
 - Salary plan
 - Association membership dues
 - Jury duty
 - Sick leave
 - Nepotism
 - Significant partners
 - Benefits
 - Professional conduct
 - Smoking
 - Demotions
 - Overtime & compensatory time
 - Staff training and development
 - Educational leave
 - Employee confidentiality
 - Probationary period
 - Supervisor responsibilities
 - Performance Evaluations
 - Professional activities
 - Termination
 - Family leave
 - Promotions
 - Vacation
 - Grievance procedures
 - Punctuality and absences
 - Working conditions
 - Hiring practices
 - Working hours
 - Holidays
 - Providing references
-

APPENDIX

FREEDOM OF INFORMATION ACT

- www.justice.gov/oip/freedom-information-act-5-usc-552

TITLE 14 – CHAPTER 71. DISTRICT LIBRARIES

- delcode.delaware.gov/title14/c071/index.shtml

TITLE 29 – CHAPTER 66

- delcode.delaware.gov/title29/c066/index.shtml

AMERICAN LIBRARY ASSOCIATION (ALA)

- www.ala.org
- Freedom to Read (www.ala.org/advocacy/intfreedom/freedomreadstatement)
- Library Bill of Rights (www.ala.org/advocacy/intfreedom/librarybill)
- United for Libraries (www.ala.org/united/)
 - Resources for Trustees (www.ala.org/united/trustees)
 - Sample Library Policies (www.ala.org/united/trustees/policies)
 - [Conflict of Interest](#)
- Types of Library Jobs (<http://www.ala.org/educationcareers/careers/librarycareerssite/typesofjobs>)

DELAWARE LIBRARIES

- delawarelibraries.org
 - [Service Standards statement](#)
 - [Internet Policy \(lib.de.us/files/2015/12/DLCAcceptableUse.pdf\)](#)
 - [Delaware Library Catalog Policies \(https://consortium.lib.de.us/dlc/dlc-policies/\)](https://consortium.lib.de.us/dlc/dlc-policies/)
 - [Duplicate Library Cards](#)
 - [Payments for Lost Items](#)
 - [Refunds for Lost Item Payments](#)
 - [Staff as Patron](#)
 - [Public Library Fines](#)
 - [DTCC Cards at Public Libraries](#)
 - [Emailing PINs to Patrons](#)
 - [Lost Card Fee](#)
 - [Maximum Fine](#)
 - [Replacement cost for multi disc items](#)
 - [Clearing fines annually](#)
 - [Damaged Items](#)
 - [Processing Partial Returns](#)
- [Ask Library Director for access to site]*

SUSSEX COUNTY LIBRARIES

- sussexlibraries.org
- [Sussex County Library Use Policy](#)
- [Sussex County Library Use Policy Staff Guide](#)
- [Sussex County Library Use Policy: Behavior Management Matrix](#)
- List of Libraries
 - Independent Libraries
 - [Bridgeville Public Library](#)
 - [Delmar Public Library](#)
 - [Frankford Public Library](#)
 - [Georgetown Public Library](#)
 - [Laurel Public Library](#)
 - [Lewes Public Library](#)
 - [Milford Public Library](#)
 - [Millsboro Public Library](#)
 - [Rehoboth Beach Public Library](#)
 - [Seaford Library & Cultural Center](#)
 - [Selbyville Public Library](#)
 - Sussex County run Libraries
 - [Greenwood Public Library](#)
 - [Milton Public Library](#)
 - [South Coastal Public Library](#)
 - Sussex County Mobile Library
 - Sussex County Dept. of Libraries

**SAMPLE BOARD OF TRUSTEES AND LIBRARY EMPLOYEE
CONFLICT OF INTEREST POLICY**
Officers, Board Members and Employees

No Board member or committee member of the Anytown Public Library shall derive any personal profit or gain, directly or indirectly, by reason of his or her participation on the Board. Other than compensation, no employee shall derive any personal profit or gain, directly or indirectly, by reason of his or her employment by the Anytown Public Library except through activities that may facilitate professional advancement or contribute to the profession such as publications and professional service and have been fully disclosed to the Board.

Each individual shall disclose to the Board any personal interest which he or she may have in any matter pending before the Board and shall refrain from participation in any decision on such matter.

Members of Anytown Public Library Board, committees, and staff shall refrain from obtaining any list of library patrons that results in personal benefit.

Statement of Associations

This is to certify that I, except as described on the reverse of this sheet, am not now nor at any time during the past year have been:

A participant, directly or indirectly, in any arrangement, agreement, investment, or other activity with any vendor, supplier, or other party doing business with Anytown Public Library that has resulted or could result in personal benefit to me.

Any exceptions to the above are stated on the reverse of this sheet with a full description of the transactions, whether direct or indirect, which I have (or have had during the past year) with persons or organizations having transactions with Anytown Public Library.

Signature: _____ Date: _____

Printed name: _____

Anytown Public Library position:

SERVICE STANDARDS STATEMENT

We enrich lives by providing everyone access to the knowledge that engages their passion. The Service Standards adopted by the public library community are:

- **SAFETY:** Provide a safe environment for staff and public ensuring privacy, confidentiality, and physical well-being.
 - **COURTESY:** Treat everyone with kindness and respect.
 - **KNOWLEDGE:** Be aware of library policies, procedures, and resources.
 - **EFFICIENCY:** Provide accurate and timely service with the best use of tangible and intangible resources.
-

FULL TEXT:

<https://libraries.delaware.gov/wp-content/uploads/sites/123/2016/08/LSTA-5yrPlan-2018-2022-Map.pdf>

SUSSEX COUNTY LIBRARY USE POLICY

By entering a Sussex County library, you are making a commitment to act courteously toward others; to act respectfully with regard to public property and to follow all rules of this facility. Library users will conduct themselves so that they will not interfere, by actions or speech, with the legitimate rights of other library users. In order to enjoy the library and allow others the same opportunity, the library has established the following rules:

- Children under the age of 12 must be accompanied by a responsible adult, age 18 or over
- Follow posted Internet Acceptable Use Policy
- Keep noise/activity to a low level that allows others in area to work/function successfully
- Shoes and shirts required
- Service animals welcome
- Silence cell phones and take calls in lobby or outside
- Maintain a tobacco-free and vape-free environment
- Only covered non-alcoholic beverages allowed
- Follow specific posted rules for the Teen and Children's library areas
- Adult patrons in the children/teen areas who are not engaged in a library activity that uses children/young adult materials nor are caregivers for a child/teen may be asked to relocate to other library areas.

In order to provide a friendly and safe environment, the following is NOT PERMITTED in the library or on the grounds:

- Engaging in any activity in violation of Federal, State, local or other applicable law, regulations, ordinance or statute
- Threatening, harassing, offensive, disruptive or intimidating language or behavior
- Soliciting or sales of any type not related to library activities
- Creating unjustified, intentional noise at a level which adversely affects any individuals who are working in the area and their ability to function

SUSSEX COUNTY LIBRARY USE POLICY: STAFF GUIDE

Progressive staff response to problem behaviors:

- If the problem is slight, be calm and attentive to patron's needs and encourage the patron to leave the library as soon as his/her business is complete. Refer patron to posted regulations, if appropriate.
- If patron's behavior is disruptive, calmly ask him/her to leave. Stay clear of verbal or physical confrontation. Have another staffer watching or with you.
- If patron will not follow rules of conduct or leave, contact the police. If the situation causes a staffer to fear approaching the patron, contact the police before approaching patron.
- If situation warrants, remove other staff and patrons from the area.
- Inform the library director, Sussex County Librarian, and Sussex County Safety Manager of incident. File a security report with all three individuals after situation is secured.

Unattended Child Policy: The library is not responsible for unattended children. If child is unable to care for self, has been left unattended, or not picked up after closing time, this is an unattended child situation.

- If staffer observes caregiver leaving a child under the age of 12 in library alone, staffer will ask caregiver not to leave child. Refer caregiver to posted Children's Area policy.
- If caregiver is not in facility, try to obtain contact information from child. If caregiver cannot be contacted, call the police.
- If child is left at closing time, try to get contact information from child to call caregiver. Stay with child until caregiver arrives. **Never offer to drive the child home.** If no one picks up child within 15 minutes and no contact can be made with caregiver, call the police. Stay with child until police arrives.
- Inform the library director, Sussex County Librarian, and County Safety Manager of incident. File a security report with all three individuals after situation is secured.

Solicitation Policy:

- Soliciting on library property is not permitted except when pertaining to library business. No signs will be displayed except those pertaining to library business or signs pre-approved for educational/cultural organizations.
- Only library-affiliated groups, such as the Friends of the Library, may collect donations on library property.
- Non-library, non-profit organizations may solicit support with informational displays/brochures. However, they may not collect funds on library property. The library assumes no liability for the legitimacy of such solicitations.

Sussex County Library Use Policy: Behavior Management Matrix

Offense	Examples of Behaviors	1 st Offense	2 nd Offense	Repeat Offences
Prohibited Behavior* A. Emergency Incident	<ol style="list-style-type: none"> 1. Threat of physical violence to patrons or staff 2. Accessing illegal material on the internet (i.e.: child pornography) 3. Behavior that creates unsafe conditions, sexual harassment. 4. Verbal abuse, obscene, or hate language that creates unsafe conditions. 5. Fighting in the library. 	<p>Call Police. Obtain Police Report.</p> <p>Call Safety + Security officers.</p> <p>Ban for one year.**</p>	<p>Call Police. Obtain Police Report.</p> <p>Call Safety + Security officers.</p> <p>Extend ban as determined by Director & County Librarian.</p>	<p>Call Police. Obtain Police Report.</p> <p>Call Safety + Security officers.</p> <p>Extend ban as determined by Director & County Librarian.</p>
Prohibited Behavior B. Serious Incident	<ol style="list-style-type: none"> 1. Unwanted contact or stalking of patrons and staff. 3. Graffiti 4. Theft 	<p>Call Safety + Security officers.</p> <p>If unable to contact or directed, call Police. Obtain Police Report.</p> <p>Ban patron 90 days.</p>	<p>Call Safety + Security officers.</p> <p>If unable to contact or directed, call Police. Obtain Police Report.</p> <p>Ban for one year.</p>	<p>Call Safety + Security officers.</p> <p>If unable to contact or directed, call Police. Obtain Police Report.</p> <p>Extend ban as determined by Director & County Librarian.</p>
Disruptive Behavior	<ol style="list-style-type: none"> 1. Interference with use of the library by others or with the duties of library staff 2. Verbal abuse, obscene, racially inappropriate language 3. Excessive noise 4. Rowdy behavior 5. Loitering on library premises 6. Chronic cell phone abuse 7. Violation of dress code 	<p>Give oral warning citing policy.</p>	<p>Ask patron to leave the building for the day.</p> <p>Provide copy of policy.</p> <p>Record patron's name in log.</p>	<p>Ban patron for 30 days.</p> <p>Subsequent violations, ban determined by Director & County Librarian.</p>

Unattended Children	<ol style="list-style-type: none"> 1. Parent or guardian who is not staying with a child under the age of 6 2. Child who is not following the Library Use Policy 3. Child under age of 12 who is left alone in the library by parent or guardian 	<p>Give oral warning.</p> <p>Explain policy to the parent.</p>	<p>Parent and child must leave the library for the day.</p> <p>Provide copy of policy.</p> <p>Make a record of patron's name in log.</p>	<p>Ban patron 30 days.</p> <p>Subsequent violations, ban determined by Director & County Librarian.</p>
Abuse of Library Facility	<ol style="list-style-type: none"> 1. Misuse of furniture or equipment 2. Consumption of food or beverage in the library (excepting covered non-alcoholic beverage or a diabetic need) 3. Other activities leading to damage and disfigurement of Sussex County property 4. Tampering with public work stations, printers etc. 	<p>Give oral warning citing policy.</p>	<p>Ask patron to leave the building for the day.</p> <p>Provide copy of policy.</p> <p>Make record of patron name.</p>	<p>Ban patron for 30 days.</p> <p>Subsequent violations, ban determined by Director & County Librarian.</p>
Violation of Sussex County Acceptable Use Policy for the Internet	<ol style="list-style-type: none"> 1. Unauthorized use of a library card 2. Minor accessing the internet without a signed library application on file 3. Attempts to circumvent the daily time limit 4. Other violations of Sussex County Acceptable Use Policy for the Internet 	<p>Give oral warning.</p> <p>Provide copy & explain policy.</p> <p>Patron computer session is terminated.</p>	<p>Patron barred**- Limited Access for 30 days</p> <p>Director may reinstate internet access before fulfillment of 30 days.</p>	<p>Patron barred - Limited Access for a minimum of 90 days.</p> <p>Subsequent violations, access determined by Director & County Librarian.</p>

*Items in BLUE: act in consultation with Director/County Librarian

**Note: banning refers to a physical facility; barring refers to internet access