



## BOARD POLICY MANUAL January 21, 2025

### CHAPTER 1: INTENT AND PROCESS OF BOARD POLICY

#### 1.1 BOARD POLICY MANUAL PURPOSE AND AMENDMENT

Pursuant to the by-laws of Matteson Area Public Library District, Cook County, Illinois (“the District”) and the Illinois Public Library District Act of 1991, 75 ILCS 16/1-1, *et seq.* (the “Act”), the Board of Library Trustees of the District has the authority to establish policies for the governance of the District. This Board Policy Manual (the “Manual”) establishes the parameters and guidelines for the seven (7) trustees elected by the voters of the District (together with the “Trustees” and individually a “Trustee”) Board committees, District management, and District staff.

The purposes of the Manual are to:

- Inform the community.
- Inform trustees, district management, and district staff members of the Board’s intent with regard to certain policy matters to prevent confusion and to promote consistency of Board action.
- Clarify the roles of the Board, individual trustees, district management, and district staff members; and
- Ensure the Library Director has clear direction from the Board regarding the discharge of the Library Director’s duties.

This Manual may be revised/amended by a majority vote of the trustees then serving at any regular meeting of the Board. This manual shall be formally reviewed, reaffirmed or revised by the full Board at least every four years. Written notice, including the text of proposed amendments to this Manual, shall be distributed to the trustees no less than three (3) calendar days before a Board meeting where the proposed amendments are to be considered. Non-substantive changes such as misspellings, punctuation, and formatting corrections shall be excluded from the notice requirement.

#### 1.2 THE SCOPE OF BOARD POLICY

This Manual is supplementary to, and subordinate to, the by-laws of the District and the applicable provisions of Federal law, State law, and regulations promulgated under Federal law and State law, as amended from time to time (the “Laws”), including the Illinois Public Library District Act of 1991, 75 ILCS 16/1-1, *et seq.* The District shall comply at all times with the by-laws and the Laws. In the event of any conflicts between this Manual and the by-laws, the by-laws shall prevail and control. Any policy in this

Manual found not to comply with the by-laws or the Law, or any policy that supersedes the by-laws or the Laws, shall not be enforced and removed from this Manual.

The Board makes an important distinction between board policies and district management policies. Board policies establish the broad parameters within which the Board, district management, and staff shall operate. Management policies, developed and implemented by the Library Director, set forth the specifics of how the District's organization and staff shall operate within Board policy.

### **1.3 POLICY ENFORCEMENT AND ACCOUNTABILITY**

The Board is responsible and accountable for the implementation and enforcement of this Manual. The Board empowers the Library Director to proactively remind the Board of the policies in this Manual and to advise the Board when a policy may be in danger of being violated or when it may be advisable to add new policies to this Manual. The Board charges the Library Director with ensuring that all policies in this Manual are effectively explained to District management, staff, and volunteers, and with making every reasonable effort to see that the policies are understood, accepted, and obeyed.

### **1.4 ACCESS TO THE MANUAL**

The Board shall make every effort to be transparent and ensure that the Manual is accessible to any interested parties within the District. The Library Director shall ensure that all trustees receive a copy of the Manual upon their election and swearing into office. The manual shall be available in the District office for review and inspection. Furthermore, to ensure trustees and committee members have full confidence in the governance of the District. This Manual and the Board's by-laws shall be published on the District's website.

## **CHAPTER 2: BOARD RESPONSIBILITIES AND PARAMETERS**

### **2.1 BOARD AUTHORITY, COMMITMENT, DUTIES, AND RIGHTS**

According to the Board's by-laws: "The Board is charged with the responsibility of governing of the District and administering the [Illinois Public Library District Act of 1991, 75 ILCS 16/1-1 *et seq.*] in the District.

Members of the Board are legally and morally responsible for all activities of the District. This responsibility is a joint and collective authority, which exists and can only be exercised when the Board is in session.

Upon election and swearing into office, all trustees shall signify their commitment to the following:

- Adhere to the District's mission.
- Recognize and accept that the Board, collectively, occupies the role of a fiduciary with regard to those served. A fiduciary is a person who holds something in trust for another.

- Provide oversight of and hold accountable the Library Director and the Board itself for effective management of the District's finances.
- Accept the commonly recognized legal duties of library trustees:
  1. The duty of care: Know your job and do it right. Actively take part in decision-making.
  2. The duty of loyalty: Put the best interest of the District above your interests in your role as a Trustee and avoid conflicts of interest.
  3. The duty of obedience: Comply with all laws and be committed to the District's mission.
- Fully prepare for, attend, and actively participate in meetings of the Board.
- Provide oversight and hold accountable the Library Director, committees, and the Board itself for the effective implementation of programs and services.
- Protect and serve the future of the District by developing and implementing a long-range plan. (Strategic Plan)
- Serve as an advocate for the District to the members, public, and other appropriate individuals and organizations.
- Seek avenues to generate financial support for the District.
- Never offer, give, solicit or receive any form of bribe or kickback through his or her connection to the District; nor solicit a personal gift of any kind in exchange for consideration from anyone who does business with the District.
- Upon election and swearing into office, each Trustee shall signify his or her understanding that trustees have the right to:
  1. Receive timely notice of Board meetings and agendas.
  2. Attend and participate in Board meetings.
  3. Examine the District's books, records, meeting minutes, financial statements, and contracts.
  4. Place items on the Board meeting agenda at the appropriate time and use the appropriate procedures.
  5. Seek information from the Library Director and other credible experts when appropriate before Board action.

## 2.2 BOARD OF TRUSTEES' CONFLICTS OF INTEREST

**All trustees are required annually to file a "Statement of Economic Interests" with the County Clerk's office.**

This Conflicts of Interest policy shall be reviewed with all candidates for election to the board. Furthermore, the policy shall be reviewed annually with all trustees. trustees must subordinate their personal interests to the welfare of the District. trustees shall comply with all conflicts of interest obligations imposed by the Laws.

No Trustee:

- May use his or her position as a Trustee to obtain financial gain for the private benefit of the Trustee, the Trustee's family, or any organization with which the Trustee is associated.
- Shall accept or receive, directly or indirectly, any money or anything of value or any promise for future benefit from any person or entity that does business with the Library; and/or
- Shall have any direct or indirect business, financial, economic or other material, personal or individual beneficial interest concerning any activities involving such Trustee and relating to the Matteson Area Public Library District.

### 2.3a CODE OF ETHICS - AMERICAN LIBRARY ASSOCIATION

Upon election and swearing into office, and annually thereafter, each trustee shall adhere to the following Code of Ethics. Trustees must provide a high level of service while observing ethical standards.

I recognize that the credibility, reputation, and integrity of the District are based on the consistent practice of ethical, honest, and lawful conduct. Consequently, as a Trustee of the District, I understand:

- Trustees shall respect the opinions of their colleagues and not be critical or disrespectful when they disagree or oppose a viewpoint different from their own.
- Trustees shall comply with all the laws, rules, and regulations that apply to them and their library.
- trustees shall not engage in discrimination of any kind and shall uphold library patrons' rights to privacy in the use of library resources.
- Trustees must distinguish clearly in their actions and statements between their personal philosophies and attitudes and those of the library, acknowledging and supporting the formal position of the Board even if they disagree.
- Trustees must respect the confidential nature of library business and not disclose such information to anyone. trustees must also be aware of and in compliance with Freedom of Information laws and regulations.

- trustees must avoid situations in which personal interests might be served or financial benefits gained as a result of their position or access to privileged library information, for either themselves or others.
- A trustee shall immediately disqualify him/herself whenever the appearance of or a potential conflict of interest exists.
- Trustees shall not use their position to gain unwarranted privileges or advantages for themselves or others from the library or from those who do business with the library.

### **2.3b CODE OF ETHICS – AMERICAN LIBRARY ASSOCIATION**

Any trustee who believes that a fellow trustee has acted unethically should first review the current ethics policy in the Manual. If the trustee believes a fellow trustee has acted unethically he or she shall report the conduct to the full Board of Trustee in accordance to Illinois Open Meeting Act Section 2(c) 5 LCS120. Closed Session to discuss discipline or removal of an occupant of public office.

### **2.4 CONFIDENTIALITY AGREEMENT**

Each Trustee shall read and agree to the following confidentiality agreement at the time of their election and swearing into office.

*“As a member of the Board, I acknowledge the importance of confidentiality concerning the confidential affairs of the District. In light of this acknowledgement, I agree to keep confidential, during and after service on the Board, all confidential information acquired about the District and any related activities in the course of membership on the Board. I particularly recognize the sensitivity of information regarding confidential real estate negotiations, employment matters, and patron matters.”*

### **2.5 BOARD ELIGIBILITY AND QUALIFICATIONS**

Any resident 18 years or older who resides within the boundaries of the District for at least one year is eligible to run for election as a trustee on the board.

*“Nomination of candidates for election as trustees shall be by petition, signed by several qualified voters equivalent to at least 2% of the votes cast at the last election for trustees, or 50 signatures, whichever is less, residing within the District, and filed with the secretary of the District within the time provided by the Election Code. [75 ILCS 16/30-20]”*

*“Vacancies shall be declared in the office of trustee by the Board when an elected or appointed Trustee:*

1. Dies, declines, fails, or is unable to serve,
2. Becomes a nonresident of the District,
3. Is convicted of a misdemeanor by failing, neglecting, or refusing to discharge any

duty imposed upon him or her by the Act, or

4. Has failed to pay the library taxes levied by the District.

5. Absence without cause from all regular board meetings for one (1) year

All vacancies shall be filled by appointment by the remaining trustees until the next regular District election, at which time a Trustee shall be elected for the remainder of the unexpired term. If, however, the vacancy occurs with less than twenty (20) months remaining in the term, and if the vacancy occurs less than eighty-eight (88) days before the next regularly scheduled election for this office, then the person so appointed shall serve the remainder of the unexpired term and no election to fill the vacancy shall be held. Vacancies shall be filled forthwith. [75 ILCS 16/30-25]

The secretary shall report a vacancy on the board to the county clerk and the State Librarian within 60 days after it occurs and shall report the filling of a vacancy within 60 days after it is filled. 75 ILCS 16/30-40 (d)

The [Public Library District Board Notifications](#) form should be used to notify the State Library of vacancy or when a vacancy is filled.

All Trustee positions require a commitment of extra time and responsibility. trustees who cannot make this extra commitment should not seek or accept the office.

## **2.6 PRESIDENT OF THE BOARD**

As outlined in Section V.3 of the by-laws, the “President of the Board shall preside at all meetings of the Board and shall appoint members to committees as may be necessary to carry out the purposes of the Board. [75 ILCS 16/30-45]” The President shall be elected and shall serve the term outlined in the by-laws.

The President shall have all duties and authority outlined in the by-laws. The President shall also have the following additional duties and authority:

- Collaborate with the Library Director to prepare Board meeting agendas.
- Work with the Library Director to develop strong cooperation between the Board and Library Director.
- Act as the liaison between the Board and Library Director.
- Encourage commitment and cooperation from each trustee.
- Facilitate discussions at Board meetings that are collegial, focused, and productive.
- Ensure that all trustees’ views are represented in board meetings.
- Appoint members to standing trustees committees.

- Appoint a Freedom of Information (FOIA) Officer. ( Library Director)
- Appoint an Open Meetings Act (OMA) Officer .
- Appoint a Parliamentarian.
- Be an ex officio voting member of all Board committees.
- Sign documents requiring a District officer's signature.
- Represent the Board in public and official capacities as instructed by the Board.
- Make special assignments and appoint representatives to other organizations as authorized by the Board.
- Encourage the Board to undertake long-range planning.
- In collaboration with the Library Director, provide new members orientation within 30 days of their election to the Board.
- Assist trustees in building their board skills.
- Recognize trustees' violations of ethical standards and bring such violations to the attention of the Trustee or the full Board if necessary.
- Follow up with absent trustees to encourage their future attendance.
- Provide counsel as needed and requested to the Library Director.
- Like all officers, the President does not have authority to speak or act on behalf of the Board other than the authority specifically granted in the Laws, the by-laws, in the Manual, or by resolution of the Board.

## **2.7 VICE-PRESIDENT OF THE BOARD**

As outlined in Section V.4 of the by-laws, the "Vice-President, in the absence of the President, shall preside over meetings. [75 ILCS 16/30-45]" The Vice-President shall be elected and shall serve the term outlined in the by-laws.

Like all officers, the Vice-President has no authority to speak or act on behalf of the Board other than the authority specifically granted in the Laws, by-laws in the Manual, or by resolution of the Board.

## **2.8 TREASURER**

As outlined in Section V.6 of the by-laws, the treasurer shall be working with the Director of the Library to keep and maintain accounts and records of the District, indicating therein, all receipts, disbursements and balances in all funds shall be reported monthly to the Board. [75 ILCS 16/30-45]" The Treasurer shall be elected and shall serve the term outlined in the by-laws.

The Treasurer shall also have the following additional duties and authority:

- Assist the Board in understanding the annual budget before approval.
- Shall assist in annually employing a certified public accountant to perform an audit of financial records.
- Assist the Board in understanding regular financial reports.
- Arrange training programs focused on finance for the Board.
- Chair the Finance and Insurance Committee.
- Like all officers, the Treasurer has no authority to speak or act on behalf of the Board other than the authority specifically granted in the Laws, by-laws in the Manual, or, by resolution of the Board.

## 2.9 SECRETARY

As outlined in Section V.5 of the by-laws, the “Secretary shall be the custodian of the files of the Board and records of the District during the term of office and shall include therein the records of the meetings, the names of those in attendance, the ordinances enacted, resolutions, rules and regulations adopted and all other pertinent written matters as affect the operation of the District. The Secretary shall have the power to administer oaths and affirmations [75 ILCS 16/30-45]. The Secretary shall attest to the President’s signature as required on official documents.” The Secretary shall be elected and shall serve the term outlined in the by-laws.

The Secretary shall have all duties and authority outlined in the by-laws. The Secretary shall also have the following additional duties and authority:

- Work with the Library Director to oversee other records of the District, including ordinances, resolutions, by-laws, policies, manuals, and contracts.
- Oversee that written minutes and recordings are maintained for all closed session meetings. Work with the Board President to assure that the review of the closed session minutes are reviewed every six months to consider whether to open minutes of individual closed sessions or keep them closed.(the Illinois Open Meeting Act)
- At the direction of the Board, and on behalf of the District, signs notes, contracts, and other official documents.
- Research District records, when necessary, for information for the District.
- Ensures that all official documents are safely passed to the next Secretary.

Like all officers, the Secretary has no authority to speak or act on behalf of the Board other than the authority specifically granted in the Laws, by-laws, in this Manual, or by resolution of the Board.

## **2.10 TRUSTEE ORIENTATION AND DEVELOPMENT**

The Board believes that professional development for trustees is vital to good governance. Therefore, new trustees shall be given, within thirty (30) days of the election, a thorough orientation about the District, Board operations, finance, Board ethics, responsibility, and liability. Orientation shall include, but not be limited to:

- Mission statement, long-range/strategic plan, technology plan, and all library
- Budget, budget cycle, budget development, and monthly financial reports
- Board Policy Manual, Board By-Laws
- Names and addresses of trustees
- Sample agendas and minutes
- Illinois Open Act and Freedom of Information Act
- Cohesiveness of the Board team
- Quality of the relationship with the Library Director
- A list of websites for such organizations as the American Library Association, the Illinois Library Association, and the Public Library Association
- Election of officers
- Code of Ethics
- trustees Meeting Schedule
- Conflicts of Interest and Gifts Prohibited
- Confidentiality Agreement
- Committee duties and structure

The Board shall also budget for ongoing board development. The line item shall be used to pay for publications and materials to assist the trustees in learning the job; training and in-service programs oriented to Board operations; and travel to conferences and conventions that shall assist trustees in developing their governance skills.

## **2.11 BOARD SELF-EVALUATION**

Performance accountability for the Board can only be maintained at a high level through regular self-evaluation of the Board's work. Therefore, the Board shall annually conduct a written self-evaluation of the Board's performance for the past year. The evaluation shall include, but not be limited to:

- Board Role and Meetings
- Cohesiveness of the Board
- Progress on the long-range plan
- Quality of the relationship with the Library Director
- Fiscal monitoring

It shall be the responsibility of the president to initiate the board self-evaluation process.

## **2.12 BOARD OF TRUSTEES TRAVEL**

In all instances, the Board of trustees will be judicious and reasonable when incurring travel and meeting expenses on behalf of the District.

Authorized travel is defined as travel and meeting expenses on behalf of the District which has been directed or requested and approved by the District policy or by Board resolution before the departure date.

Authorized travel shall include travel to and from conferences/workshops or system meetings, meals, and hotel room expenses concurrent with such events.

Airline travel will be booked for coach class. Mileage will be reimbursed at the standard federal rate.

Board members will be reimbursed for out-of-pocket expenses incurred. Claimed expenses for lodging, meals, travel, car rental, and miscellaneous expenses must be documented by original receipts. Unless specifically authorized by the Board of trustees, no expenses not authorized will be reimbursed by the District for expenses of friends, relatives, or families accompanying a Trustee on the District's business, nor for any non-related business travel or extension of stay beyond completion of the said business.

At the point of completion of authorized travel, an expense report will be submitted to the District's business office. The report will list, by date and place, all reimbursable expenses claimed, and will be accompanied by the receipts and invoices. Expenses charged to the District must be listed on the expense report and accompanied by original receipts.

Upon completion of the authorized travel, a report must be submitted to the Board to demonstrate completion of the purpose and to share business information with the rest of the Board.

## **2.13 CONTRACTS AND FEES FOR SERVICES.**

Both fees for services provided to the District; and contracts for legal counsel, consultants, auditors, or other services for the District may be negotiated and executed

only by the Library Director or his or her staff designee in the administration of daily operations; or by the President or other Trustee when designated by a vote of the Board.

Any costs billed to the District as a result of individual trustees who have contracted for services without the specific authority of the Board, shall be the sole responsibility of the trustee who made unauthorized contact.

#### **2.14 LEGAL COUNSEL**

The Board shall annually designate legal counsel to serve the needs of the District. Legal counsel may be requested to attend Board meetings by request of a majority of the trustees or by the mutual agreement of the President and the Library Director.

#### **2.15 POLITICAL CONTRIBUTIONS**

trustees shall not make any direct or indirect political contribution in cash, property, or service on behalf of the District. If a Trustee takes an active part in the political process, it must be done solely at the Trustee's expense. The District shall not reimburse anyone for political contributions.

#### **2.16 POLITICAL AND LEGISLATIVE ACTIVITY**

To ensure that the District supports legislative issues which further the basic interests of those the District serves, and oppose legislative issues detrimental to the District's mission, the following guidelines are established for political and legislative activity:

- The District shall be nonpartisan in political matters, but shall support or oppose Federal, State, or local legislative issues as the Board determines necessary and advisable.
- The District shall not directly endorse any candidate or party.
- Employees and trustees shall not engage, directly or indirectly in partisan activities as representatives of the District, and District funds shall not be used for that purpose.
- trustees and employees are free, as individuals, to participate in political activity as long as they do not utilize District funds, District time, or the District identity. [50 ILCS 135/1, *et seq.* and 5 ILCS 430/1-1, *et seq.*]
- trustees and management of the District should be aware that, because of their position, they should exercise discretion at all times to not convey the impression that the District is endorsing a political candidate.
- The Board is responsible for setting legislative goals for the District.

### **CHAPTER 3: MEETING OF THE BOARD**

### **3.1 GENERAL RULES OF CONDUCT FOR BOARD MEETINGS**

Only trustees, the Library Director, and staff persons designated by the Library Director shall regularly take part in the discussions at Board meetings. Portions of the meeting may be designated for communication from guests or members of the public.

Board meetings begin promptly at the time stated on the agenda. As a matter of courtesy to other trustees, and to allow meetings to operate in an efficient and business-like manner, all trustees are expected to be in attendance when the President calls the meeting to order.

Trustees should schedule enough time to be able to attend the entire meeting. Entering a meeting late or leaving early is disruptive to the meeting.

Trustees should bring necessary materials with them to the meeting, including the meeting packet sent to all trustees before the meeting.

Trustees are expected to be courteous and respectful to others at the meeting regardless of disagreements, which are a natural part of Board deliberations. The President shall not tolerate personal attacks or crude language of any kind.

### **3.2 PARLIAMENTARY AUTHORITY AND RULES FOR BOARD DEBATE AND DISCUSSION**

As outlined in Section V.4 of the by-laws, “the Board shall abide by the most recent edition of *Robert’s Rules of Order* unless procedures are outlined in the Laws, or in these by-laws.”

The President of the Board shall annually appoint one trustee to serve as the parliamentarian of the board. The Parliamentarian shall be versed in the most recent edition of *Robert’s Rules of Order*, and assist or counsel the President in the application of the most recent edition of *Robert’s Rules of Order*; furthermore, serves as an arbiter in the event of procedural disagreements among trustees.

Motions for action by the Board shall be made in the following manner:

1. A trustee addresses the President
2. A trustee is recognized by the President.
3. A trustee begins by saying, “I move that. . .” and states the desired action.
4. Another trustee must second the motion, or the motion shall die for lack of a second.
5. The President shall restate the motion as, “It has been moved and seconded that . . .” and repeats the exact motion, then asks if there is a discussion of this motion.

6. When the President determines that the issue has been adequately debated, the President or person keeping the minutes shall repeat the exact wording of the motion and then shall ask the Board to vote: "Those in favor of the motion, say 'yes' (or 'aye'); Those opposed to this motion say 'no' (or 'nay')."
7. The President shall state the outcome of the vote and what action shall be taken.

Trustees are encouraged to limit discussion on each issue so that all may address the issue. Debate shall be confined to the issue under consideration, and the President is expected to declare extraneous debate out of order.

All issues under consideration are professional, not personal matters. Personal attacks, abusive language, sarcastic remarks, and derogatory language are never acceptable in the debate of an issue. The President will not tolerate such discussion.

When a controversial issue is discussed, the President shall ensure equal comments on all sides of the issue.

### **3.3 MEETING ATTENDANCE REQUIREMENT/ELECTRONIC MEETING POLICY**

The Board of Trustees believes it is in the best interest of its residents and taxpayers that the fullest participation and attendance in all board meetings be achieved whenever possible, and the use of electronic conferencing for meeting attendance and voting requirements is permissible so long as the meeting is conducted by open meeting act.

Under the Illinois Open Meetings Act (OMA 5 ILCS 120/1), a quorum of members of the board must be physically present at the location of the meeting.

All Board members attending the meetings by electronic conferencing shall be entitled to vote as if they were personally and physically present but their vote shall be recorded by the secretary as done by electronic attendance. (Board of trustees By-Laws Article IV:Meetings Section 9)

A Board member who plans to attend the meeting electronically must provide notice to the Library Director at least 48 hours before the meeting unless such advanced notice is impracticable.

A Board member may attend a meeting through electronic conferencing if his or her physical presence at the meeting is prevented due to:

1. personal illness or disability
2. when employment or Library Board business necessitates an absence
3. a family or other emergency
4. unexpected childcare obligation

Trustees shall attend and actively participate in meetings to maintain governance continuity, to be fully informed about the issues on which they shall vote, and to meet their responsibility to contribute to the decisions the Board makes.

Trustees shall strive to attend all of the Board's meetings, missing only in the event of personal crisis.

If a trustee is absent from all or part of any meeting, the Trustee is expected to contact the President or Library Director as soon as the need to be absent is known.

Absence by a trustee without cause from all regular Board meetings for one (1) year shall be a basis for declaring a vacancy [75 ILCS 16/30-25]

### **3.4 SCHEDULE OF REGULAR MEETINGS**

The Board shall generally meet once per month, but in no event shall the Board hold less than five (5) regular meetings each fiscal year [75 ILCS 16/30-50] So that trustees can schedule for the meetings well in advance, the specific dates shall be established for the full year at the Board's organizational meeting each year. The Board shall make every effort to maintain those dates for its meetings.

Before the beginning of every fiscal year, the Board shall establish a calendar of events for the fiscal year. The calendar shall list items that regularly require Board action during specific times each year. The calendar shall include, but not be limited to:

- Approval of the budget
- Annual Resolutions and Ordinances
- Board development activities and/or team building activities
- Library Director performance evaluation and determination of compensation
- Evaluation of Board performance and/or Board meetings
- New Trustee Orientation
- Planning retreats
- Board reorganization (appointment committees, seat new trustees, elect officers)

### **3.5 MEETING AGENDAS**

One (1) week before a meeting of the Board, the Library Director shall give notice to all trustees that the deadline for requesting issues be put on the agenda is in 48 hours. Following that deadline, the Library Director shall draft an agenda for discussion with the President of the Board, with final approval of the agenda by the President. The agenda and related materials shall be delivered, electronically with printed copies available at the library, to trustees five (5) calendar days ahead of the meeting.

### **3.6 VOTING AT BOARD MEETINGS**

All members of the Board who are present when a question is considered shall vote upon the question unless excused by the other members present or unless disqualified by a conflict of interest.

A trustee who is present at a meeting of the Board at which action is taken on any organizational matter shall be presumed to have concurred in the action taken unless the dissent of the trustee is entered in the minutes of the meeting. Such dissent shall be indicated by a simple “no” vote on the action.

A trustee permitted to attend a meeting by teleconference is entitled to vote and participate as if he or she were personally and physically present at the meeting.

### **3.7 MINUTES OF THE BOARD OF TRUSTEES MEETINGS**

Minutes of board meetings are a record of the actions of the Board, not a record of the discussion. Minutes of board meetings shall include:

- Date, time, and place the meeting was called to order; and the time the meeting was adjourned.
- Type of meeting regular, special, or continued.
- The name of the presiding officer and those trustees present and if any Trustee participated electronically.
- The exact wording of all motions, whether passed or failed.
- Disposition of each motion made-passed or failed (If the vote is by roll call, each trustee shall be recorded by name. No views, protests, or explanation from trustees about the vote shall be recorded in the minutes unless the full Board votes to allow such entries)
- Notation that financial reports were examined by the Board.
- Committee reports or resolutions may be attached to the minutes if these items provide important clarification for the minutes of the meeting

Minutes are an official record and shall be kept on file by both the Library Director and closed sessions minutes by the Secretary.

### **3.8 USE OF CONSENT AGENDA**

The Board may utilize a consent agenda at its regular meetings in order to expedite the approval of reports and routine administrative matters. All reports and materials listed on the consent agenda must be provided to the Board in advance of the meeting and trustees are expected to have read all those materials in advance of the meeting. The District may regularly include the following on its consent agenda:

- Approval of the current meeting’s agenda
- Committee reports which require no action
- Staff reports which require no action

- Other information, of which the Board should be aware, but no immediate discussion or action is required.

Prior to calling for a vote on the consent agenda, the President shall ask the Board if anyone wants an item removed from the consent agenda for discussion. Any Trustee may ask for an agenda item to be moved off the consent agenda to have a discussion and possible action. The other items remaining on the consent agenda are then collectively voted on with one motion with no discussion permitted.

### **3.9 CLOSED SESSION OF BOARD MEETINGS**

The Board may adjourn to a closed session in compliance with the Illinois Open Meetings Act. [5 ILCS 120/1, *et seq.*] Business discussed in the closed session must pertain directly to the stated purpose for closing the meeting. All closed sessions shall be audio recorded.

### **3.10 LIBRARY DIRECTOR'S ACCESS TO CLOSED SESSION OF BOARD MEETINGS**

The Board seeks to engender a relationship of trust with the Library Director. Consequently, it shall view the Library Director as an equal leader on the Board in all matters brought before the Board, except for voting. However, limited circumstances may arise where an executive session of the Board meeting, without the Library Director in attendance, may need to occur. The Board reserves the right to close sessions of its meetings to the Library Director (and all others) at the Board's discretion.

### **3.11 PUBLIC BOARD MEETINGS**

The Board shall comply with the Illinois Open Meetings Act. [5 ILCS 120/1, *et seq.*] Regular meetings of the Board shall be open to the public except on the occasion when the Board votes to close the session as allowed, and in the manner prescribed by the Illinois Open Meetings Act (OMA).

However, those attending board meetings, other than the Board and the Library Director, shall be asked to sit away from the Board table in an area designated for visitors to the meeting.

Visitors shall also be asked to refrain from taking part in the Board's deliberations except upon request from the Board, and visitors shall otherwise not disrupt the Board's work.

Board meetings open to the public view should not be confused with public meetings in which anyone is allowed to speak. The Board recognizes in all instances its right to control Board meetings.

Visitors may use the public comment section of the agenda to address the Board or visitors may ask for time on the Board agenda if the request is made to the Library Director at least seven (7) calendar days in advance of the Board meeting. The Library Director and the Board President shall determine if the request to be on the agenda is honored, and how much time shall be allocated to the agenda item.

## **CHAPTER 4: RISK MANAGEMENT**

### **4.1 INDEMNIFICATION OF THE BOARD AND DIRECTOR & OFFICER INSURANCE**

Any Trustee or employee who is involved in litigation because of his or her position as a Trustee or employee of the District shall be indemnified, or “held harmless,” by the District to the fullest extent authorized by the Laws. Indemnification is prohibited where it has been established by an adverse final judgment that a Trustee’s or employee’s acts were committed in bad faith or were the results of active or deliberate dishonesty.

Furthermore, the Board instructs the Library Director to secure Director and Officer (“D&O”) insurance to protect the District, its trustees, and officers. The policy shall ensure past and present trustees and the District against any loss arising from a claim for any actual or alleged wrongful act. trustees are advised that D&O insurance is not designed to protect any Trustee if he or she has willfully acted in bad faith, been careless, or been deliberately dishonest.

### **4.2 LOSS LIMITATION**

The Library Director shall limit the threat of financial loss for the District and claims of liability against the District, its Board, and staff by taking actions such as, but not limited to:

- Purchase Director & Officer Insurance.
- Insure against embezzlement, casualty losses to full replacement value, and against liability losses beyond the minimally acceptable prudent level.
- Have a thorough review of insurance coverage performed at least every three years by an insurance professional that specializes in library and governmental clients.
- Ensure that all personnel who have access to significant amounts of money are appropriately bonded/insured.
- Work with a certified public accountant to ensure there is an appropriate policy of internal controls and segregation of duties in place, and that the policy is being implemented accordingly.
- Ensure that facilities and equipment are properly well maintained.
- Ensure off-site backup of all computers and financial records by a professional firm.

### **4.3 PROCUREMENT POLICY**

Purchases shall comply with the Laws. Construction, property, buildings, remodeling, repairing, improvements, or equipment exceeding \$25,000 shall only be purchased by the procedures in the Act. [75 ILCS 16/40-45]

#### 4.4 INTERNAL CONTROLS AND SEGREGATION OF DUTIES

The District shall maintain strong internal controls to reduce the risk of theft, fraud, and embezzlement. These controls shall be specified in the District's General Policies Manual and shall include, but are not limited to:

Background checks shall be performed before hiring any employees.

Checks shall be kept in a locked, secured cabinet.

The Business Manager or Bookkeeper should not be an authorized check signer.

Any collection of cash shall include counting by at least two (2) persons.

The reason for segregating duties is that no one individual should be responsible for writing and signing checks; receiving, recording, and depositing receipts. Whenever possible, these functions should be assigned to different individuals.

#### 4.5 WHISTLEBLOWER REPORTING AND ANTI-RETALIATION POLICY

The District shall follow all Laws; and its Board, Library Director, and staff shall act honestly and ethically at all times. It is the policy of the District to act by Illinois Public Act 101-652 generally and specifically Section 4.1 of the Public Officer Prohibited Activities Act.

It is the policy of the District to prohibit any official from retaliating against any employee who:

- Reports an improper governmental action
- Cooperates in the investigation related to a report of an improper governmental action
- Testifies in a proceeding or prosecution of improper governmental action

An improper governmental action is defined as follows:

***“Improper governmental action”*** includes any action by an employee, an appointed member of the board, or committee, or an elected official of the District that is undertaken in violation of Federal, State, or unit of local government law or rule, creating abuse of authority, violates the public's trust or expectation of his or her conduct; is of substantial and specific danger to the public's health or safety, or is a gross waste of public funds.

***“Improper governmental action”*** does not include the District's personnel actions, including, but not limited to employee grievances, complaints, appointments,

promotions, assignments, reemployment, performance evaluations, reduction in pay, dismissals, suspensions, demotions, reprimands, or violations of collective bargaining agreements, except to the extent the actions amounts to retaliation. Retaliation, in this context, means retaliation that results from an employee's protected activity of reporting improper governmental action, cooperating in the investigation, proceeding, or prosecution of a reported improper governmental action.

Copies of this Policy and Procedure will be provided to every employee upon employment, additionally, this same document will be furnished or made available to all employees on an annual basis.

### ***Designation of Auditing Official***

The District designates the Library Director, or their designee, to serve as the Auditing Official for the Matteson Area Public Library District, with the duties and responsibilities outlined in 50 ILCS 105/4.1.

In support of these principles, the District has adopted this "whistleblower" protection policy. Under this policy, any Trustee, officer, employee, or volunteer who becomes aware of any violation of Laws, including any financial wrongdoing, shall immediately report the violation to the Library Director to allow the organization to investigate and, if applicable, correct the situation or condition. If the Library Director is involved or is believed to be involved in the matter being reported, employees may, in the alternative, make a report to the President of the Board.

Upon receiving the report, the Library Director or President shall contact legal counsel. An investigation shall be conducted and appropriate action taken within a reasonable period.

Such complaints shall be held in confidence to the extent the needs of the investigation permit while the investigation is being undertaken. An investigation that discovers potentially criminal conduct shall be referred to the appropriate law enforcement agencies.

"Financial wrongdoing" may include, but is not limited to:

- Questionable accounting practices.
- Fraud or deliberate error in financial statements or recordkeeping
- Deficiencies of internal accounting controls.
- Misrepresentations of District officers or the accounting department.

If any employee reports in good faith what the employee believes to be a violation of the Laws and/or financial wrongdoing to the Library Director, the trustees, or a Federal, State, or local agency or assists in an investigation concerning financial wrongdoing, it is the District's policy that there shall be no retaliation taken against the employee.

Although the employee is not expected to prove the truth of an allegation, the employee should be able to demonstrate to the person contacted that the report is being made in good faith. Allegations made in bad faith may result in disciplinary action. Employees with questions concerning the confidentiality or appropriateness of disclosure of particular information should contact the Library Director.

Any Trustee, employee, or volunteer who in good faith reports any action or suspected action was taken by or within the District that is illegal, fraudulent, or in violation of any adopted policy of the District shall not suffer intimidation, harassment, discrimination, or other retaliation or, in the case of employees, adverse employment consequence.

The confidentiality of any information provided under this policy shall be preserved to the greatest extent required by the Laws. A copy of this policy shall be distributed to all trustees, employees, and to volunteers who provide substantial services to the District.

#### **4.6 CRISIS MANAGEMENT PLAN**

Annually the Library Director and staff shall assess the District's programs, assets, and facilities to determine:

- What could cause a crisis?
- What could make a crisis worse?
- What can be done to protect from crises, or lessen damage from crises?
- What can be done to make recovery faster if a crisis occurs?

This annual assessment shall result in the Library Director updating and reviewing the plan with the board. The Library Director is responsible for educating the Board and staff about crisis prevention and recovery.

##### ***Part 1. Crisis Management Team***

Designate a Crisis Management Team and ensure that all members of the team have all applicable contact information (home/work/mobile phone numbers, email addresses, etc.). Members of the team shall include:

1. Library Director /Asst. Director
2. Communications & Marketing Personnel
3. Board President
4. Maintenance
5. Technology (outside resource as needed)
6. Security

## **Part 2. Crisis Response Plan**

Some crises can be anticipated, such as tornadoes, hurricanes, and floods. Other crises, such as financial or personal scandals, cannot be anticipated. When a warning is given about a potential pending crisis, precautionary measures should be taken. The first and most important measure is always the safety of personnel.

Members of the Crisis Management Team shall have a copy of this plan at their residence. A copy of this plan shall be on file at the District's administrative office.

The Library Director shall be the spokesperson of record. If he or she is incapacitated, then the Assistant Director shall be the spokesperson. He or she should communicate via email or other appropriate channels to members what is occurring, who is in charge, and what actions are being taken.

### **4.7 RECORD RETENTION AND DESTRUCTION POLICY**

The District shall retain records for the periods required by the Laws and, subsequently, destroy such records after the period has elapsed. [50 ILCS 203/1, *et seq.*] It is the District's policy that records be retained only so long as they are:

- Necessary to the current conduct of the Library
- Required to be retained by statute or government regulations
- Relevant to pending or foreseeable investigations or litigation

This policy includes all records maintained digitally as well as printed records.

The responsibility for administering record retention management, by the laws of the State of Illinois, is designated to the Library Director.

## **CHAPTER 5: LIBRARY DIRECTOR**

### **5.1 POSITION DESCRIPTION AND ROLE IN THE ORGANIZATION**

Under the powers granted to it in the Act and the District's by-laws, the Board may hire a Library Director to serve as the paid chief executive officer of the District. [75 ILCS 16/30- 55.35] The Library Director is subject to the Laws and the District's by-laws and policies. He or she is an employee of the Board. The Library Director is accountable to the Board as a whole. The Library Director shall, at the direction and under the supervision of the Board be responsible for the active administration of all daily affairs and business operations of the District including:

- Working with the Library Board and staff to plan and develop library services to meet the needs of the Matteson community
- Lead teams in the development of long-range strategic and operational plans. Execute short and long-term objectives within the context of the District Strategic Plan

- Devote time and energy effectively to the position and, in doing so, maintain high standards of ethics, honesty, and integrity in personal and professional relationships.
- Professionally implement the District's mission and the Board's policies to ensure that all government and legal requirements of the District are met
- Ensure that the library's communication and actions reflect our commitment to Diversity, Equity, and Inclusion
- Lead teams in the use of technology to help strengthen programs and facilities in ways that foster better services, higher patron satisfaction and seek out strategies that promote stronger engagement with our community.
- Write or provide leadership in grant applications to improve library services
- Provide staff support to the Library Board of trustees by assisting with meetings, preparing reports, and implementing policy decided by the Board
- Understand the financial needs of the District and provide quality day-to-day management of all assets. Prepare annual budgets and be accountable for control of those resources once approved
- The Library Director shall ensure that District funds are spent appropriately, always in the best interest of those served. The Library Director shall provide the Board with accurate, understandable financial reports regularly
- Hire, train, direct, evaluate, discipline, and terminate employees; furthermore, oversee and maintain healthy and diverse workforce
- Assist with orientation and training programs for the Board
- Supervise building and grounds maintenance, repairs, and improvements
- Create sound working relationships with related leaders and organizations, or applicable government bodies

Acting with the authority granted above, the Library Director may not perform, allow or cause to be performed any act which is unlawful, insufficient to meet commonly accepted business and professional ethics, in violation of funding source requirements or regulatory bodies, or contrary to explicit Board constraints on executive authority.

## **5.2 BOARD-LIBRARY DIRECTOR RELATIONSHIP**

The Board recognizes and maintains the following guidelines in its relationship with the Library Director:

- The Board shall approve policies and long-range plans and programs for the District, and delegate authority to the Library Director to execute and carry out

the policies, plans, and programs. The Library Director shall be responsible for hiring capable personnel within the limitations of Board policy and budget constraints, determining the appropriate training, supervision, discipline, and termination if necessary.

- trustees shall refrain from individually discussing management and personnel issues with personnel other than the Library Director.
- Authority for management of the District shall be through the Board to the Library Director, then to other personnel. The Board recognizes that efficient management can exist only through mutual understanding and cooperation between the Board and the Library Director. The Board also recognizes that the Library Director is accountable to the Board to show results, but the Library Director cannot perform well and show good results if not given latitude to exercise independent judgment in executing Board policy. Therefore, the Board grants that latitude of judgment and discretion and expects full accounting of performance from the Library Director.
- No individual trustee, officer, or committee has any authority over the Library Director
- The Board recognizes its position as the employer of the Library Director and shall be responsible for an annual evaluation of his or her performance. The evaluation shall be to improve the Library Director's performance and to provide a basis for consideration of the Library Director's salary for the next fiscal year.
- The Library Director's employment with the District may be terminated for cause upon written notice to the Library Director.

### **5.3a PERFORMANCE EVALUATION OF THE LIBRARY DIRECTOR**

As the employer of the Library Director, the Board shall regularly evaluate the work performance of the Library Director

- The Board empowers the Personnel Committee to facilitate the evaluation of the Library Director, but the entire Board shall have an opportunity for input on the evaluation
- The evaluation process shall begin with a review of the Library Director's current job description to determine accuracy and appropriateness. At the beginning of each fiscal year, the Personnel Committee in collaboration with the full Board and the Library Director should set goals for performance and areas for evaluation. The performance goals should be measurable, achievable and should be determined in consultation with the Director. The library director shall complete a self-evaluation before meeting with the Personnel Chairperson and the Board President at the end of the fiscal year. A written evaluation will be given to the Library Director. The end of the year written evaluation shall be kept in Board Secretary file

- Compensation of the Library Director shall be determined after completion of the evaluation. Any increase in compensation shall be effective beginning with the pay period in the next fiscal year.

Areas to be addressed in setting goals may include:

- Staff relationship and management
- Board relationships
- Accomplishment of goals and objectives outlined in the library's strategic plan
- Financial responsibility and oversight
- Overall quality of library services
- Community relations
- Facilities management

The Library Director shall complete a self-evaluation.

From the input of all participating in the review, a consensus opinion shall be compiled. A single joint review shall be presented to the Library Director. The Library Director has the right to respond to the review verbally and/or in writing. The Library Director has the right to discuss the results of the review with the Board. Dialogue between the Board and the Library Director is encouraged to help address any problems candidly and professionally. The final agreed-upon evaluation shall be signed by the Library Director, the Board Secretary, and Board President.

### **5.3b COMPENSATION OF THE LIBRARY DIRECTOR**

The Library Director's compensation and adjustments to that compensation shall be:

- Determined by the Board acting upon a recommendation of the Personnel Committee. The process and justification for the compensation and adjustments shall be documented in the minutes of the Personnel Committee. The financial condition of the Library District is also a factor in determining compensation and adjustments.
- Based upon objective data for similarly qualified persons in comparable positions; determined in part through a study of resources from entities such as the Illinois Library Association and the American Library Association.

## **CHAPTER 6: FINANCES**

## 6.1 FISCAL YEAR

The District fiscal year shall be from the first day of July to the last day of June.

## 6.2 ACCOUNTING

The District shall utilize generally accepted accounting practices that are required and/or recommended by regulatory or lending agencies and the District's auditor. The accounting practices and procedures used shall allow for adequate management of the District's revenues and expenses, and shall provide adequate systems of monitoring by the Board as well as outside auditors.

All records shall accurately reflect the District's revenues, expenses, assets, and liabilities.

The Library Director shall create and implement a policy of internal controls and segregation of duties that is satisfactory to both the Board and the qualified certified public accounting firm which performs the annual audit of the District's financial records.

## 6.3 BUDGET

The District's budget shall be adopted and comply with the Laws, including the Illinois Municipal Budget Law [50 ILCS 330/1, *et seq.*] An annual operating budget shall be prepared by the Library Director and presented to the Board for approval at least sixty (60) calendar days before the beginning of the next fiscal year. The budget shall reflect the cost of carrying out the programs and services of the District for the next fiscal year and the anticipated revenues of the District.

The budget shall be viewed by the Board as its financial plan for the District. Approval of the budget by the Board shall provide authority to the Library Director to manage the District's finances according to the plan without seeking further approval from the Board.

However, the Library Director shall keep the Board well informed of the ongoing status of the financial plan, and shall not make significant expenditures outside of the Budget plan without seeking Board approval to amend the budget.

## 6.4 AUDIT

The District's audit shall comply with the Laws, including the Illinois Governmental Account Audit Act, [50 ILCS 310/0.01. *et seq.*] An annual audit of finances shall be conducted by an independent auditor appointed by the Board. The Board and staff working together shall:

- Seek competitive bids for auditing services at least every three (3) years
- Work with the auditor to determine the scope of the annual audit.
- Review the independent auditor's management letter regarding the audit.
- Ensure that the outside auditor reports to the full Board after the annual audit.

- Define areas of risk, and recommend financial policies to prevent fraud in those areas of risk.
- Ensure that controls are in place so that assets are protected, transactions are authorized and appropriately recorded, and that management and staff are in compliance with regulations and the Laws.

## 6.5 FINANCIAL REPORTS

Reports reflecting the District's financial condition shall be presented to the Board no less than quarterly. These financial reports shall include:

- A statement of financial condition
- A statement of revenue and expense which shall include a year-to-date comparison with the previous year and the budget.
- A statement of cash flow.

## 6.6 CHECK SIGNING/ELECTRONIC TRANSACTION POLICY

Checks and other drafts of the District shall be signed by designees with signatory power as outlined in Article V Section 8 of the by-laws.

It is the responsibility of the Library Director to ensure that signatures may be obtained from appropriate signatories so that payment can be made on obligations of the District. It is also the responsibility of the Library Director to ensure that adequate controls and safeguards have been established to ensure the disbursement of funds only for proper purposes.

It is the responsibility of all check signers to ensure that there is adequate documentation, consistent with good internal control, for valid payment of checks they sign.

### **Electronic Checks (ACH payments)**

The Library Director is designated as the Electronic Officer who may enter into an ACH arrangement with pursuant to powers outlined in Article V Section 8 of the by-laws

## 6.7 CONTRACTS

Subject to limitations in the Laws, and Section 4.3 of this Manual, the Library Director may approve service agreements and contracts that cost less than \$25,000 annually or over the contract life. The Library Director may also approve agreements that continue the same service level and cost from a prior contract. These agreements must be executed within the approved budget line item spending limits.

All other contracts must be approved by the Board before becoming valid. New contracts which cost more than \$100,000 annually or over the contract life shall require an attorney review and opinion to assure the agreement is legally sound and that the District's interests are protected.

All service agreements and service contracts shall be awarded based on cost, experience, merit, and references. No contracts may be written or awarded to employees, trustees, or their immediate families. At a minimum, all contracts must contain the purpose, effective dates, authorized signatures, amount to be paid, how liability risks are covered or met, and services to be provided to the District.

### **6.8 BAD DEBTS OWED TO THE DISTRICT**

If the total receivable from any one individual or organization is \$300.00 or less, the Library Director may authorize the debt to be written off if he/she believes the debt is uncollectible.

Write-offs of debts over \$300.00, which the Library Director believes are not collectible, may be authorized only by a majority vote of the Board.

Delinquent accounts may be assigned for collection to either legal counsel or a collection agency, or taken to small claims court, as the Library Director deems appropriate. Collection efforts shall continue even after write-off until actually collected or the attorney, collection agency, or small claims court deems further efforts shall be futile or not cost-effective.

### **6.9 INVESTMENT POLICY STATEMENT**

The District is a 170 (c) (2) non-profit entity with access to a 501(c) (3) and shall be operated exclusively for charitable and educational purposes as provided for in the Internal Revenue Code. The District's public funds shall be invested in compliance with the Laws, including the Illinois Public Funds Investment Act [30 ILCS 235/0.01, *et seq.*]

The purpose of this investment policy statement (IPS) is to assist the Board in effectively supervising, monitoring, and evaluating the investment of the District's assets. The Finance Committee shall review this IPS annually and shall monitor investment performance every quarter; and subsequently make recommendations to the Board for any necessary modifications.

#### ***Statement of Objectives***

The Board has adopted this formal policy for investing its reserves to protect the principal amount while producing growth consistent with the Board's tolerance for risk. The primary investment objectives are to preserve and protect assets by earning total return appropriate to the District's time horizon, liquidity needs, and risk tolerance; while at the same time providing liquid reserves adequate to meet the District's cash flow.

The Finance Committee may recommend contracting with a qualified investment professional or firm to advise and assist with the implementation of this IPS. Care shall be taken to incur investment fees that are reasonable in relation to the assets. As it monitors the investment of funds, the Finance Committee shall consider factors such as general economic conditions and trends, tax ramifications, and cash flow requirements.

#### ***Insurability***

Assets shall be monitored and transferred within the District's bank and investment accounts in such a way as to avoid or minimize balances that exceed applicable FDIC,

SIPC, or bank insurance limits. When maintaining balances above applicable FDIC insurance limits, the District shall require financial institutions to purchase Treasury Bonds to cover any amounts that exceed the FDIC insurance limit.

## **CHAPTER 7: PUBLIC COMMUNICATIONS**

### **7.1 AUTHORIZED SPOKESPERSONS**

In almost all instances, the Library Director or the Library Director's staff designee shall serve as the authorized spokespersons of the District.

The President serves as the spokesperson of the Board. Individual trustees may not speak to the public or the media on behalf of the Board unless authorized by the Board to do so. When speaking about the District or about Board action, trustees should be careful to define when their remarks represent personal opinion and when their remarks represent an official Board position. trustees must be aware that they are always seen as trustees even when they designate comments as personal.

### **7.2 REQUESTS FOR INFORMATION FROM THE DISTRICT**

The District shall comply with all Laws regarding requests for information and documents, including the Illinois Freedom of Information Act. [5 ILCS 140/1. et. Seq.]

- All requests for documents and information made to the District, other than routine public information, about the District shall be channeled to the Library Director for a decision about releasing that information. If there is a question about the appropriateness of releasing any information, the Library Director shall seek advice from the Board.
- Information discussed in a closed session or executive session of the Board shall not be revealed.
- Matters considered confidential under applicable laws shall not be released.
- Information about legal matters that might have an adverse effect on the District shall not be released.
- The District's mailing list and email list shall not be revealed, distributed, released, or used except for proper District business purposes.

### **7.3 BOARD CORRESPONDENCE**

Correspondence on behalf of the Board shall be approved by the Board or its President. Except when otherwise designated by the Board, or legally required to be sent out over the treasurer's name, all correspondence from the Board shall be over the President's name.

Correspondence from the Board shall be prepared by the Library Director or his or her staff designee as directed by the Board.

### **7.4 RESPONSE TO COMPLAINTS**

When a trustee is contacted by a patron or someone from the general public who has a concern or complaint about the District or employees of the District, the trustee shall follow these procedures:

- Remember that individual trustees have no power or authority to speak or act for the full Board
- Listen to the person's concerns
- Express a desire to reach a satisfactory solution
- Explain that the Board and management have established a process for handling concerns which starts with the person most immediately responsible. Suggest that the concerns be discussed with the person immediately responsible.
- Refer complaints to the official complaint form available from the Library Director's office
- Assure the person that the President and Library Director shall be informed of the concern
- Ask the person to report back to you about the progress or resolution of the concern, if desired
- Inform the President and Library Director of the complaint or concern.

## **7.5 ANNUAL REPORT**

Each year, the Library Director or staff designees shall assemble and distribute an annual report regarding the District. The annual report may contain:

- Report from President
- Report from Library Director
- Highlights of the year

The annual report shall receive wide distribution, which may include Board, staff, constituents, news media and funding sources. Target dates for publication of the annual report shall be three (3) to four (4) months after the close of the fiscal year. Funding shall be budgeted to ensure the policy shall be carried out.

## **7.6 AFFILIATIONS**

From time to time, the District may choose to affiliate with other organizations. Official organizational affiliations require the approval of a majority vote of the Board.

## **CHAPTER 8: PERSONNEL**

The Board has one employee. The Board shall hire a qualified Library Director and establish the compensation of a Library Director, who will be responsible for the

administration of the Library. The Board shall evaluate the Director's performance at least annually.

The Library Director shall report directly to the Board and shall be authorized to hire staff, develop library programs, establish the organizational structure, purchase materials, and undertake such other activities as may be necessary for the library's operation, subject to the policies established by the Board.

The Director shall serve as an advisor to the Board and shall implement all policies adopted by the Board. The Director shall attend all meetings of the Board, and submit to the Board monthly and annual reports. The Director shall make recommendations for the policies and operation of the Library.

### **8.1 PERSONNEL POLICIES**

The personnel policies of the District are to be developed in accordance with State statutes, with input from the Library Director, the District Personnel & Policy committee, and staff. Policies shall be reviewed annually. It is the expectation of the Board that the Library Director implement and administer all personnel policies in a fair and equitable manner. All policies require Board review and approval.

### **8.2 PROFESSIONAL MEMBERSHIPS FOR TRUSTEES**

The Board recognizes the importance of staying current in the library field. Therefore, the District may pay for the cost of professional memberships for trustees within the limits of the budget and provided such membership is in the best interest of the District. The District may also pay the cost for trustees to attend meetings related to their professional memberships if the meeting is judged to be in the best interest of the District.

Requests for reimbursement must be made to the Board President and be given prior approval by the Board President.

### **8.3 EMPLOYEE GRIEVANCE PROCEDURE**

The definition of a grievance is: "A dispute by an employee that involves questions of interpretation or application of wages, hours, terms and conditions of employment or disciplinary actions". Probationary employees may not grieve termination from their positions.

The employee grievance process shall follow these steps:

- Step One:** First discuss the situation with your immediate manager as soon as possible. You should give your manager an opportunity to investigate and then get back to you.
- Step Two:** If you are not satisfied with your manager's response or feel the problem is not resolved; you can present your problem to the Library Director. This should be done in writing and, again, as soon as possible. You should then allow the Library Director to investigate and get back to you in writing.

**Step Three:** If you are still not satisfied that the problem is resolved; you can present your problem to the Board of trustees. As before, this should be done in writing and as soon as possible. The Board will investigate and make a decision, which will be final.

The Library Director's written response shall be the final disposition of the grievance. Staff grievances may not be appealed to the Board unless the grievance is against the Library Director directly.

This policy is part of the Personnel Handbook, but it is also included here in this Manual to make it clear to all trustees that they can refer employees to the grievance procedure, and that the Board is not involved in the grievance procedure.

The objective of this policy is to promptly and harmoniously resolve grievances, and to facilitate communication among employees. This policy applies to all regular District employees.

#### **8.4 CHAIN OF COMMAND**

The Board is concerned about the needs and success of staff and shall work through the chain of command to facilitate the success of all staff.

The Board expects all staff to respect and follow the chain of command when registering complaints, making suggestions, and in any other way communicating with the Board about the business of the District. Staff members who take complaints, requests, criticism or other organization business directly to the Board or to individual trustees without working through the Library Director shall be considered insubordinate and subject to disciplinary measures by the Library Director.

The Board expects all trustees to respect and follow the chain of command when communicating with staff about the business of the District. trustees shall not take complaints, suggestions, requests, or demands to the staff unless through the Library Director. When a trustee receives a complaint or suggestion from a staff member other than the Library Director, the Trustee shall remind the staff member of the policy about following the chain of command. The trustee shall also report the staff communication to the Library Director.

This policy does not preclude trustees and staff from communicating and working together on regular organizational business, such as through the District's committee or task force structure. However, staff ultimately answer to the Library Director, not the Board, trustees, committees, or committee chairs.

#### **8.5 TELECOMMUNICATIONS AND COMPUTER USE**

The District reserves the right to monitor, access, and disclose the contents of employees' and trustees' electronic and/or telephone communications (including email and voicemail) made on District time using District resources, but shall do so only when it has a legitimate business need.

The issuance of a password or other means of access to the computer or voice mail systems is to assure appropriate confidentiality of the District files and information. The issuance of a password DOES NOT guarantee privacy for personal or improper use of the District's equipment and facilities.

The computer system (including email) and phone system are the District's property and are subject to viewing or inspection by District officials.

All trustees and employees are expected to operate and use the District's computer and phone systems for the legitimate business of the District. Trustees and employees are prohibited from installing personal programs or applications on the District's computer system.

The District's telephone and computer systems are not to be used for the transmission of personal or commercial advertisements, solicitations, or any other unauthorized personal use. Proper personal use of computer equipment, software, and the telephone is permitted when personal use does not interfere with expected work performance or violate any applicable policy, rule, or law.

The District has the right to monitor, view, handle, store, manage, or use for any purpose email, voicemail, or any other electronic information processed on the District's equipment. Derogatory, explicit, obscene, sexual, or any other inappropriate material is expressly prohibited on the District's equipment, and employees who violate this policy are subject to discipline, including termination of employees.

Trustees and employees who use their own computer devices for District purposes may not transfer any document to that personal computer that contains any personnel information, patron records, or financial records. This shall apply to all devices such as portable computers, tablets, and smartphones.

Trustees and employees using their personal telephones for District purposes may find that telephone subject to search specific to District-related matters. When personal phone calls, texts or emails are made using District-owned phones, the right to privacy is forfeited. All phone, text and emails made on a District-owned phone are subject to search and viewing by supervisors or designated agents of the District.

In the course of their duties, trustees and employees are strictly prohibited from operating any computer device while in the act of operating a motor vehicle. This includes texting.

## **CHAPTER 9: OTHER POLICIES**

### **9.1 DISTRICT COMMUNITY INVOLVEMENT**

The District recognizes the need by the community for adequate spaces for meetings and programs of various groups and organizations. Therefore, it is the policy of the district to allow use of the facilities by community organizations and others in accordance with the district access and use of facilities policy.

## **9.2 CHARITABLE DONATIONS BY THE DISTRICT**

Because of the nature of the mission of the District, the District shall not make monetary charitable contributions.

## **9.3 SAFETY AND LOSS CONTROL**

The District is committed to maintaining safety in its operations, on its property, and in the delivery of programs and services. The Library Director shall provide for and actively promote ongoing safety and loss control training for all employees. The Library Director shall institute procedures, where necessary, to ensure the safety of the work environment, and shall provide appropriate equipment to employees sufficient for the performance of their duties. Accidents and losses due to accidents shall be reported to the Board monthly.

When necessary, the Library Director shall review safety concerns and risk management plans with legal counsel to ensure legal compliance.

## **9.4 LIMITED USE OF DISTRICT FACILITIES BY OUTSIDE ORGANIZATIONS**

The Board, through the provisions of this policy, authorizes the use of District facilities as outlined below:

- Individuals may request the use of facilities for and on behalf of a group or organization, but may not use any facilities for private or commercial use
- Groups and organizations such as the following may be granted use of District facilities:
  1. Civic clubs such as Lions, Rotary, and Kiwanis.
  2. Community organizations: Homeowners Associations, Boy Scouts, Girl Scouts
  3. Non-Profit and/or Service Organizations

District facilities shall not be used by persons, groups, or organizations for purely commercial or social purposes (e.g. birthday party), or political party activities.

Individuals belonging to a group whose request is approved shall be required to comply with the security procedures, which are established by the District when using District facilities. A record shall be maintained of each request received showing the name of the individual, group, or organization requesting use of District facilities, the date and hours of use.

## **9.5 DISTRICT EQUIPMENT**

All items purchased belong to the District and are to be used for District needs.

## **9.6 PURCHASE AND SALE OF DISTRICT PROPERTY AND EQUIPMENT**

The purchase and sale of District property and equipment shall be in compliance with the Laws. [75 ILCS 16/40-45; 75 ILCS 16/30-55.32]

No property, equipment or services may be purchased by trustees, management, staff or any of their relatives, for less than fair market value.

District property (i.e., print and non-print materials, equipment, supplies and/or personal property), which in the judgment of the Library Director is no longer necessary or useful for library purposes, may be disposed of in the following manner:

- Books and non-print materials from the District's collection, or gift materials, may be discarded, sold, or, upon the approval of the Board, be given to local philanthropic, educational, cultural, government, or other not-for-profit organizations.
- Any other personal property having an individual current value of less than \$100 may, at the direction of the Library Director, be discarded, turned in on new equipment, or made available for sale.
- In the case of individual surplus items having a current value of more than \$100 but less than \$1,000, the Board may authorize a trade-in of such items on new equipment or sale of such items in accordance with the provisions of the Act. [75 ILCS 16/30-55.32]
- No favoritism shall be shown to members of the Board or members of their immediate families who make bids on or purchase any library item declared surplus.
- Any personal property having a unit value of more than \$1,000 but less than \$2500 shall be displayed at the District's facility and public notice of its availability and the date and terms of the proposed sale shall be posted.

### **9.7 RECOGNITION FOR LONG-TERM EMPLOYEES, RETIRING STAFF, AND DEPARTING BOARD MEMBERS**

The following policy is established to recognize employees who have served the Library for many years and to recognize library board members who have given of their time and talents as part of the Library's governing body.

- **Longevity recognition** - Full-time employees of the Library who have more than 10 years of service shall have their names included on the Employee Recognition Board which is to be displayed in a prominent area of the Library. Employees will be able to move through the categories of 10, 15, 20, and 25+ years of service. The Board in collaboration with the Library Director will establish suitable incremental recognition.
- **Retiring Employees** - Full-time employees retiring from service with the Library in excess of 10, 15, 20 and 25+ years shall receive a retirement recognition based on their years of service. The Board in collaboration with the Library Director will establish suitable recognition.

- **Departing Library Board Members.** Each departing Library Board member shall receive a plaque denoting his/her years of service. The presentation of the plaque shall be done at a regularly scheduled Board meeting

## 9.8 NAMING OF LIBRARY FACILITIES

The Board shall have the sole responsibility for naming or renaming of library facilities and/or sub-units of facilities. (This will also include any commemorative items on behalf of the District). Naming opportunities within a facility may include such areas as buildings, gardens, outdoor spaces, meeting rooms, special use areas, collections, vehicles, and other facilities.

Naming opportunities may be made available to donor individuals, foundations, or corporations that are consistent with the nature and mission of the library. The Board may also choose to approve naming a library facility after a person who must have dedicated a substantial amount of energy, time, resources, leadership, or volunteer service to improve and benefit the library. The depth and breadth of the contributions must be obvious and compelling as well as reflect a dedication to the Library District over a great span of time.

Naming opportunities do not extend beyond the useful life of spaces or facilities within which they are located. A named area within a facility shall bear a commemorative plaque citing the significant role of the donor or library supporter. The library will provide plaques or other commemorative items.

During their tenure, members of the staff, the Library Board, the Foundation Board, and elected officials are not eligible for naming.