



# By-Laws

Highgate Library &  
Community Center

Updated Bylaws,  
Policies & New  
Emergency Response Plan  
07/12/2017





**HIGHGATE LIBRARY**  
P.O. Box 76 • 17 Mill Hill  
Highgate Center, Vermont 05459  
Phone (802) 868-3970  
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## **BOARD OF TRUSTEES BY-LAWS**

### **Article I. Board of Trustees**

The Highgate Library and Community Center Board of Trustees shall consist of five members.

#### **Length of Term:**

Each member of the board will serve for a term of five years.

#### **Vacancies:**

Each year, one board member's term will expire and a successor shall be elected at the annual Highgate Town Meeting.

Vacancies occurring on the Board of Trustees during the period between annual meetings shall be filled by an appointment to be approved by the Highgate Select board. This appointment shall serve until the next annual meeting, at which time the vacancy shall be filled by an elected vote. The person elected shall serve the remainder of the vacating member's unexpired term.

#### **Attendance:**

Board members shall not miss two consecutive unexcused absences and shall be required to attend eight of the eleven yearly meetings beginning on the date of the member's election or appointment to the board, or risk forfeiture of his or her board membership by majority vote of the Trustees.

## Article II. Officers

*Officers on the Board of Trustees shall be elected on a yearly basis at the April Board Meeting.*

### Chair Person

The Chair of the board shall preside at all meetings, appoint all committees, authorize calls for any special meetings, and generally perform the duties of a presiding officer. In the absence of the chair person from a board meeting, the Vice Chair shall act as chair.

### Vice Chair

The Vice Chair of the board shall assist the Chair Person upon request and as needed. In the absence of the chair person and the Vice Chair from a board meeting, the Secretary shall act as chair.

### Secretary

The Secretary of the board shall be the Clerk of the Library Board of Trustees. The Clerk shall keep records of meeting minutes, write letters on behalf of the board and issue notices of all regular and special meetings. The clerk will also post meeting minutes within 5 days of the meeting at the library.

### Treasurer

The treasurer shall have charge of all library funds and income including the appropriations received by the Town of Highgate and shall report at each meeting the state of funds. S/he shall have custody of all evidence of debt or investments and shall see that proper precautions are taken for their safekeeping. S/he is also responsible for timely payment of bills associated with the daily operation of the library. S/he will also provide the board's accounting books on an annual basis to the Town of Highgate for an annual audit.

### General Board Member Responsibilities

The Board of Trustees is responsible for the following:

1. Selecting and supervising a competent librarian.
2. Adopting and implementing the written policies and by-laws to govern operations of the library. These are to be reviewed and updated on a yearly basis.
3. Attendance and participation at monthly board meetings.
4. Working for financial support of the library: preparing a yearly operation budget with the advice and assistance of the librarian and presenting to the town voters.

5. Planning for the future development of the library.
6. Informing the select board of the maintenance needs of the library building and grounds.
7. Assist in and overseeing fundraising events for the library.

### Article III. Meetings

#### Board Meetings

Regular meetings of the Board of Trustees shall be on the first Wednesday of each month at 6:30pm (no meeting in March) unless otherwise specified by the board. Notice of these meetings will be posted in three public locations within the town. Trustees are also to be at the Annual March Town Meeting.

#### Order of Business:

The order of Business at a regular meeting of the board shall be as follows:

- A) Call to order
- B) Public Comments
- C) Approval of minutes
- D) Treasurer's Report
- E) Director's Report
- F) Old Business
- G) New Business
- H) Next Meeting
- I) Executive session
- J) Adjournment

#### Notice of Special Meetings

When necessary, the Chair Person, may call a special meeting of the Board of Trustees. The special meetings must be warned at least 24 hours in advance by posting in three public locations within the town of Highgate. A quorum of the Board of Trustees must attend the special meeting to conduct business.

#### Quorum

A quorum shall consist of three Board of Trustee members present at any meeting.

### Article IV. Amendment of By-Laws

New by-laws may be adopted and any by-law amended, by majority vote of the members of the Board of Trustees at any meeting.

-Updated July 12, 2017



# Policies



### Mission Statement

**Our mission is to promote community growth and engagement. We provide and support diverse, lifelong learning opportunities in an inclusive, imaginative, and welcoming environment.**

### General Objectives

1. To assemble, preserve and administer in an organized collection, educational and recreational materials in order to promote communication of ideas, enlightened citizenship and personal enrichment.
2. To serve the community as a center of reliable information.
3. To provide a place where inquisitive minds may encounter original, sometimes unorthodox and critical ideas so necessary in a society that depends for its survival on the free expression of ideas.
4. To foster and maintain a close working relationship with public schools whose students make use of the library.
5. To maintain continuing contact with the Vermont Department of Libraries and other libraries.
6. To work in concert with other community organizations.
7. To provide opportunity and encouragement for all persons to pursue lifelong learning experiences.



## Who May Use the Library & Community Center

Anyone is entitled to use the facilities, resources and programs. However, in order to borrow materials, patrons must register by filling out a **Library Card Application** and getting a Highgate Library & Community Center (HLCC) Card (see appendix F).

### **Residents:**

**Adults:** All residents of Highgate, are eligible to register for a library card free of charge. *Adults under guardianship must have their registration countersigned by the guardian.*

**Juveniles:** All children of Highgate, may register for a library card. Parents/guardians are required to come into the library to complete the Library Card Application form. *\*The application states that the parents/guardians alone have the responsibility to restrict their child's reading, not HLCC staff.*

### **Non-residents:**

The library may charge residents of surrounding towns, including those from Canada, a library card registration fee of \$5.00, per family/per year to borrow materials from the library. Proof of address must be provided.

The library may charge non-property owning summer residents visiting Highgate a \$10.00 (per family), library card registration fee, to borrow material from the library. Proof of permanent address must be provided.

Transients may borrow library materials by leaving a deposit, equivalent to the purchase price of each item. Their permanent address must also be provided. When the library materials are returned in good condition, the deposit will be returned to the borrower.

## Rules of Conduct

**The Library & Community Center is a public space. Both patrons and staff share the responsibility of making it a safe and welcoming place. The use of the facilities or services may be denied for due cause such as, but not limited to, the destruction of property, disturbance of other patrons and/or staff, through, but not limited to abusive, threatening, obscene language, or any other objectionable conduct on HLCC premises. Patron's whose behaviors are disruptive or who interfere with others' use of the facilities will be required to leave the property.**

HLCC patrons will respect the rights of others to use the space in peace. Respectful behavior includes, but is not limited to:

- Not using tobacco, alcohol or any illegal substances on HLCC property.



- Not using obscene, threatening, harassing or inappropriate language/behavior on HLCC property.
- Bringing only service animals, or animals used as part of a program onto HLCC property.

HLCC patron's will treat library materials and other property with care and respect. The privilege of borrowing library materials may be denied at any time by the Executive Library Director (ED) for abuses such as but not limited to repeatedly neglecting to return books when they are due and refusing to reimburse the library for damages to or loss of books and other materials.

**Incident Report:** If there are concerns regarding: HLCC programs, staff or patron behavior, please file an *Incident Report* (See appendix 1A) with the Executive Director immediately.

All complaints shall be referred to the ED who shall initiate the following procedures:

- The complainant must file his/her concern in writing and he/she will be given an incident report to complete.
- ED will review the report, speak with complainant, consult HLCC policies and determine the type of action that is necessary (if any).
- If the ED feels it is necessary to consult the Board of Trustees, the issue will be discussed at a legally warned Board Meeting and a group decision will be made on to how to proceed.
- The ED or Chair of the Board of Trustees will inform complainant via letter on outcome of their report.

**Unattended children:** Parents, legal guardians and or a responsible caregiver are always responsible for the well being and safety of their children/the children in their care while on HLCC grounds or attending an off-site HLCC sponsored event.

- Toddler & preschool children (ages 0-5) shall at all times be attended to and adequately supervised by parents, guardians and or a responsible caregiver (excluding HLCC staff) while at HLCC or a HLCC sponsored event.
- School-aged children (in fourth grade and up) may use the facilities unattended, providing that parents/guardians have spoken with the ED prior to their child visiting alone and have written permission for this to occur. All children must adhere to HLCC rules, regulations and policies. Otherwise, they are to be supervised by a parent, guardian or responsible caregiver.
- HLCC assumes no responsibility for children of any age left unattended, at any time. Further, parents/guardians assume all liability for damages done by their children to the facilities. This includes damage to materials, computers, furnishings, and to the facility itself.



- Staff (may as needed), notify parents, guardians or responsible caregivers whose children are in need of additional supervision and/or are not following HLCC rules or expectations.
- HLCC is not responsible for enforcing the restrictions a parent/guardian deems appropriate in terms of the materials the child may access.

### Use of the Facilities

The Highgate Library & Community Center is available for occasional meetings by civic, cultural, or educational groups, should they have need of and as long as they do not interfere with regular daily operations. HLCC shall not be designated as the regular meeting place for any organization. Permission from the ED or the Board of Trustees is necessary before any meeting can be scheduled. Groups using the facilities must fill out a *Building Use and Building Agreement Form* (See appendix A) and submit for approval.

A staff member must be on site while the building is in use.

No fee is charged for the use of the space, although donations to the Library may be accepted if offered.

### Loan and Overdue Policies

Library materials are loaned for a two-week period.

There are no overdue fines, but patrons are encouraged to make donations to the conscience fund.

No patron may have more than two “New Books” checked out at any time. “New Books” refers to those books with a “New” sticker on them. “New Books” must also be returned by their due date.

Vacation loans of up to one month may be granted at any time of the year on patron request.

A patron may place a hold on material available at the Highgate Library & Community Center. Holds can be placed through the HLCC online catalog- as long as the registered borrower has their online account set up. The initial online account setup (username and password) needs to be done by staff.

- Holds can also be placed on material by staff members for patrons who are unable to access the online database.
- Items placed on hold will only be held for one week from the date of the first notification.



Renewals are possible for materials that are not considered "New" or on reserve by other patrons. Renewals may be done by patron through their online account, or by calling HLCC. There is a limit of two consecutive renewals.

Library materials that are not available at HLCC may be requested through inter-library loan (ILL). The exception to this is new releases, as libraries will not lend items newer than six months.

- A patron may only have two ILL requests (in process or checked out) at a time. New requests will not be placed until one or both of the previous items have been returned.
- A patron who orders material through ILL and fails to contact the Library about them or pick them up will be charged a \$3.00 (per item) fine to cover the cost of postage. The patron must pay this fine before staff agree to order any more materials through ILL.

Borrowers are billed for non-returned, damaged or lost materials at the current purchase price to be determined by the ED.

- A patron's privilege to borrow material from HLCC is revoked until the material is returned or the cost of replacing the material is paid.
- Before a bill is sent, the borrower will receive three automatic overdue notification e-mails. These are sent out at the 30 day and 45 day mark. If no contact with HLCC has been made to renew or replace the items at day 45, the patron's borrowing privileges are suspended and a bill is sent through the mail.
  - i. Only the ED or Assistant Library Director (AD) has the authority to override or reactivate suspended accounts.

If the borrower fails to either return the materials or pay the cost of replacement within 30 days of receiving the bill, their account may be turned over to the proper legal authorities for collection, in which case, the collection fee will be added to the account.

If lost materials are paid for and then later returned in good condition, the patron will be reimbursed for the payment made to replace the materials.

Those borrowers who claim they have returned overdue materials are encouraged to look again. HLCC staff will also check the shelves at the library for the items in question. If the item is still not found, a claim is noted in the patron's circulation record. They are still held responsible for the materials.

### **Highgate Library & Community Center Hours**

HLCC will remain open on a regular schedule and no fewer than 35 hours per week. Hours of operation will be determined by the Board of Trustees in accordance with the



needs of the community and will be posted on the front door, HLCC website and social media sites.

HLCC will close on all Federal Holidays.

HLCC will close when local schools are cancelled due to severe weather conditions.

The ED may also call for the closing of the library due to inclement weather or unexpected reasons. A closing notice will be given as far in advance as possible and will be posted on social media

### **Cooperation with Other Libraries & Organizations**

The Highgate Library & Community Center realizes that is the right of every person to have total library service available to his/her own town and that the only means of accomplishing this is by full cooperation with other libraries.

HLCC accepts the responsibility for securing information beyond its own resources by borrowing material through interlibrary loan and through the Vermont Department of Libraries Special Service Unit.

HLCC will work with the local schools and school librarians to provide coordinated and complete services for children and young adults. The schools library serves the child in his/her school life; the public library serves the child's community life. The services of the two agencies should complement each other.

### **Services of the Highgate Library & Community Center**

HLCC provides programs, books and other material for information, entertainment, intellectual development, and enrichment of the people in the community.

HLCC will endeavor to do the following:

- Select, organize, and make available books and other materials.
- Provide guidance and assistance to borrowers.
- Initiate programs and exhibits.
- Cooperate with other community agencies and organizations.
- Secure information beyond its own resources when requested.
- Lend to other libraries upon request.



- Maintain a balance in its services to various age groups.
- Cooperate with, but not perform, the function of school or other institutional libraries.
- Periodically review and evaluate services being offered.

Area day care centers and school groups (including after-school and summer camps/programs) are welcome to bring supervised groups to HLCC, providing they have notified the ED of their intentions. Special story hours and orientation sessions or specifically requested programs may be arranged at the discretion of the ED.

Books or other material may not be purchased from the collection. Materials which no longer meet the stated objectives of the library, including outdated, seldom used, or worn items are systematically removed from the collection. Only these items that have been discarded may be purchased at scheduled book sales.

The use of tobacco, alcohol and illegal substances are prohibited in the building or on HLCC property.

There will be no obscene, threatening, harassing or inappropriate language/behavior allowed in the building or on HLCC property.

If there are concerns regarding: HLCC programs, staff or patron behavior, file an *Incident Report* (See appendix 1A) with the ED immediately.

All complaints shall be referred to the ED who shall initiate the following procedures:

- The complainant must file his/her concern in writing and he/she will be given an incident report to complete.
- ED will review the report, speak with complainant, consult HPLC policies and determine the type of action that is necessary (if any).
- If the ED feels it is necessary to consult the Board of Trustees, the issue will be discussed at a legally warned Board Meeting and a group decision will be made on to how to proceed.
- ED or Chair of the Board of Trustees will inform complainant via letter on outcome of their report.

### Computer and Internet Use

HLCC provides its patrons electronic information resources which include Word processing, as well as access to the Internet. All patrons/computer users must have a signed computer use form signed and on file before being allowed to use the computers (See appendix E).



The ED will establish procedures for use of the HLCC computers and Internet access, in order to ensure equitable access to resources. Staff will not monitor an individual's Internet use, except for length of use in order to ensure equal opportunity of access for everyone. The user, or the parent of a minor, is responsible for his or her Internet session at all times. Wi-fi users are expected to comply with all HLCC policies regarding the use of the Internet.

HLCC reserves the right to terminate an Internet session that disrupts daily operation or that involves user behavior which violates the policies. As with all HLCC resources, HLCC affirms the right and responsibility of parents or guardians, not staff, to determine and monitor use of HLCC resources and facilities, including the Internet, by young people under the age of 18 years. Parents who believe that their children cannot responsibly make use of HLCC's Internet access are requested to monitor their children's Internet use.

HLCC users are reminded that computers are located in public areas where screens are easily viewed by staff and patron's of all ages. Individuals are expected to respect the sensibilities of others when accessing potentially offensive content. The deliberate display of sexually explicit materials or images, including attempting to print those materials using HLCC printers, is prohibited.

**Unacceptable Uses of Computers:** Access to the Internet is a privilege. Users are expected to use the Internet in a responsible and ethical manner. This includes complying with HLCC policy, as well as local, state, and federal laws while using the Internet.

Among the uses that are considered unacceptable and which constitute a violation of this policy include, but are not limited to, the following:

- Using HLCC computers or wireless connection for any purpose that violates local, state, or federal laws (including, but not limited to, committing fraud, hacking, or engaging in communications which are libelous or slanderous);
- Using HLCC computers to engage in threatening or harassing communications.
- Offering for sale or use any substance the possession or use of which is prohibited by law;
- Viewing, transmitting or downloading any illegal materials;
- Viewing child pornography;
- Deliberate display of sexually explicit materials or images, including attempting to print those materials using HLCC printers;
- Violating copyright law or software licenses;
- Compromising the privacy of users;
- Attempting to gain unauthorized access to the HLCC network or to cause degradation of system performance;
- Uploading any form of harmful programming or vandalism;
- Attempting to install or delete software on any of the HLCC's computers;



- Altering HLCC's computer settings; moving equipment, or in any way modifying or damaging the computer equipment or software;
- Disrupting the intended use of the computers.

**Response to Violations:** The user's access to HLCC's computer network and Internet connectivity is a privilege, not a right. Failure to comply with this policy and computer use procedures will result in the loss of computer/Internet privileges at Highgate Library and Community Center.

### Materials and Selection Policy

*\* Please remember that ownership does not imply endorsement.*

**Responsibility for Selection:** The responsibility for the selection of materials rest with the ED.

**Selection Criteria:** Selection of library material shall be made on the basis of interest, information, and enlightenment of the people of the service area. No material shall be excluded because of race, nationality, religion, gender preference, or political views.

The guidelines for selection of materials include:

- Recreational, educational, and /or informational value.
- Representation of varying points of view.
- Authority, effectiveness, and timeliness of presentation.
- Availability of materials elsewhere (inter-library loan, SSU).
- Funds and space.

**Selections Tools:** The library subscribes to current selection tools and the Library Director attends material review sessions when offered to help in the selection process.

**Gifts:** Gifts will be accepted with the understanding that if they do not enhance the collection, they will be disposed of in a judicious manner. The same criteria that applies to purchase materials will apply to gifts.

**Challenged Materials:** Despite the care taken to select materials for the public, and the qualifications of those people who select the materials, the patrons might make occasional objections to a selection.

The Highgate Library & Community Center abides by and supports the principle of the *Freedom to Read* (Appendix B) statement and the *Library Bill of Rights* (Appendix C). All complaints shall be referred to the ED who shall initiate the following procedures:

- The complainant must file his/her objections in writing and he/she will be given a prepared questionnaire to complete (See appendix D).



- Inform the Board of Trustees.
- Board & ED will read and examine the complaint.
- Meet with the complainant; go over his/her questionnaire and explain the library's position on the material.
- If the complainant desires, the Trustees will review the challenged material to determine if it meets the criteria set forth in the Selection Policy and determine if the procedure outlined above has been followed.

### **Confidentiality:**

All records relating to library patrons and their use of library materials and services, including computer and Internet use are confidential. Under 22 V.S.A. § 172. Only authorized library personnel shall have access to patron records and only for necessary library administrative purposes. The Library will not share patron registration or transaction records without written permission from the patron to whom the records pertain, except in response to an authorized judicial order or warrant directing disclosure; or to custodial parents or guardians of patrons under age 16. Parents seeking records of their minor child, under age 16, may be asked to provide proof of their child's age, as well as evidence that they are the custodial parent.

Library users who have concerns or complaints about the library's handling of their confidential information should file written comments with the ED. 22 V.S.A. § 173. authorizes civil action if patrons feel their confidentiality rights have been violated.

**Registration:** A number system for registering borrowers will be used to ensure privacy. All patrons upon registering for a library card and or updating their records will receive a copy of *Information for Borrowers* (Appendix E) to review, which states: *As required by 22VSA s 172, all library records of individuals age 16 or over are confidential unless an individual waives that right through written permission. Records of individuals under age 16 may be released upon request to custodial parent(s) or guardian(s) as indicated on the individual's library card application. (It is the responsibility of the custodial parent(s) or guardian(s) to notify the Library of changes).*

**Circulation:** The library circulation records, computers and their hard drives are confidential, and shall not be made available to any agency of local, state, or federal government except pursuant to such process, order, or subpoena as may be authorized under the authority of and pursuant to, local, state, or federal law relating to civil, criminal, or administrative discovery procedures of legislative investigatory powers.

### **Functions of the Board of Trustees:**

The Board of Trustees is responsible for the following:

- Selection and supervising a competent ED. (Personnel Policy- Appendix G)
- Adopting and implementing the written policies and by-laws to govern operations of the Highgate Library & Community Center.



- Attendance and participation at monthly board meetings.
- Working for financial support of HLCC: preparing a yearly operation budget with the advice and assistance of the ED and presenting to the town voters.
- Planning for the future development of the facility.
- Informing the select board of the maintenance needs of the building and grounds.
- Assist in fund raising events.

**The Board of Trustees has the final authority over the interpretation of all HLCC policies. The ED has the responsibility for the day to day administration of the policies.**

#### Review and Revision of Policies

**Policy Review:** All policies will be reviewed yearly by the Board of Trustees and the ED at the November meeting.

Policies may be reviewed at any regularly scheduled Board meeting by a majority of the Board member as long as a quorum is present.



**All Highgate Library & Community Center (HLCC) Staff:**

**Probationary Period:** All new hires will have a 60 day probationary period. The ED will be evaluated after that by the Board of Trustees. Support Staff will be evaluated by the ED.

**Communication:** Any communications amongst employees pertaining to Human Resources, shall be made verbally. For example there will be no text messaging, emailing, private messaging or any other forms of electronic of electronic communication to convey personnel issues.

**Funeral Leave:** Bereavement/ Funeral leave of up to three (3) working days without loss of pay may be granted to full time employee for a death in their immediate family (see town of Highgate Personnel Policy for this definition). More than three (3) days leave may be granted pending the approval of the Board of Trustees.

**Jury/Witness Duty:** Time off for mandatory jury or witness duty will be granted. HLCC will pay the employee the difference between compensation received for said duty and employee's regular wage. An employee serving as a juror or witness is expected to report to work when it does not interfere with court obligations. It is the employee's responsibility to keep their supervisor informed of the amount of time required for jury duty or witness appearance.

**Expenses:** The Librarian's membership in VLA will be paid for. Mileage payment (at the Federal rate) will be made when the librarian(s) attends regional and state meetings, accreditation workshops, and material review and county librarians' meetings. Librarian(s) will be paid their regular wage for time spent at required professional development meetings.

**Resignation Notice and Requirement:** The ED and Assistant Director will give a minimum of three calendar weeks and a commitment of time to help train a replacement. This time is suggested to be two weeks or an equivalent, at the ED and Assistant's convenience.

**Support Staff is asked to give a minimum of two weeks' notice.**

**Termination Policy:** In the event it is recognized by the board that the ED fails to perform the duties expected of the position, or oversteps the boundaries of the position to the point at which the board, who directly supervises the ED, the following steps will be taken: The ED will be given a formal reprimand in the form of a letter of warning. The matter will be given attention at the next board meeting or at an emergency meeting if necessary, to which be warned at least 24 hours in advance. In the event

that after proper discussion by both sides and a period of time to remedy the problem, the matter cannot be resolved a termination notice may be issued. The Board of Trustees reserves the right to terminate the employment of the ED when deemed necessary.

The same procedure will be followed for all support staff, with the exception that the ED is responsible for all staff policy enforcement issues.

**Staff Children at work:** Children of staff are encouraged to use HLCC as patrons. It is inappropriate for any staff member to use HLCC facilities as an alternative to regular childcare. Infrequent emergency situations, such as the sickness of a babysitter, or for short periods when a child may stop to visit or wait for transportation, are acceptable. During these periods, it is the responsibility of the staff member/parent to ensure that the child's behavior is appropriate when in the building and that the child is not disruptive to patrons, staff members or programs.

**Subs:** Any sub, when needed, will be paid a Vermont minimum wage. All subs must be background checked prior to being approved for work.

**Highgate Library & Community Center Policies:** All staff are to receive a copy of the Personnel Policy and their Job Description when hired and each time a revision is made.

**Annual Evaluations:** An annual written evaluation will be completed between the September and December Trustee meetings for the ED by the Board of Trustees.

During this same time period, the ED will complete Support Staff evaluations.

The Board of Trustees has the final authority over the interpretation of all HLCC policies. The ED has the responsibility for the day to day administration of the policies.



## HIGHGATE LIBRARY

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### Executive Director/ Head Librarian

**GENERAL STATEMENT OF DUTIES:** Highly responsible administrative work involving the direction of a broad range of public library functions. Work involves responsibility for the management of the Highgate library collection and for the provision of library services to patrons and community organizations. Duties include policy recommendation, departmental planning and direction and administration of library activities. The position is also invested with making difficult library technical decisions.

**SUPERVISION RECEIVED:** Works under the general supervision of the Highgate Public Library Board of Trustees

**SUPERVISION EXERCISED:** Directly supervises all employees.

**ESSENTIAL JOB FUNCTIONS:** Trains employees in library routines; prepares work schedules and assigns areas of responsibility; prepares department budget and various reports; approves expenditure of appropriations for library purposes; checks bills and employee time records; assists users in obtaining best results from the use of library facilities; prepares and makes annual report for the Town of Highgate and Vermont Department of Libraries; confers with Town officials and the general public to provide information and to resolve problems or complaints; confers with agencies, other public libraries, corporations and community groups in the development of library programs for the Town and assists in coordinating inter-library program efforts; directs and participates in personnel actions such as hiring, termination, assignment, evaluation and labor relations; regular and punctual attendance.

**OTHER JOB FUNCTIONS:** Selects and purchases new books and supplies; performs related work as required.

### **Duties and Responsibilities:**

- Drafts and recommends policy to the Library Board and plans for the implementation of public library goals and objectives.
- Directs the operations of all Library programs.
- Evaluates and administers library programs such as circulation, children, youth and adult services, community outreach services, and public information.
- Directs the development and maintenance of a public library collection of books, periodicals and a variety of other library materials.
- Directs the development, repair and maintenance of the Library buildings.
- Provides staff support to the Library Board of Directors by assisting with meetings, preparing reports, and implementing policy decided by the Board.
- Assists with the preparation of the annual budget.
- Directs and controls the expenditure of library fund allocations within the constraints of approved budgets.
- Confers with State agencies, other public libraries, corporations, and community groups in the development of library programs for the Town and assists in coordinating interlibrary program efforts.
- Prepares annual reports for State agencies and the Town.
- Confers with Town officials and the general public to provide information and to resolve problems and complaints.
- Directs the training of library staff in technical and administrative library skills.
- Directs and participates in personnel actions such as hiring, termination, assignment, evaluation, and labor relations.
- Represents the library on regional and state committees and serves as the Town's authority on library issues.
- Performs related work as required.

### **Knowledge, Skills and Abilities**

- Ability to exercise initiative and independent judgment
- Knowledge of computers, the internet, and commercially available library software
- Ability to prepare comprehensive reports and present ideas clearly and
- Ability to make administrative decisions and interpret policies

- Ability to motivate, establish and maintain effective working relationships with library trustees, staff, volunteers, other community agencies and the public
- Ability to supervise and motivate library staff and volunteers.
- Ability to organize job duties and work independently
- Demonstrated knowledge of library materials and resources
- Creativity to develop and implement library programs and services
- Ability to communicate effectively, both orally and in writing
- Employs management techniques effectively in directing, planning, organizing, staffing, coordinating, budgeting, and evaluating the library's operation
- Knowledge of grant funding opportunities and experienced in grant writing

**Education/Work Requirements:**

BLS/MLS/State Certification from an ALA accredited graduate program or willingness to work toward public library certification through the Vermont Department of Libraries.

**Benefits:**

This is a full time salaried position. Single person health insurance and retirement plan are provided.



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## Library Assistant Director

### JOB DESCRIPTION

**General Description:** The Library Assistant Director will perform a broad range of tasks including, but not limited to the following; public service work & clerical work. Daily tasks will assigned by HPL Library Director.

This position requires a pleasant, upbeat and energetic demeanor, innovative thinking, an understanding of child and youth development, and a strong interest in the community/library connection. Flexibility is a must for this position due to the small staff at the library and the hours that the library is open. This position requires year round coverage during days, evenings and weekends.

#### Duties and Responsibilities:

- Serves patrons in a courteous and business-like manner.
- Performs circulation desk routines including the following:
  - Checks materials in and out
  - Answers directional and basic reference questions
  - Issues new patron cards/updates cards in a timely fashion
  - Reserves materials
  - Notifies patrons about reserved material.
- Assists patrons in finding materials to match their reading interests.
- Assist patrons in the use of library resources including the internet, library materials and programs
- Assist with the positive promoting of library programs
- Assists with program registration, craft prep, ect.
- Shelves materials and keeps shelves neat and accessible.
  
- Informs patrons of reading programs, book discussions and other library sponsored programs.
- General clerical; answer telephone and route calls/messages as necessary.
- Performs opening and closing procedures as necessary.
- Performs daily tasks to keep the library neat, clean and organized
- Overdue book collection calls

- Cataloging new material
- Responsible for Inter Library Loan requests placed by patrons and other libraries (to HPL).
- Picking up and mailing out library mail.
- In the event that the Executive library Director is absent- being responsible for staffing coverage and patron issues that may arise (if necessary reaching out to the board of Trustees for assistance).
- Performs related work as required.
- Other duties as assigned.

**Knowledge, Skills and Abilities:**

- Ability to learn general and library clerical methods and practices.
- To learn the general rules and policies of the library as stated in the HPL Policy handbook.
- To be helpful, cheerful and courteous with library patrons and communicate effectively, both orally and written.
- Creates a courteous pleasant first impression of the library.
- Possess the flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Possess good customer service and public relations skills.
- Ability to make minor decisions in accordance with library policies and procedures while working independently.
- Ability to sort and file alphabetically and numerically.
- Experience with computers and related office equipment.
- To work with limited supervision and also as part of a team.
- Able to manage time effectively.
- Ability to work with groups of all ages.
- Knowledge of the Highgate Community and local resources.
- Working knowledge of Publisher, Excel, Word and online databases necessary to perform job requirements.

**Education/Work Requirements:**

- Minimum High School Diploma or GED equivalency is required. Some experience with general clerical skills including typing, filing and computer skills, or any equivalent combination of experience and or training that provides the required skills, knowledge and abilities. Experience in working with the public is preferred.

**Job Placement: Part time**

*There are no benefits provided with this position*



## HIGHGATE LIBRARY

P.O. Box 76 • 17 Mill Hill  
Highgate Center, Vermont 05459  
Phone (802) 868-3970  
Fax (802) 868-4389

### Library Clerk

#### JOB DESCRIPTION

**General Description:** The Library Clerk will perform a broad range of tasks including, but not limited to the following; library circulation and clerical procedures with a heavy concentration of public contact. Daily tasks will assigned by HPL Library Director.

This position requires a pleasant, upbeat and energetic demeanor and a strong interest in the community/library connection. Flexibility is a must for this position due to the small staff at the library and the hours that the library is open. This position requires year round coverage during days, evenings and weekends.

#### Duties and Responsibilities:

- Serves patrons in a courteous and business-like manner.
- Performs circulation desk routines including the following:
  - Checks materials in and out
  - Answers directional and basic reference questions
  - Issues new patron cards/updates cards in a timely fashion
  - Reserves materials
  - Notifies patrons about reserved material.
- Assists patrons in finding materials to match their reading interests.
- Assist patrons in the use of library resources including the internet, library materials and programs
- Assist with the positive promoting of library programs
- Assists with program registration, craft prep, ect.
- Shelves materials and keeps shelves neat and accessible.
  
- Informs patrons of reading programs, book discussions and other library sponsored programs.
- General clerical; answer telephone and route calls/messages as necessary.
- Performs opening and closing procedures as necessary.
- Performs daily tasks to keep the library neat, clean and organized.
- Must be able to work Saturday's 9-12.

- Designs, promotes and facilitates one library program yearly.
- Performs related work as required.
- Other duties as assigned.

**Knowledge, Skills and Abilities:**

- Ability to learn general and library clerical methods and practices.
- To learn the general rules and policies of the library as stated in the HPL Policy handbook.
- To be helpful, cheerful and courteous with library patrons and communicate effectively, both orally and written.
- Creates a courteous pleasant first impression of the library.
- Possess the flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
- Possess good customer service and public relations skills.
- Ability to make minor decisions in accordance with library policies and procedures while working independently.
- Ability to sort and file alphabetically and numerically.
- Experience with computers and related office equipment.
- To work with limited supervision and also as part of a team.
- Able to manage time effectively.
- Ability to work with groups of all ages.
- Knowledge of the Highgate Community and local resources.
- Working knowledge of Publisher, Excel, Word and online databases necessary to perform job requirements.

**Education/Work Requirements:**

- Some experience with general clerical skills including typing, filing and computer skills, or any equivalent combination of experience and or training that provides the required skills, knowledge and abilities. Experience working with the public is also helpful/

**Job Placement: Part time**

*There are no benefits provided with this position*



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### Library Program Assistant

#### JOB DESCRIPTION

**General Description:** The Program Assistant will perform a broad range of tasks. Including, but not limited to the following: Public service work off and on the library premises, library planning and facilitation, program prep work, and providing coverage at the library circulation desk. Daily tasks will assigned by HPL Library Director.

This position requires a pleasant, upbeat and energetic personality coupled with creative and innovative thinking. The position requires an understanding of child and youth development, to be able to interact will age groups and possess a desire to further local community connections. Flexibility is a must for this position due to the small staff at the library and the hours that the library is open. This position requires year round coverage during days, evenings and weekends.

#### Duties and Responsibilities:

- Planning and facilitating library sponsored programs/events monthly for children, youth and adults.
- In cooperation with the Director, assist in the development and preparation of new and innovative programs for the community.
- Organize and facilitate monthly book discussions.
- Working with the library staff to plan and facilitate the summer reading program.
- In cooperation with the Director, establish and maintain working relationships between the Library, town offices, schools, and other community organizations and members.
- Distribute program information to local agencies.
- Fill in as needed for library staff to cover vacations/sick time.
- Staffing Saturday Library hours, 9:00am-1:00pm, is required for this position.
- Performs related work as required.

**Knowledge, Skills and Abilities:**

- To learn the general rules and policies of the library as stated in the HPL Policy handbook.
- To be helpful, cheerful and courteous with library patrons and communicate effectively, both orally and written.
- To make minor decisions in accordance with library policies and procedures while working independently.
- To work with limited supervision and also as part of a team.
- Able to manage time effectively.
- Knowledge of child & youth development.
- Ability to engage youth in community service and leadership activities.
- Ability to work with groups of all ages.
- Knowledge of the Highgate Community and local resources.
- Working knowledge of Publisher, Excel, Word and online databases necessary to preform job requirements.

**Education/Work Requirements:**

- Minimum High School Diploma or GED equivalency is required.
- At least 2 years of experience working with children and youth is preferred, but not required.

*There are no benefits provided with this position*

*Please send your cover letter and resume to:*

*Liza L. Comiskey*

*Highgate Public Library*

*Po Box 76*

*Highgate Center, Vermont 05459*

*[lcomiskey@highgatevt.org](mailto:lcomiskey@highgatevt.org)*

***\*\*No phone calls please***

***Library Program Assistant***

The Highgate Public Library has a part time position available. We are looking for a pleasant, upbeat and energetic person to join our staff. Tasks will include: Library program planning and facilitation, program prep work, and providing coverage at the library circulation desk. Flexibility is a must and requires year round coverage during days, evenings and weekends. For a full job description, visit our website @ [www.highgatelibrary.wordpress.com](http://www.highgatelibrary.wordpress.com) Please submit resume and references to [lcomiskey@highgatevt.org](mailto:lcomiskey@highgatevt.org) by March 25<sup>th</sup>. **No phone calls please.**



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***New Hire Employee Checklist***

- Job description
- Personnel Policy
- Staff info book
- Highgate Library & Community Center Policy book
- Incident Report Form
- Weekly cleaning checklist
- Tour of library
- Fingerprinting paperwork and policy
- Payroll & Employment paperwork has been turned in
- Review of pay schedule & probation period

**I acknowledge that the items checked have been reviewed with me and I understand them.**

\_\_\_\_\_  
**Employee                  Date**

\_\_\_\_\_  
**Supervisor                  Date**



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### EMPLOYEE & VOLUNTEER FINGERPRINTING PROCESS POLICY

1. Make an appointment with the Swanton Police Department at 868-4100 to be fingerprinted.
2. The employee/volunteer to be fingerprinted must complete the *FBI National Records Check Release Form* in the presence of a Notary (available at the Town Clerk's). The applicant must also provide copies of two forms of identification (such as driver's license, birth certificate, ect.) to the Notary. Once the Notary verifies the employee's/volunteer's identity, they will sign the bottom of the release form.
3. The employee/volunteer (to be fingerprinted) completes and signs the *Fingerprint Authorization Certificate (FAC)*.
4. The Employee/Volunteer to be fingerprinted pays the \$15 fingerprinting fee (cash or check only) to the Swanton Police Department. Highgate Library & Community Center (HLCC) will pay the Criminal Record Check Fee to the Vermont Crime Information Center.
5. A HLCC representative (Director and or Board of Trustee member) completes the *Fingerprint Authorization Certificate (FAC)*. The following must be completed before sending in: a) Agency Code, b) reason fingerprinted, c) payment amount d) payment method, e) staff signature
6. The employee/volunteer (to be fingerprinted) must bring the completed *FAC* to the police department for their fingerprinting appointment. You can not be fingerprinted without the FAC.
7. When fingerprinted at the police department you must bring two forms of identification and \$15.00 (cash or check) payable to the Swanton Police Department.
8. After completing the fingerprinting process, the employee/volunteer brings the fingerprint receipt to the authorized HLCC representative.

9. *Your employment and or volunteering may not begin until HLCC receives the results of your criminal records check. Both positions are contingent upon a satisfactory criminal records check.*
10. *HLCC must send the completed FBI National Records Check Release Form, a copy of the FAC and fingerprinting receipt to the Vermont Crime Information Center for processing. The Fingerprinting receipt must have the employee's/volunteer's name on it prior to sending.*

**If you have any questions or concerns regarding this process, please contact the HLCC director at 868-3970.**



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VERMONT CRIMINAL INFORMATION CENTER  
FINGERPRINT AUTHORIZATION CERTIFICATE

\*\*\* APPLICANT: You must bring this certificate with you to your fingerprinting appointment. Identification Center staff WILL NOT submit your fingerprints to VCIC for processing without this form.\*\*\*

Agency Code: 1936

REASON FINGERPRINTED:

Adoption  Education  NCPA-Employment  NCPA-Volunteer  Secretary of State

NAME: \_\_\_\_\_  
Last First Middle

ALIAS: \_\_\_\_\_

DOB: \_\_\_\_\_ SSN: \_\_\_\_\_

POB: \_\_\_\_\_  
Town State Country

TELEPHONE NUMBER: \_\_\_\_\_

In addition to Vermont I have resided or been employed in the following states: (If applicable, circle appropriate states)

CO HI IL MA MS MT NB NH RI UT WA WY

Applicant Signature: \_\_\_\_\_

I certify that the above applicant has appeared before me and paid his or her criminal record check fee. I understand that the Department of Public Safety will bill my agency for this record check.

Our agency is responsible for paying the record check fee. I understand that the Department of Public Safety will bill my agency for this record check.

Agency Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**IDENTIFICATION CENTER USE ONLY:**

TVT: \_\_\_\_\_ Date Printed: \_\_\_\_\_

**IDENT CENTER STAFF – Mail these forms to:**  
**VCIC – 103 S. Main St, Waterbury VT 05671 Attn: Criminal Record Check Program**

**VERMONT CRIMINAL INFORMATION CENTER  
NATIONAL CHILD PROTECTION ACT PROGRAM  
FBI NATIONAL RECORD CHECK RELEASE FORM**

Qualified Entity	Highgate Public Library (Town of Highgate)		
Applicant	Last	First	Middle
Maiden or Alias Names			
Social Security #			
Place of Birth	City/Town	State	Country
Date of Birth	Month	Day	Year
Applicant's Telephone #	Include Area Code and Number		

**RELEASE**

I, \_\_\_\_\_, hereby acknowledge and agree to a check of any criminal record of convictions which may be maintained by the FBI. I understand that the results of that check will be made available to \_\_\_\_\_ for use in reviewing my suitability for employment. I further understand that I have the right to appeal the results of the criminal record check to the Vermont Criminal Information Center, Department of Public Safety, 103 South Main Street, Waterbury, Vermont, 05671-2101.

Signature of Applicant	Date
Identity verified by:	Date

**NOTARY**

\_\_\_\_\_ personally appeared before me and satisfied me that s/he is the person named in and who signed this Release Form. Thereupon s/he acknowledged the signing of this Release Form as his/her act and deed for the uses and purposes expressed in this document.

Printed Name of Notary	Notary Signature
Commission Number	Commission Expires





# Employee Warning Notice

Name	Department	
Job Title	Emp. No	Date

*Instructions. Complete this form when it is necessary to warn an employee that their performance is unacceptable. Review the report with the employee. Give a copy of the report to the employee and retain the original in the employee's file for future reference.*

**You are hereby notified that your performance in the following area(s) is unsatisfactory at this time. We want you to remain employed at this firm, but failure to correct deficiencies may result in termination of employment.**

Punctuality	Job Knowledge	Production	Safety	Completeness
Attendance	Job Skills	Accuracy	Cooperation	_____
Attitude	Leadership	Obedience	Conduct	_____

**You are on probation for \_\_\_\_\_ days.**

**You are not on probation at this time.**

Explanation and further details

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Follow-up action needed

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**I acknowledge receipt of a copy of this warning and I \_\_\_\_\_ agree \_\_\_\_\_ disagree with it and state:**

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Employee Signature	Date
Company Name	Completed by
Title	Signature



## HIGHGATE LIBRARY

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### EMERGENCY RESPONSE PLAN

These procedures are intended to assist the staff of the Highgate Library and Community Center in responding to emergencies. When you become aware of an emergency situation where life or library property is threatened, immediately contact the 911. It is imperative that you follow the directives of emergency response personnel. The Library Director shall be notified immediately of any situations where the Emergency Response Plan has been put into effect. If the Library Director is unavailable, then Chair of the Board of Trustees shall be advised.

- The Director will notify the Chair of the Board of any situations where the ERP has been put into effect. The Chair of the Board, if necessary, will notify the other Board Members of the situation.
- All staff are responsible for instituting the procedures in this plan in the event of an emergency.
- All employees must wear their Panic Buttons while at work, as well as their HLCC ID Badges.
  - The Badges are meant to help identify you to patrons and community members. *This is a simple safety measure* put in place to help parents, children and first responders, if the need ever arises, to identify a safe, contact person at the scene.

### REQUIRED PAPERWORK AFTER AN INCIDENT

#### Incident Report:

All emergencies and incidents that occur at or on HLCC property need to have an incident report on file. Blank copies of this form are kept in the wall file behind the main desk. Please fill this out as accurately as you can and as soon as possible after the incident occurred. These are to be given to the Director once completed.

**This Emergency Response Plan (ERP) will be placed in the Staff Handbook, located in the main file cabinet behind the desk. All employees will also be given a copy.**

**This will be reviewed on a yearly basis with all staff/volunteers at a mandatory ERP meeting and training, as well as given to all employee/volunteer upon beginning at HLCC.**

## **USING YOUR PANIC BUTTON:**

Your panic button will notify the police that there is an issue. **These are to be used if you feel you are in physical danger or there is an emergency situation and you need additional help.**

- The panic buttons will also notify an administrator (or those on the Alarm List), who will also respond.
- *If the panic buttons are pressed by mistake, when and if you are called by the police, give them your pin code for the security system. They will deactivate the call and will not respond.*

### **What you should do:**

If ever you feel that you are in an unsafe situation, PRESS your button. Do not worry about These buttons when pushed automatically call the alarm company/police department.

*If the panic buttons are pressed by mistake, when and if you are called by the police, give them your pin code for the security system. They will deactivate the call and will not respond.*

### **What will happen:**

The alarm company will also notify one of the following: Liza, Sharon or Virginia if these are pushed. They will continue to contact these individuals until someone answers.

Police should show up without calling.

### **Remember:**

- **Police do take a bit to respond, so please make sure you and all patrons are removed from the situation and are safe.**
- **DO NOT WORRY ABOUT LEAVING THE BUILDING UNATTENDED.**
- **Safety is top priority.**

## **EMERGENCY REPORTING**

### **What you should do:**

In order to facilitate emergency response, all emergency situations occurring in and on Highgate HLCC and Community Center (HLCC) property should be immediately reported.

Push your panic button, *which you should have on you at all times*, if you feel you or patrons are in danger. This will alert police as well as the security company, who will notify those on the phone tree. If possible, - **DIAL 911.**

**9-1-1 should be called for all Police, Fire and EMS emergencies.**

**Tell the dispatcher the following information:**

- o Who you are
- o Where you are
- o The nature of the emergency
- o If anyone needs medical attention
- o Any circumstances that may help or impede response personnel
- o What phone number at which you can be contacted, if any

After contacting 911 and taking necessary immediate action, report all emergencies to HLCC Administration. **Liza at 802-393-9857 or Rebecca at 309-8901.** *If these two are unavailable, there is a full contact list at the end of this response plan.*

Try to remain calm and inform others that help is coming and follow any directions given by dispatchers or emergency personnel.

**This will happen when you call 911:**

- Emergency personnel will handle the situation when they arrive and give further instructions to affected persons.

**ACCIDENT OR ILLNESS**

Check the scene for your own safety. Be aware of UNUSUAL sights, odors, appearances or behaviors, or noises.

If situation is unsafe, do not attempt to get to the victim, leave immediately and call for help.

Check the victim. Determine if they are conscious/ breathing. If they are conscious, ask them what the problem is and if they need assistance. Note any unusual behavior, bleeding, trouble speaking, excessive sweating, trouble walking or standing, or any other sign they may be ill or injured. **(DO NOT TOUCH the victim if there is body fluid/ blood until you have medical gloves on).** These are kept in the Medical First Aid kit by the front desk.

**Call 911**

- . Give the dispatcher the following information
  - a) Your name
  - b) The location of the injured/ill person(s)
  - c) Type of injury or illness
  - d) Approximate age of victim(s)
- e) Any pertinent information observed or obtained while checking the victim
- f) A call back phone number in case there is a need for more information

**Provide Care for the victim if you are trained to do so, otherwise do not attempt to move or provide treatment.**

The dispatcher will notify police and EMS if it appears necessary from information gathered.

Stay with the victim(s) and reassure him/her until help arrives.

*There will be a portable AED (defibrillator) installed on the wall behind the main desk. (if grant comes through). Once opened, this will instruct you step by step on what to do. Please note that the AED will not deliver a shock, unless the hearts rhythm is determined to be "chaotic" and needs a "restart". If no shock is needed, it will instruct you to begin CPR.*

Be sure to fill out an incident report form and notify HLCC Administration of the incident. **Liza 802-393-9857 or Rebecca at 309-8901.**

### **PATRON PROBLEMS IN THE HLCC**

**This is what you should do:**

**Unruly Patron:** If a patron is irate, violent, irrational, threatening or appears mentally unstable, under no circumstances should you engage or confront the patron.

**Remember:**

- Throughout the event, don't lose you cool; remain calm and keep your composure. Don't argue.
- Speak slowly and quietly no matter how loud or confrontational the patron becomes.
- Defuse or walk away from a potentially violent situation.
- **Press your panic button**
- Gather patrons who are in the building
- Exit immediately.
- When you Exit the building, go to the gas station (or a safe location) and call 911.

**Remember:**

- **Police do take a bit to respond, so please make sure you and all patrons are removed from the situation and are safe.**
- **DO NOT WORRY ABOUT LEAVING THE BUILDING UNATTENDED.**
- **Safety is top priority.**

**Suspected Child Abuse:**

Everyone is encouraged to report their concerns about children's safety. HLCC employees are not "mandated" reporters, however we STRONGLY encourage everyone to speak up if they have ANY concerns, no matter how small.

- If you suspect abuse or a situation has occurred that has you concerned (and the child is NOT IN IMMEDIATE DANGER), contact Liza.
- **If a child is in immediate danger, dial 911. Then, call 1-800-649-5285 to make a report.**

- You will never get in trouble for making a report (by HLCC or the by state).

Remember: Protecting children is everyone's business. Your report could protect a child, get help for a family, and even save a child's life!

**Suspected Abuse or Neglect to a Vulnerable Adult:**

- If you suspect abuse or a situation has occurred that has you concerned (and the Vulnerable Adult is NOT IN IMMEDIATE DANGER), contact Liza.
- **If they are in immediate danger, dial 911. Then, call (800) 564-1612 to make a report to Adult Protective Services.**
- You will never get in trouble for making a report (by HLCC or the by state).

**SECURITY MEASURES FOR PICKING UP CHILDREN**

**Relief from Abuse or Protective Court Orders:** We cannot deny access to a biological parent without a valid court-signed order on file here at HLCC. The custodial guardian must present the whole court order to HLCC, in order for us to legally uphold this.

- If we have the full court order and the parent shows up **DIAL 911 (or tell someone to call immediately) and Press your panic button.**
- Remain Calm and try to keep this child with you.
- Your co-worker or person speaking to 911 will remain on the line and the police will be dispatched. 911 will assist with instructions.

**If HLCC is aware in advance that the parent is coming, lock all doors and contact 911 immediately.**

**Parent picking up a child and is suspected to be under the influence:** If a parent or caregiver comes to pick up a child from an event and is suspected of being under the influence, DIAL 911 and try to stall them from leaving. *We are not able to restrict the parent from leaving with their child.*

- If the person insists on leaving with the child, get their license plate #, car make, model and color and the direction they were headed.
- Give this information to 911 dispatch

**Someone other than the legal guardian picking up child:**

If the Guardian/Parent would like another person to pick up their child, the Guardian/Parent must list a designated person or persons on their program registration form. We do understand that sometimes things happen and the Guardian/Parent can't get to pick up. In cases like this, they must still call HLCC and provide them with the name and phone number of that person.

- If Parent/Guardian DOES NOT notify us of a change and an adult, who is not on the approved pickup list shows up (even if the child knows them) we DO NOT let the child leave the building until the Parent/Guardian can be reached to confirm the change.

## **BUILDING EVACUATION**

### **Situations when you may need to evacuate:**

- Fire alarms (Evacuation is MANDATORY)
- If you smell smoke or know an actual fire is burning
- When instructed to do so by the 911 dispatcher, local police, fire/EMS.

### **When you should NOT evacuate:**

- When it is unsafe to do so.
- When instructed not to evacuate by HLCC personnel, the 911 dispatcher, police or representative from fire/EMS personnel.

### **When evacuating remember:**

- **Remain calm and quiet (keep talking to a minimum so instructions can be clearly heard).**
- Follow instructions of emergency response.
- **Make sure everyone is out of the building before you exit.** Check all areas, including "hidden" places like the restroom & safe.
  - Only if time allows, quickly gather critical personal belongings (ID, keys, purses, wallets, etc.) If imminent danger exists, do not attempt to gather belongings!
- Lock the door if time allows and you are the last person out.
- Use the **CLOSEST ACCESSIBLE EXIT** for evacuation.
  - All exit signs are equipped with emergency lighting systems with battery backup and will come on in the event of a power failure. A delay of several seconds may occur before this happens.
- Proceed to the **MEETING SPOT/SAFETY ZONE** (which is the Flagpole in Flat Iron Park) unless otherwise instructed to an alternate location by safety personnel.
- Keep talking to a minimum,
- Walk quickly

**HLCC Staff is responsible for doing a walk through and making sure the building is empty before evacuating.**

### **Do Not:**

- Do not run or create panic.
- Do not return to the building until an "all clear" signal is given by police, fire or EMS.

**CRIME REPORTING PROCEDURES** for any crime in HLCC or on HLCC property.

**DIAL 9-1-1.**

- Tell the dispatcher your name and location.
  - Give a description of what is taking place.
  - Give a thorough description of any suspect(s); physical description, clothing, vehicle information and direction of travel.
  - Tell the dispatcher if there are any injuries and the extent of the injuries (if known)
- **Unless you feel you are in danger**, stay on the phone until the dispatcher ends the conversation
  - Give the dispatcher a phone number where you can be reached if more information is needed.

**This is what will happen if 911 is called:**

- Police and if needed, EMS will be dispatched to assist you or the victim, take appropriate action, and gather report information.
- Other agencies or personnel will be notified as necessary.
- You will more than likely have to give a statement, either verbally or writing, to police.

**FIRE**

**If you see or smell smoke or fire, BEGIN EVACUATION and Dial 911**

**You may need evacuate the building first and call once you are out of danger.**

**Remember:**

- Do not panic.
- Do a room check and ensure that all patrons are out of the building.
- Do not go towards heavy smoke: do not let heavy smoke come between you and an exit. Go to a different exit away from the smoke.
- If caught in heavy smoke, take short breaths. Breathe through your nose, stay low, crawl if necessary. There will be less smoke near the floor.
- If fire or smoke prevents you from exiting the building, go to a room far away from the fire, shut the door, open or break an outside window and signal for help.
- Follow the instructions of emergency response personnel.
- Exit signs come on in the event of a power failure. It may take several seconds for the this to occur.
- Our MEETING SPOT/ SAFE ZONE is the flag pole in Flat Iron Park.
- We have 2 extinguishers in the building. One is behind the main desk. The second is in the basement on the wall by the furnace. **DO NOT attempt to go into the basement to get this if there is a fire.**

**When using a fire extinguisher, remember "PASS"**

<i>Pull</i> the pin on the handle
<i>Aim</i> low at the base of the fire
<i>Squeeze</i> the handle
<i>Spray</i> from side to side

**Do Not:** attempt to fight the fire unless it is very small/contained and you have been trained and are confident you can handle the situation

**When 911 is called for a fire:**

The dispatcher will notify the fire department and they will respond.

**HAZARDOUS MATERIALS INCIDENT (if a spill occurs at the Gas Station)**

**If a spill occurs at the Gas Station, they must notify HLCC and put their HAZMAT procedures into place. HLCC Staff only need to worry about keeping HLCC patrons safe.** This may be either keeping them in the building or evacuating, depending on what you are told by Irving and or Fire/Hazmat officials.

Do not enter the area containing the spill, and keep others from entering the area.

Notify HLCC Administration (when you are able)

**This is what will happen when 911 is contacted for a HAZMAT situation:**

- The Fire and EMS will contain the scene and tend to any injured persons.
- Evacuation, containment and cleanup will be conducted as directed by the Fire representative or state/local agency incident commander.
- The HLCC may close if the Fire Department or responding agencies feels there is any safety or health concerns.

**MEDIA RELEASE**

The HLCC Director and the Board of Trustee Chair have the primary responsibility for the release of information to the news media. It is of utmost importance that only accurate and factual information be released to the public. Incorrect or incomplete information could be detrimental to Highgate HLCC & Community Center, its employees, and the town of Highgate. Refer all news media inquiries and information requests to **Liza L. Comiskey, at 393-9857, Rebecca Howrigan at 309-8901**

**During and after an emergency situation, employees:**

1. Will NOT respond to media or public information requests.
2. Will refer all media inquiries to the Director or Trustee Chair
3. Will not discuss or speculate on the cause, events, impact or persons involved with the situation. This includes communicating via social media.

**POWER FAILURE**

- Remain calm and grab the flashlight from the file cabinet (it is kept with the first aid kit).
- Assist others who may not be familiar with the space.
- The Emergency exit signs will turn on in the event of a power failure. It will take several seconds for this to occur.
- If the power will be off for more than an hour (you will need to contact Swanton Power at 868-3397 to find this out) contact HLCC Director or Board Chair and they will decide if the HLCC should close down.

**WINTER STORM**

**HLCC Emergency Closing Policy and Procedures**

**Policy:** *HLCC will closes when local schools are cancelled due to severe weather conditions. The Director may also call for the closing of the HLCC due to inclement weather or unexpected reasons. A closing notice will be given as far in advance as possible and will be posted on social media*

-June 2017

**Town Contacts:**

**Fire Chief:** Joe Depatie – 868-7722 *HVFD non-emergency line*

**Public Works Director:** Pat Loyer – *393-7020*

**Town Clerk:** Wendi Dusablon – *868-4697*

**Town Administrator:** Heidi Britch-Valenta – *868-4697*

**HLCC Director:** Liza L. Comiskey –

**HLCC Board Chair:** Rebecca Howrigan –

**Highgate Select Board Chair:** Sharon Bosquette –



**HIGHGATE LIBRARY**

P.O. Box 76 • 17 Mill Hill  
Highgate Center, Vermont 05459  
Phone (802) 868-3970  
Fax (802) 868-4389

**Incident Form**

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Employee: \_\_\_\_\_

Location of incident: \_\_\_\_\_

Name of other individuals involved: \_\_\_\_\_

Witnesses: \_\_\_\_\_

Type of incident: (A) Injury (B) Complaint (c) Disturbance (D) Other: \_\_\_\_\_

Comments/description of incident:

First Aid Given: Yes/No

Ambulance Called: Yes/No

Police Called: Yes/No

Was a report filed: Yes/No

Responding Officer's Name: \_\_\_\_\_

Action Taken: \_\_\_\_\_

Employee Signature: \_\_\_\_\_



**Highgate Library and Community Center**

**Phone Contact Information List**

**Staff Contacts:**

**Liza L. Comiskey:**

**Liz Toohey:**

**Paulette Unwin:**

**Rose Pryme:**

**Board Contacts:**

**Virginia Hollmar:**

**Rebecca Howrigan:**

**Karen Fortin: (w)**

**Becky Johnson:**

**Alyssa Ryan:**

# BOMB THREAT CALL PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

### If a bomb threat is received by phone:

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist (reverse side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of the call, do not hang up, but from a different phone, contact FPS immediately with information and await instructions.

### If a bomb threat is received by handwritten note:

- Call \_\_\_\_\_
- Handle note as minimally as possible.

### If a bomb threat is received by email:

- Call \_\_\_\_\_
- Do not delete the message.

### Signs of a suspicious package:

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

### DO NOT:

- Use two-way radios or cellular phone; radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm.
- Touch or move a suspicious package.

### WHO TO CONTACT (select one)

- Follow your local guidelines
- Federal Protective Service (FPS) Police  
1-877-4-FPS-411 (1-877-437-7411)
- 911

# BOMB THREAT CHECKLIST

Date:  Time:

Time Caller Hung Up:  Phone Number Where Call Received:

### Ask Caller:

- Where is the bomb located?  
(Building, Floor, Room, etc.)
- When will it go off?
- What does it look like?
- What kind of bomb is it?
- What will make it explode?
- Did you place the bomb? Yes No
- Why?
- What is your name?

### Exact Words of Threat:

### Information About Caller:

- Where is the caller located? (Background and level of noise)
- Estimated age:
- Is voice familiar? If so, who does it sound like?
- Other points:

- | Caller's Voice                           | Background Sounds:                         | Threat Language:                      |
|--|--|---------------------------------------|
| <input type="checkbox"/> Accent          | <input type="checkbox"/> Animal Noises     | <input type="checkbox"/> Incoherent   |
| <input type="checkbox"/> Angry           | <input type="checkbox"/> House Noises      | <input type="checkbox"/> Message read |
| <input type="checkbox"/> Calm            | <input type="checkbox"/> Kitchen Noises    | <input type="checkbox"/> Taped        |
| <input type="checkbox"/> Clearing throat | <input type="checkbox"/> Street Noises     | <input type="checkbox"/> Irrational   |
| <input type="checkbox"/> Coughing        | <input type="checkbox"/> Booth             | <input type="checkbox"/> Profane      |
| <input type="checkbox"/> Cracking voice  | <input type="checkbox"/> PA system         | <input type="checkbox"/> Well-spoken  |
| <input type="checkbox"/> Crying          | <input type="checkbox"/> Conversation      |                                       |
| <input type="checkbox"/> Deep            | <input type="checkbox"/> Music             |                                       |
| <input type="checkbox"/> Deep breathing  | <input type="checkbox"/> Motor             |                                       |
| <input type="checkbox"/> Disguised       | <input type="checkbox"/> Clear             |                                       |
| <input type="checkbox"/> Distinct        | <input type="checkbox"/> Static            |                                       |
| <input type="checkbox"/> Exotic          | <input type="checkbox"/> Office machinery  |                                       |
| <input type="checkbox"/> Female          | <input type="checkbox"/> Factory machinery |                                       |
| <input type="checkbox"/> Laughter        | <input type="checkbox"/> Local             |                                       |
| <input type="checkbox"/> Lisp            | <input type="checkbox"/> Long distance     |                                       |
| <input type="checkbox"/> Loud            |  |                                       |
| <input type="checkbox"/> Male            |  |                                       |
| <input type="checkbox"/> Nasal           |  |                                       |
| <input type="checkbox"/> Normal          |  |                                       |
| <input type="checkbox"/> Ragged          |  |                                       |
| <input type="checkbox"/> Rapid           |  |                                       |
| <input type="checkbox"/> Raspy           |  |                                       |
| <input type="checkbox"/> Slow            |  |                                       |
| <input type="checkbox"/> Slurred         |  |                                       |
| <input type="checkbox"/> Soft            |  |                                       |
| <input type="checkbox"/> Stutter         |  |                                       |
- Other information: \_\_\_\_\_



# Homeland Security