

Palmerton Area Library
Agreement for Overnight Use of the Library

1. Use of computers is prohibited, except by special arrangement.
2. The library office, the check out desk, and the desks of library employees are off limits.
3. Food and drinks should be confined to the upstairs conference room.
4. Basement is off limits except with an adult.
5. Children must be accompanied by an adult in the elevator.
6. Conference room and Gallery must be clean and vacated before 9:00 am on Saturday.

Check List For Library Clean Up After a Sleepover

1. Vacuum conference room and gallery carpet. _____
2. Wipe down all tables used. _____
3. Empty garbage can and replace bag. _____
4. Place full garbage bags at the bottom of basement steps. _____
5. Clean bathroom upstairs (wipe out sink, empty garbage). _____
6. Put all chairs and tables back to the place you found them. _____
7. Room must be clean and empty by 9:00 am. _____
8. Return all movies watched to the check out desk. _____
9. Wipe out and dry kitchen sink and faucet. _____
10. Clean and dry countertop. _____
11. Remove your items from the refrigerator. _____
12. Wipe out microwave. _____

Attendance: Adults _____ Juveniles _____

Return this check sheet to the front check out desk in the morning before you leave.

Leader's Name _____ Troop # _____

Phone # _____ Date of sleepover _____

Fee: \$20.00 _____ Paid

Thank you!

Emergency contacts:

Reviewed November 2019

Palmerton Area Library
Patron Behavioral Policy

The Palmerton Area Library has a responsibility to the community it serves as to provide a safe, clean, and welcoming environment. To facilitate this, we ask that patrons of the library adhere to the set of guidelines listed below.

Patrons who exhibit disruptive behavior in the library will be asked to follow the rules listed in the behavior policy. Patrons who continue to cause disruptive behavior will be asked to leave the library premises.

Disruptive Behavior is defined as “any patron behavior that interferes with the normal operation of the library or which interferes with another patron’s ability to use the library.”

The Library Director and other staff members shall have the responsibility for enforcing the Behavior Policy and determining when behavior in the library is inappropriate.

The following types of disruptive behavior will not be tolerated in the library:

1. Any behavior that endangers the safety or health of others.
2. Violation of any local, state, or federal law.
3. Vandalism or deliberate destruction of library materials.
4. Theft of library materials or the private property of other patrons and staff.
5. Use of abusive or intimidating language or gestures to patrons or staff members.
6. Behavior that is willfully annoying, harassing*, or threatening to another person.
7. Loud talking, loud laughing, using audio equipment, or cell phones that disturb or could disturb other patrons.
8. Engaging in any sexual contact, activities, or conduct
9. Use of skateboards, roller blades, skate shoes, or scooters inside the library
10. Tobacco, smokeless tobacco, vaping or drug use inside the library.
11. Inappropriate dress, such as bathing suits, wet clothing or not wearing a shirt or shoes in the library.
12. Possessing, consuming, exchanging, selling, or being under the influence of alcohol or illegal drugs inside or outside the library building
13. Poor hygiene that constitutes a nuisance.

14. Other kinds of behavior deemed inappropriate in the opinion of the Director or designated staff members.

15. The library will NOT tolerate threats or acts of violence. Any person engaging in such behaviors will be immediately ejected from the library

*(Harassment is defined as any action taken or situation created intentionally to produce psychological or physical discomfort, embarrassment, or ridicule. Harassment is characterized by requests for sexual contact, unwelcome physical advances, or conduct (verbal or physical) of a nature that is intimidating, demeaning, hostile, offensive, or potentially dangerous to self or others.)

Library Response to Violations of Behavior Policy

Any person who violates the behavior policy will be handled in a professional and courteous manner by staff, but the degree of the violation will determine the response.

Staff is instructed to call 9-1-1 immediately in response to any behavior that is deemed dangerous. Staff will call the police for any behavior that is in violation of federal, state, or local ordinances. Staff will call the police if a person or group of persons is asked to leave the library and they refuse to leave and/or become difficult with the staff member.

For most other inappropriate behavior, one warning will be given. Continued violations will result in the patron being asked to leave the library for the day. A serious violation or repeated violations, or a violation where the police are called, may result in longer exclusions from the library up to permanent banning from the library.

Any individual who is banned and whose library privileges have been revoked, may request to have the decision reviewed by the Board of Trustees of the Library. The request must be made in writing to the Library Board of Directors at 402 Delaware Ave Palmerton PA, 18071

Revised February 2022

Palmerton Area Library Association Patron Complaint Policy and Procedures

The purpose of this policy is to establish a procedure for filing, processing, and resolving a formal or informal complaint filed by any patron regarding staff, service, or any other concern/request.

Palmerton Area Library staff will accept, investigate, and attempt to resolve all complaints received. If the complaint cannot be immediately resolved in person by the Library Staff, the complainant should be encouraged to file a complaint by completing the Patron Complaint Form, including the patron's signature. If a complaint is received over the telephone or in any other form (e.g., mail, email), the Patron Complaint Form should be completed by the staff member receiving the complaint. The form will then be forwarded to the Library Director who will investigate the identified concern and take appropriate action. The Library Director will indicate the resolution on the Patron Complaint Form Follow Up. If applicable, a follow-up letter, email or telephone call informing the patron of the action taken regarding their request will be done by the Library Director. If a complaint cannot be resolved by the Library Director, it shall be presented to the Library Board of Trustees for their consideration at the next regularly scheduled meeting. If extenuating circumstances exist, then it is possible that the complaint may be presented at a special meeting of the Board of Trustees. A copy of any correspondences and the completed Patron Complaint Form and Follow Up will be kept on file.

Adopted October 2021

**Palmerton Area Library
Patron Complaint Form**

Please complete all fields below. We will attempt to resolve your complaint quickly and fairly.

Name: _____

Address: _____

Phone: _____

Email: _____

Are you a Palmerton Area Library card holder? YES NO

If no, please state the name of the public library of which you are a cardholder:

Please briefly describe your complaint in the space below or on an attached sheet of paper. If relevant, include in your description where and when the incident occurred (date/time), the names of any library staff or patrons involved, if any, any previous efforts made by you and/or library staff to resolve the complaint, and any other significant information.

Signature: _____ Date: _____

Received by: _____ Date: _____

Palmerton Area Library
Test Proctored By A Library Staff Member
Consent Form

As a patron of the Palmerton Area Library, I agree to the following conditions to have a test proctored at the library by a member of the staff:

1. I will schedule the appointment at least one (1) week prior to the test date.
2. I agree to pay a minimum nonrefundable fee of \$20.00 at the time of scheduling.
3. If the test lasts longer than one (1) hour, I agree to pay \$5.00 per quarter hour for each quarter hour past the first hour on the day of the test.

Print Name _____

Signature _____

Phone # _____

Date _____

Date and time of the test _____

Palmerton Area Library
Proctoring Tests Policy

The library agrees to permit staff to proctor tests for library patrons under the following conditions:

1. The patron schedules his/her appointment at least one (1) week prior to the test date.
2. Unless the exam does not require the staff to monitor the student or the exam is less than 15 minutes, the patron pays a minimum fee of \$20.00
3. If the test lasts longer than one (1) hour, the patron pays a fee of \$5.00 per quarter hour after the first hour.
4. The minimum fee of \$20.00 is due at the time of registration. If the test lasts longer than (1) hour, the remaining fees are due the day of the test.
5. The patron must sign the Test Proctored By A Library Staff Member.
6. The employee who proctors the test is paid \$10.00 per hour for his/her time.

Revised January 2020

Palmerton Area Library
402 Delaware Avenue
Palmerton, PA 18071
610-826-3424

ROOM RESERVATION FORM

Organization or business name: _____

Mailing address: _____

City, State, Zip Code: _____

Contact Person: _____

Telephone: _____

Email: _____

Program description – Please circle one and give a description below:

Ongoing classes, Business or For-Profit Group Show, Concert or other Cultural Event, Non-profit Group.

Intended Audience – Please circle one: Children's, Teens, Adults, or General Public

Date(s) requested: _____

Time requested: _____

Room requested:

Conference room/kitchen _____

Gallery _____

Estimated attendance: _____

Rental fee (see Use of Facility Policy): _____ Amount paid: _____

Statement of Responsibility: I have read the Use of Facility Policy for the Palmerton Area Library and the Emergency Procedures for Program Hosts and Participants and agree to abide by their rules. I understand that we will be responsible for our group and its guests while using the library's facilities. I agree to report any injury or accident occurring on the premises.

Insurance and Hold Harmless: A certificate of insurance (if applicable to my group as outlined in the library's Use of Facility Policy) is delivered with this Room Reservation Form with limits of at least \$500,000.00 each occurrence which lists the Palmerton Area Library, its board members, employees, and volunteers as additional insureds. The requesting organization hereby agrees to indemnify, defend, and hold harmless the Palmerton Area Library, its board members, employees, and volunteers from all liability, claims and damages because of the use of the library.

Date: _____ Signature: _____

Print name: _____

Groups/organizations who wish to use the library facilities on an ongoing (monthly) basis must renew their Room Reservation Form each year in January.

Palmerton Area Library

Use of Facility Policy

The Palmerton Area Library's meeting spaces are available to community organizations, associations, businesses, and individuals for meetings or for programs of civic, cultural, and educational interests.

1. Space will be available on a first-come, first-serve basis.
2. Events and meetings held in the library during regular library hours must conclude before closing so that all attendees are out of the building by closing time. Events/meetings may be scheduled after closing if prior arrangements are made with the library director.
3. The library reserves the right to accept, renew, limit, or reject requests of the space under the established policy. For Profit Organizations/businesses may not use free events for the general public to solicit business or sell products. They may only give contact information for follow up.
4. Permission to use the library facilities does not constitute an endorsement by the library of the user or user's beliefs
5. The library will not advertise or promote any meeting or event unless it is co-sponsored with the library.
6. No alcohol, tobacco, smokeless tobacco, vaping or drug use is permitted in the library. No open flames of any kind are permitted in the library.
7. Food and drink will only be permitted in pre-approved areas as designated by the director of the library. The organization must provide their own food, beverages and paper products. The library reserves the right to collect reasonable reimbursement fees for clean-up and damage if the space is not left in good condition, or if there is damage to library property.
8. Equipment is not to be removed from the library premises. No equipment may be used except under the supervision or approval of authorized library personnel. The individual must be trained in the operation of the equipment.
9. Permission must be obtained from the director of the library for deliveries, set-up, and any other arrangements that may affect the operation of the library.
10. The Room Reservation Form, once issued, may not be transferred to any other person, entity, or organization.
11. Organizations/individuals must always provide adequate adult supervision of minors .

12. Organizations/individuals must comply with all state and local laws, regulations, and ordinances and shall be responsible for the conduct of all persons present. A responsible person shall be designated to oversee each meeting, activity or event utilizing library facilities and be primarily responsible for all actions at that meeting, activity, or event.
13. A certificate of insurance (non-profit groups are exempt from the insurance requirement except for overnight stays) must be provided to the library no later than three business days prior to the event. This certificate of insurance with limits of at least \$500,000.00 each occurrence should list the Palmerton Area Library, its board members, employees, and volunteers as additional insureds. The requesting organization hereby agrees to indemnify, defend and hold harmless the Palmerton Area Library, its board members, employees and volunteers from any and all liability, claims and damages as a result of the use of the library.
14. Groups/organizations who wish to use the library facilities on an ongoing (monthly) basis must renew their Room Reservation Form each year in January.
15. Before leaving the library the representative of the organization must check the following conditions:
 - General areas clean and clear of trash and damage (notify library director if there is damage.)
 - Bathrooms clean and clear of trash and damage (notify library director if there is damage.)
 - Furniture/equipment returned to original location.
 - Lights turned off and doors closed.
 - Trash and recycling put in proper containers.

Prohibited Uses of the Facility:

- Rallies or campaigns for specific partisan political issues or candidates
- Religious services
- Non-library related groups charging admission, fees, contributions, soliciting donations or taking collections of any kind
- Fundraising activities or events, except those sponsored by the Library or its partners for funds for the library.
- Social gatherings, social clubs, social activities, private parties, unless sponsored by the Library or its partners

Fee Schedule:

- **Ongoing Classes:** Teachers using the facility for classes where the students pay a fee to participate shall pay the library **\$5.00 per hour** for the use of the room.
- **Businesses and other For-Profit Groups** will be charged **\$25.00 per day** for the use of the room. Per Day of Use
- **Art Shows, Photography Shows, Concerts and other cultural events** not sponsored by the library will pay a fee of **\$25.00 per day** for each day of the event including days needed for set up. If items are sold during the event, the library shall receive 20% of the proceeds from the sale. Groups may charge an entrance fee for their events.
- **Non-profit groups** may use the library free of charge.

Exceptions may be made to all policies upon review by the library Board of Directors.