

Board of Trustees Special Meeting
Monday, December 14, 2020,
5:30pm
Zoom Video Conference

PANDEMIC RESPONSE

Governor Inslee issued [Proclamation 20-28.14](#) on December 8, 2020, waiving and suspending any in-person requirements in the Open Public Meetings Act (OPMA) and the Public Records Act (PRA) during the public health emergency. The proclamation is intended to reduce unnecessary person-to-person contact to slow the spread of COVID-19.

In accordance with Proclamation 20-28.14, the following will be in effect at the December 14, 2020 Board meeting:

- Board action will be limited to matters that are either (1) necessary and routine, or (2) necessary to respond to the COVID-19 outbreak and the current public health emergency. All other matters must be postponed until regular meetings may resume that are in full compliance with the OPMA.
- Trustees and Staff will participate remotely by teleconference.
- Members of the public may participate by phoning or linking in, using the instructions available prior to the meeting at www.nols.org/board-administration/.

Public Comments

Any person or group desiring to bring an item to the attention of the Library Board may do so by addressing the Board at meetings. Individuals having comments specifically related to agenda topics should raise their hand at the appropriate point on the agenda to indicate a wish to speak. Public comments on items not on the agenda, but within the jurisdiction of the North Olympic Library System Board of Trustees, are heard at the beginning of the meeting. When time constraints require, the Chair may limit public remarks during meetings to less than three minutes. The Board will not discuss or take action on items raised during Public Comment, but may choose to add items to a future meeting agenda. Public comments may also be sent to: Library Board of Trustees, North Olympic Library System, 2210 South Peabody Street, Port Angeles, WA 98362 or LibraryBoard@nols.org.

AGENDA

1. Call to order, roll call and introductions
2. Approval of agenda
3. Public comments
4. New business
 - N.1. Approval of revisions to Policy 3.2: Borrowing Privileges
 - N.2. Approval of revisions to Policy 3.3: Circulation of Special Collections
 - N.3. Approval of revisions to Policy 4.2: Fees and Charges
 - N.4. Approval of revisions to Policy 5.6: Credit Cards
 - N.5. Approval of revisions to Policy HR2.4: Working in the United States
 - N.6. Approval of revisions to Policy HR10.2: Work Schedules and Relief Periods

- N.7. Adoption of Resolution 20-12-08: Electronic Signatures
- N.8. Approval of the creation of Policy 5.16: Electronic Signatures
- N.9. Adoption of Resolution 20-12-09: Honoring Suzi Ure for her Service to the Library and Community

5. Adjournment



Staff report

Meeting Date: December 14, 2020
To: Library Board of Trustees
From: Noah Glaude, Library Director
Subject: Approval of Revisions to Policies 3.2, 3.3, and 4.2

Attachments: Draft of revised Policy 3.2
Draft of revised Policy 3.3
Draft of revised Policy 4.2

Topic/Issue: Approval of revisions to Policy 3.2: Borrowing Privileges; Policy 3.3: Circulation of Special Collections; and Policy 4.2: Fees and Charges.

Discussion:

In an effort to be inclusive, going forward, any gender pronouns found in NOLS policies will be replaced with gender-neutral pronouns. This work has been started in Policy 3.2.

Policy 3.2 Revisions

The proposed revision to Policy 3.2 will increase the DVD checkout limit from 15 to 30. The DVD collection is currently the only general collection (not reference or special equipment) with a checkout limit. The limit helps ensure that this popular collection circulates well amongst patrons.

When NOLS began offering curbside service in June 2020, due to the required quarantining of returned material, if a patron returned 15 DVDs and immediately wanted to checkout another 15 DVD on hold for them, staff did not have a way to verify the patron's previous items were returned until they were checked in days later. The simple workaround has been to ignore the DVD limit while offering curbside service. Since then, the quarantine period has been reduced from 96 hours to 24 hours, but the quarantine and DVD limit can still create issues for patrons. Staff have determined that doubling the DVD limit will address the issue while maintaining some restriction on this popular collection that we want to ensure continues circulating well.

Increasing the DVD limit will have an additional benefit. It will reduce the number of visits a patron who frequently uses the DVD collection must visit the Library. Less frequent visits by regular patrons has the potential to reduce risk during the COVID-19 pandemic.

Policy 3.3 Revisions

Access to public computers, internet and printing is an essential service NOLS offers the community. Unfortunately, NOLS has not been able to offer computer access since closing its facilities in mid-March 2020 due to COVID-19 restrictions. In an effort to expand services, the Library will begin circulating laptops in mid-December 2020.

To start, three laptops will be available at each branch. The laptops will checkout for two hours and will only be able to connect to the Library's Wi-Fi network – limiting their use to library property. Keeping the loan period short and the laptops onsite will allow more patrons to access them each day. Although not ideal for all who need computer and internet access, the laptops will allow patrons to check email, fill and print an important form, or just catch up on news. The average time it takes to file for unemployment, which must be done online, was one factor considered when setting the two-hour limit. Patrons will be able to print from the laptops using the Library's new Curbside Printing Form at www.nols.org/printing.

The Policy 3.3 revisions recognize laptops are now a special item in the NOLS collection and have unique loan parameters. It is unknown exactly how much the laptops will be utilized, and how their use will be affected as the Library is able to restore regular services in its facilities, but staff will evaluate their use carefully and determine if adjustments need to the number of laptops available or to their loan parameters.

Policy 4.2 Revisions

The newly circulated laptops are added to the Fees and Charges schedule, in the proposed revision. The cost to replace a laptop is \$650.00.

Printing is a popular service NOLS offers. In 2018, 149,225 prints were made, and in 2019 145,530 prints were made. That's an average of about 12,000 prints per month. A major revision to Policy 4.2 will allow the introduction of limited free printing. Free printing is a service commonly offered by public libraries around the state and country. For example, Jefferson County Library, Kitsap Regional Library and King County Library System all offer various levels of free printing services. During the current pandemic and recession, offering free printing will help support Clallam County residents and streamline printing services, requiring less staff time to manage.

Staff propose allowing \$2.50 in free prints per week per user. The Library's current fee structure for prints would remain in place after the \$2.50 balance is used. The Library's public computer management system will manage patron account balances, which is currently only available from public computers within NOLS buildings. Due to this limitation, the free \$2.50 print balance would not be implemented until the public is allowed into NOLS buildings again. Because it is unknown when the public will be able to return in Library buildings, staff have developed a plan to offer free print services in the interim. It will allow 25 free prints per day via a new [Curbside Printing form](#). At this time, staff are not handling money at curbside, so prints jobs larger than 25 sheets will not be accepted.

The financial implications of offering free printing are discussed below.

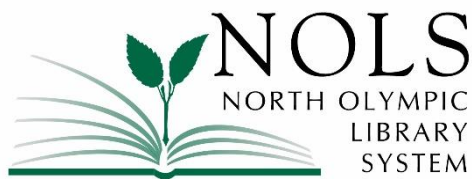
Policy considerations: These policy revisions were proposed by the Management Team, the Collection Management Team, and the Public Restart Team in response to changing operating conditions due to COVID-19. The Board Policy Committee has reviewed and approved the revisions.

Fiscal considerations: Due to COVID-19 affecting normal use patterns, and the Library's inability to predict how many patrons will be power-users (using their \$2.50 in free printing quickly and then paying for additional prints) and how many minor users there may be (printing

just a page or two every few months or year), it's extremely difficult to determine what the exact fiscal impact will be.

RCW 27.12.270 ensures free use of libraries in Washington State, so NOLS currently only charges a small fee for printing to recover the cost of prints – it does not profit from printing fees. The 2021 Operating Budget includes \$5,000 in revenue from public printing, 75% less than the nearly \$20,000 budgeted in 2020. In the 2021 Operating Budget, NOLS has budgeted \$15,700 for paper and ink at the branches (this does not include other internal printing expenditures). The reduction in budgeted printing revenue, and a “normal” amount of printing expenditures, indicate NOLS is prepared for the impact of offering limited free printing in 2021. Staff will monitor this service closely during the next year so that we can more accurately account for it in the 2022 Operating Budget.

Motion: That the Board approve revisions to policies 3.2, 3.3 and 4.2 as presented.



Policy 3.2 Borrowing Privileges and Responsibilities

Adopted by Library Board of Trustees: 6/26/2008
Revised: 10/31/2012; 11/25/2013; 02/26/2015; 11/19/2015;
07/27/2017; 08/22/2019; 12/14/2020

3.2 Borrowing Privileges and Responsibilities

The circulation policies of the North Olympic Library System promote broad community access to the materials in the library's collections with a reasonable level of protection of these materials. This policy is in accord with the American Library Association's Library Bill of Rights.

3.2.1. Patron Responsibility for Materials Checked Out on Card

A patron is responsible for all materials checked out on ~~his/her~~their library card.

Parents are legally responsible for all materials checked out on their child's card. Because the library is obligated to protect the privacy of all library patrons, the library may not release specific information about materials checked out on a child patron's library account to anyone other than the child, unless permission to do so has been granted by the child. Possession of the library card for the child patron account, or knowledge of the barcode number and password, implies that such permission has been granted (see Policy 3.2.7).

If a card is lost or stolen, the patron is responsible for all items checked out prior to the date the theft or loss is reported to the library.

Patrons use library materials at their own risk. The library will not accept responsibility for damage that may occur to a patron's audio/visual or computer equipment during use, or as a result of use, of library materials.

3.2.2. Loan periods

NOLS sets loan periods in order to provide all patrons with fair and reasonable access to library resources. Materials must be returned on or before the assigned due date or the items will be auto-renewed if eligible. Most library materials have a loan period of three weeks (21 days). DVDs have loan period of seven (7) days. DVD sets with three (3) or more discs have a loan period of fourteen (14) days. Materials, collections, and equipment which have loan periods of other than 21 days, are described in Policy 3.3. Library card types that allow non-standard loan periods are described in Policy 3.1

When the due date falls on a holiday for which the library is closed, the library will automatically extend all loan periods until the next day that the library is open.

Items returned when a branch library is closed will be checked in as if received at that particular branch during its most recent open day.

Borrowed materials must be returned to one of the four NOLS branch libraries. NOLS items returned to any other library will be considered overdue until the item is returned to NOLS.

Loan periods for certain types of materials (such as holiday materials, or materials on specific subjects or by specific authors, etc.) may be temporarily reduced at the discretion of the Branch Manager.

Special loan period extensions, up to a total of nine weeks (63 days), may be granted for specific items, at the discretion of the Branch Manager or ~~his/her~~their designate, in order to accommodate extended vacations or similar needs. Extended loan periods will not be granted for high demand materials, or items for which there are pending hold requests.

3.2.3. Loan limits

With the exception of DVDs, the Library places no limits on the total number of materials borrowed by Full Service card holders. A maximum number of ~~fifteen~~thirty (+530) DVDs may be checked out to a patron's account at any given time.

Limited Service card holders may have up to two (2) items checked out at any given time.

The Library generally places no limits on the number of items in a specific genre or format which may be checked out at any given time. At the discretion of the Branch Manager, loan limits may be temporarily imposed for certain types of materials that may experience periods of high demand (such as holiday materials or materials on specific subjects or by specific authors, etc.).

3.2.4. Renewals

The Library automatically renews eligible library materials as a courtesy. Limits on renewals exist so that all patrons can have an equal opportunity to use the library's materials.

Generally, all NOLS materials, for which there are no active hold requests, will be renewed twice. Materials for which renewals are not allowed are described in Policy 3.3. Material checked out to an Educator card cannot be renewed.

If a patron wishes to retain an item which has already been renewed twice, the item must be physically brought into a library, where it will be checked in and inspected for damage. If the item is found to be in good condition, and if there are no active hold requests, it may be checked out again, and it is once again eligible to be renewed twice.

3.2.5. Claims Returned

Errors occasionally occur in discharging items from patron accounts, and therefore the library allows a patron to state that ~~they have~~he/she has returned materials that are still attached to the patron's account.

If a patron indicates, by phone, e-mail, or in person, that they have returned items that are still listed as “checked out” on the patron’s account, staff will note these items as “claims returned” on the patron’s account and search for the items. If the items are found, they will be discharged from the patron’s account in such a way that no fines are incurred.

“Claims returned” entries remain “active” on the patron account until the item is found. Borrowing privileges are not affected by “claims returned” entries unless five (5) or more active claims are entered on the patron’s account. Accounts with five (5) or more active “claims returned” items are blocked until a sufficient number of the items in question are found, returned or paid for, bringing the total number of active claims below five (5), or until the patron makes special arrangements with the Branch Manager. If an account accumulates ten (10) or more claims returned entries, active or resolved, the account will be blocked until the patron makes arrangements with the Branch Manager.

3.2.6 Borrowing Materials Without Presenting a Library Card

In order to expedite service, patrons are encouraged to bring their library card when they visit the library and to present it whenever they check out library materials.

A patron who wishes to check out materials without presenting ~~his/het~~their library card must be able to establish ~~their~~his/her identity to a member of the library staff by: showing ID that provides sufficient patron account data to establish the patron’s identity beyond reasonable doubt; or utilizing an established username and password when using a self-service device.

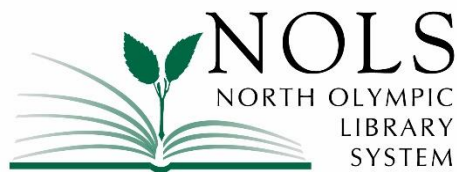
3.2.7 Borrowing Materials Using Another Patron’s Library Account (“Third Party” Borrowing)

A “third party” may borrow materials using another patron’s library card or account only if ~~they are he/she is~~ able to establish that ~~they have he/she has~~ been granted permission to do so in one of the following ways:

- by presenting the library card for that account; or
- by providing a statement from the card holder, in a form established by the library, granting the third party permission to borrow materials on that account. Such authorization will be entered into the card holding patron’s account, and considered viable by the library until specifically retracted by the card holder. Authorized third party borrowers, who are unable to present the borrowed library card, must provide proof of their own identity by presenting their own library card, or another acceptable form of ID (as established by Policy 3.1.7).

Any person in possession of a library card, or of the account barcode or username and password, will be assumed to be the patron to whom the card is issued, or to have the permission of that patron to use the card.

In order to prevent unauthorized use of a card or account, passwords should be kept private, and theft or loss of library cards should be reported to the library immediately.



Policy 3.3 Circulation of Special Collections and Materials

Adopted by Library Board of Trustees: 2/28/2008

Revised: 6/26/2008; 11/19/2009; 9/22/2011;

11/25/2013; 02/26/2015; 11/19/2015; 08/22/2019; 12/14/2020

The NOLS collection includes various special materials, equipment, and collections which may be available for borrowing. Circulation periods and parameters for these materials vary, based on the special nature, availability, and intended usage of the items or collections.

3.3.1 DVD Collections

Because of the high demand for DVDs, and the generally shorter period of time needed to enjoy a DVD, materials in DVD collections have a loan period of seven (7) days. DVD sets with three (3) or more discs have a loan period of fourteen (14) days. Hold requests may be placed for DVDS. Two (2) additional renewals of the original loan period will be enacted, if there are no pending hold requests for the item.

3.3.2 Reference Materials

Materials which are designated as non-circulating (e.g. reference books, newspapers, new magazines, microfilm) may be checked out only with the specific permission of a Librarian or Branch Manager, who will determine the due date.

3.3.3 Interlibrary Loan Materials

Interlibrary Loan (ILL) is a courtesy service that allows North Olympic Library System patrons to borrow library materials from other libraries world-wide. The circulation policies, borrowing periods, and loan procedures for ILL materials are established by the loaning library, and therefore differ from those for NOLS owned materials.

Each NOLS patron may make up to 25 ILL requests each calendar year free of charge. A non-refundable search fee of \$5 per item will be charged for each ILL request beyond 25.

Some loaning libraries and institutions may charge a fee for providing ILL materials. Whenever possible, NOLS will obtain ILL materials free of charge, but in the event the loaning library imposes a borrowing or photocopying fee, that fee will be passed on to the NOLS patron.

If the publication date for an item is less than two years in the past, and the item is still in print, NOLS will not place an ILL request for that item. Patrons may, however, request that such items be purchased for the NOLS collection.

NOLS reserves the right to decline ILL requests for any item which is readily available to the patron through other sources (such as items already in the NOLS collection; mass market items which are still in print; DVDs, etc.)

If an ILL item is damaged or lost, the fees charged to NOLS from the lending library or institution will be passed on to the borrowing patron.

Educator and Limited Service cards cannot check out ILL materials.

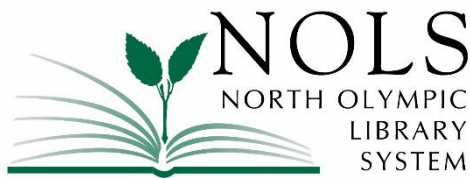
3.3.4 Downloadable Media

Downloadable media has lending parameters that are based on vendor specifications. Checkout times are between 3 – 21 days with renewal availability dependent on the vendor.

3.3.5 Miscellaneous Other Materials and Collections

The library may make other materials and collections (such as AV equipment, reading group book kits etc.) available for borrowing. Circulation periods and parameters for these items are established based on their special nature, availability, and intended usage, as follows:

Item	Loan Period/Limits	Auto Renewals	Holds Allowed
Digital, Slide, and Overhead Projector	<i>1 day</i>	<i>Yes, if no holds</i>	Yes
Reading Group Kits	<i>6 weeks</i>	<i>Yes, if no holds</i>	Yes
Laptop	2 hours	No	No



Policy 4.2

Fees and Charges Schedule

Adopted by Library Board of Trustees: 8/26/2010

Revised: 4/26/2012; 11/25/2013; 8/28/2014; 11/20/2014;

02/26/2015; 11/19/2015; 1/27/2016; 06/23/16;

07/28/16; 11/22/16; 10/26/2017; 02/28/2019; 08/22/2019; 12/14/2020

Fees and Charges Schedule

The North Olympic Library System has established and adopted the following fees and charges. The Library Director has the authority to adjust the fees and charges listed in this schedule on a case-by-case basis.

Borrower's Fees

(covered in detail in NOLS Policy 3.1-3.5)

Paid subscriber borrower's card fee

(See NOLS Policy 3.1.3.)

\$60.00 per year, \$30.00 per 6 months

Fees for lost and damaged items (See NOLS Policy 3.5.)

Actual replacement costs will be charged for items when such costs are available. When actual costs are not available, default charges will be assessed as follows:

Audiobook	\$60.00
Audiobook Case	\$4.00
Barcode	\$1.00
Book (hardback)	\$27.00
Book (paperback)	\$15.00
Book discussion kit	\$100.00
Book discussion kit tote	\$10.00
Carousel slide tray	\$15.00
CD	\$15.00
CD case	\$1.00
Digital projector	\$600.00
DVD	\$25.00
DVD case	\$3.00
External USB floppy drive	\$15.00
<u>Laptop</u>	<u>\$650.00</u>
Magazine	\$5.00
Maps	\$15.00
Media card reader	\$15.00
Media player (Playaway)	\$80.00
Media player case	\$5.00

Microfilm/slide/album/oral history tape	\$50.00
Mylar book jacket cover	\$2.00
Opaque projector	\$200.00
Pamphlet or liner note	\$2.00
Projection screen	\$100.00
Slide projector	\$200.00
Padded case	\$20.00

Restocking Fee \$5.00

If a patron provides a replacement for a lost or damaged item, a restocking fee will be added to the account, to cover expenses associated with updating the database of holdings, physical processing, and other required handling of the replacement item.

Collection Fee \$10.00

Accounts that are referred to a materials recovery agency pursuant to policy 3.5.3, will be assessed a non-refundable \$10 service charge.

Non-sufficient Funds / Returned Check Fee \$25.00

A non-refundable fee will be added to an account when a check that was used to pay for other Library fees and charges is returned due to non-sufficient funds.

Rental Fees for Facilities and Equipment

Meeting room rental fees (See NOLS Policy 4.9 for criteria for free use)

Room	Capacity	2 hours	4 hours	All day
PA Carver Room	95 seated, 200 standing	\$50	\$100	\$200
PA Carver Room North	45 seated, 95 standing	\$25	\$50	\$100
PA Carver Room South	45 seated, 95 standing	\$25	\$50	\$100
PA Coffey Room	12 seated	\$10	\$20	\$40
PA study rooms	2 seated	\$2.50	\$5	\$10
SQ full room	40 seated	\$25	\$50	\$100
SQ meeting room – south side	25 seated	\$12.50	\$25	\$50
SQ meeting room – north side	12 seated	\$2.50	\$5	\$10
FO meeting room	35 seated	\$12.50	\$25	\$50
FO conference room	7 seated	\$2.50	\$5	\$10
CB meeting room	25	\$12.50	\$25	\$50
In addition to rental fees, a cleaning and/or key deposit may be required.				

Rental of other Library spaces for special events, held when the Library is closed, will be considered by the Library Director on a case-by-case basis.

Fees for Services

Online payments

Per transaction fee	\$0.50
Minimum payment	\$2.00

Faxes

Fax – Sent	\$1.00 per fax
Fax – Received	\$0.10 per page

Photocopies and Computer Printing

Patrons with a Full Service or Limited Service account are given \$2.50 in free printing each week (Monday through Sunday). This allowance does not cumulate or roll over. Fees for printing beyond the free limit, and for users without a library card, are:

Black and white – One sided	\$0.10 per page
Black and white – Two sided	\$0.15 per page
Color – One sided	\$0.20 per page
Color – Two sided	\$0.25 per page

Public Records Request Costs and Charges *(covered in detail in NOLS Policy 5.14)*

Charges for Sale of Merchandise

For the convenience of library customers and/or to help raise community awareness of the library, NOLS makes the following items available for purchase. Merchandise prices are set to recover original purchases costs, sales tax and associated overhead costs; NOLS does not make a profit on the sale of merchandise.

Merchandise Price List

AAA battery	\$0.50
Earbuds	\$2.00
Flash drive	\$5.00
NOLS branded pint glass	\$6.00
NOLS sticker (4"x6")	\$1.50
Notecard packets	\$6.50
Chico bag	\$7.00
Canvas tote	\$12.50

All prices include sales tax

Refunds of Borrower's Fees and Printing Deposit Funds

Credits on borrowers' accounts and funds deposited into print accounts will be held for three years. If an account with a positive balance is inactive for three years, the balance will be removed from the account to the Library's unclaimed property account and reported to the Washington State Department of Revenue as unclaimed property. Account balances held for five years will be deposited to the Library's general fund as a donation to the North Olympic Library System.

Write-Off of Bad Debts

The Library will write-off past due account balances that are no longer deemed collectable.

Patron accounts with a past due balance of fifty dollars (\$50.00) or more for twenty-one (21) days or more are sent to collections per Policy 3.5.3.

Patron accounts that have been expired for seven (7) years and have past due balances will be written off as bad debt. The fees on these accounts have been billed to patrons, remain unpaid, and therefore, are deemed uncollectable.

The Library operates on a cash basis accounting method as directed by the Washington State Auditor's Office. Outstanding patron account balances are not reflected on the Library's balance sheet as an asset but are tracked in the Library's integrated library system (ILS).



Staff report

Meeting Date: December 14, 2020
To: Library Board of Trustees
From: Noah Glaude, Library Director
Subject: Approval of Revisions to Policy 5.6: Credit Cards

Attachments: Draft of revised Policy 5.6

Topic/Issue: Approval of revisions to Policy 5.6: Credit Cards.

Discussion. NOLS originally adopted Policy 5.6 in 2009 and last revised it in 2014. Since then, Library staff use of NOLS credit cards has become a lot more regular. It has also become more common to purchase large ticket items with credit cards, such as servers in IT, furniture in branches, and Facilities Equipment. These items, either alone or when a group of items need to be purchased together, routinely exceed \$5,000. Adjusting the policy to allow individual employees to have a credit limit up to \$10,000, up from \$5,000, will allow staff to make purchases quickly when needed.

NOLS currently has an \$80,000 credit limit with US Bank. That credit limit is divided among individual employees based on need and is approved by the Library Director. Most employees have a credit limit ranging from \$500 to \$2,500. Credit limits are frequently adjusted temporarily to accommodate special projects.

NOLS administrative staff carefully review credit card purchases and believe they are an effective and safe way for the Library to make purchases. Additionally, US Bank provides additional protections against fraud.

The rest of the policy has been adjusted to ensure it accurately reflects current practices, positions and information.

Policy considerations. These policy provisions were proposed by Administrative staff in response to operational needs. The Board Policy Committee has reviewed and approved the revisions.

Fiscal considerations. No fiscal impacts are anticipated.

Motion: That the Board approve revisions to Policy 5.6 as presented.



Policy 5.6

Credit ~~Ceards~~-policy

Adopted by Library Board of Trustees
10/22/09; 3/27/14; 12/14/2020

The North Olympic Library System's One Card program has been established to provide a convenient, efficient means to purchase commodities from vendors and reduce costs associated with the purchasing process. NOLS has opted to use the US Bank procurement card (One Card) program offered on Washington State Contract No 03907. This program is the only procurement (credit) card authorized for NOLS use unless otherwise authorized by the Library Director.

The One Card program is a commercial credit card account that offers a number of unique controls that do not exist in a traditional credit card environment. These controls ensure that the cards are used only for specific purchases and within specific monthly dollar limits. In addition, verification of all charges on each month's bill by each cardholder and by the Library Director or his/her designee is required before the bill is submitted for payment.

The program is designed to empower authorized employees to purchase items needed for Library business and for travel, and is an enhancement to the purchasing process and a delegation of the purchasing authority. ~~The use of a One Card is a privilege that has been granted to selected employees. Certain responsibilities are associated with this privilege.~~

Commented [SR1]: Unnecessary

The ~~Administrative Services~~Administration Department is responsible for the management and oversight of the program and ensures that all Library employees follow all State and local laws, rules and policies relating to the purchasing function. Each branch manager and department head is responsible for the management of One Card accounts in his/her department so as to insure that One Cards are used responsibly and in accordance with NOLS policy.

One Card to be used for business purposes only

The One Card is to be used only for Library business transactions and must not be used for personal purchases. Failure to comply with this restriction will result in revocation of the cardholder's One Card and may result in disciplinary action and/or criminal prosecution.

Authorized users

Only regular full time and part time employees of the North Olympic Library System may be issued a One Card. If a cardholder's name appears on the card, only that person is authorized to use that card. Employees are not permitted to allow anyone other than the cardholder to use a card to make purchases. All authorized One Card users will be required to sign a statement verifying that they have been provided this policy.

One Card purchases subject to purchasing laws and policies

The One Card does not replace requirements to comply with existing State, local and Library laws, regulations, policies and procedures regarding purchasing and/or travel.

~~It is designed to be an enhancement to the purchasing and payment process.~~

Commented [SR2]: Already stated. Unnecessary

Transaction limits

The monthly maximum credit limit on any single One Card is \$~~5~~10,000 (~~five-ten~~ thousand dollars). The Library Director will set the single transaction limit and monthly transaction limit. In no case will either limit exceed \$~~5~~10,000. One Card users are specifically prohibited from splitting transactions into multiple charges to circumvent transaction limits. ~~The Library Director will coordinate the acquisition and distribution of all One Cards.~~

One Card users must be aware that the monthly transaction limit is a function of the billing cycle of the One Card and is not necessarily the same as a calendar month. If a card is “maxed out”, new credit will become available only in the normal processing cycle in which the monthly bill is received, reconciled, approved and paid. ~~Each purchase may be comprised of multiple items, but the total cannot exceed the transaction limit assigned to the One Card.~~

~~Each purchase may be comprised of multiple items, but the total cannot exceed the transaction limit assigned to the One Card. Cardholders must comply with NOLS’ purchasing policies and procedures when using the One Card, and authorized One Card users will be required to sign a statement verifying that they have been provided this policy. If there are questions about NOLS’ purchasing policies, please contact the Administrative Services Manager. Questions regarding specific uses of the One Card should also be directed to the Administrative Services Manager.~~

Commented [SR3]: This is stated at least 2 other places.

Obtaining a One Card

Employees holding One Cards must be preauthorized by the Library Director. Authorized employees must complete a One Card Application Form. Cardholders must sign a Cardholder Agreement Form when they obtain their new card. Agreements are maintained by the ~~Administration Department~~ Administrative Services Manager.

Appearance of card

All One Cards issued will have “North Olympic Library System” embossed on the second line of the card. The first line will reflect the cardholder’s name.

Authorized card use

One Cards may be used at any vendor that accepts VISA credit cards. Cardholders must comply with NOLS’ purchasing and travel policies and procedures when using the One Card. Examples of appropriate uses include purchase of library materials, supplies, equipment and services, approved conference/training fees and travel expenses.

Loss or theft of One Card

Cardholders, card users and One Card custodians are responsible for card security and are required to report real or suspected loss, fraud or theft of the One Card immediately to US Bank Customer Service at 800-344-5696, the [Administrative Services Manager Administration Department](#), and their supervisor.

Important names and numbers

[NOLS Administration Department Administrative Services Manager](#): 360-417-8500 x770227
US Bank 24-hour customer service: 800-344-5969

Unauthorized or inappropriate card use

Examples of unauthorized use include, but are not limited to: allowing another individual, including other members of the NOLS staff, to use the card; personal purchases of any kind; cash advances through banks or ATMs; cash refund; employment agencies (temporary help); meals when the cardholder is not in travel status; and purchases that violate established NOLS standards or policies. Any unusual activity or charge from an outside source that occurs on a card must be immediately reported to the [Administrative Services Manager Administration Department](#) and the cardholder's supervisor for resolution.

Unauthorized use by a cardholder may result in revocation of the card and /or other disciplinary action. Cardholders shall be personally responsible for any unauthorized expenditures and will be required to repay expenditures that are considered in violation of these policies. Cardholders who violate this restriction will have their card privileges revoked and may be subject to other disciplinary action. NOLS reserves the right to cancel any One Card at any time for violation of these policies.

Returns and exchanges

The cardholder is responsible for contacting the vendor when goods, equipment, or services purchased with the One Card are not acceptable (incorrect, damaged, defective, etc) and for arranging a return for credit or exchange. If items are returned for credit, the cardholder is responsible for obtaining a credit receipt from the vendor and retaining that receipt with the supporting documentation. If items need to be exchanged, the cardholder is responsible for returning the items to the vendor and obtaining a replacement as soon as possible. In case there are problems, the cardholder should also retain all paperwork relating to returns and exchanges until the next statement is received and processed.

Dispute process

Each cardholder is responsible for resolving any disputed item directly with the vendor. If resolution is not possible, call the [Administration Department Administrative Services Manager](#) or US Bank Customer Service (800-344-5696) to advise of the dispute and follow up with written documentation within sixty days (60 days) of the first statement on which the disputed transaction was charged. ~~US Bank will send a letter acknowledging the dispute. This letter, which may request additional information on the dispute, is to be signed and returned to US Bank. The credit card holder is responsible for accurately completing and returning any forms US Bank sends throughout the dispute process.~~

Commented [SR4]: NOLS is not responsible for US Bank's process and also the NOLS policy needs to stay accurate even if US Bank changes their procedures.

Receipts/payment notices

One Card purchases have the same documentation and voucher requirements as any other NOLS purchase and the Administration Department is responsible for reviewing and verifying all documentation. The cardholder making a purchase must retain the original receipts for all transactions. Receipts must be attached to each cardholder statement in the order that they appear on the statement. Cardholders are responsible for submitting all receipts along with the statement as soon as possible after the statement is available. If a cardholder has lost or misplaced a receipt, he is they are responsible for obtaining a copy of the receipt from the vendor or merchant. If a copy of the receipt cannot be obtained, the employee must sign a Lost Receipt Affidavit certifying the details of the purchase. NOLS will not pay for transactions that do not have proper receipts documentation attached. The cardholder will be responsible for payment of all transactions that do not have proper documentation. Repeat occurrences may result in suspension of the One Card.

~~If the merchant or vendor cannot provide a duplicate receipt to take the place of a receipt that has been lost or misplaced, the cardholder will be required to pay for the items. If the receipt should reappear after payment has been made by NOLS, the cardholder may submit an expense reimbursement claim.~~

Commented [SR5]: This topic is addressed in the paragraph above and is too specific for this policy

In cases where receipts are not available for services that are directly billed to the One Card such as monthly subscription charges, other documentation acceptable to the Auditor must be provided.

~~The Administrative Services Manager will review all instances of lost receipts. Repeat occurrences may result in suspension of the One Card.~~

Commented [SR6]: I moved and rephrased these above.

One Card accounts must be kept current to avoid interest and/or finance charges. No statement should include finance charges or late fees. Failure by an employee to submit proper documentation of purchases in a timely manner that results in interest and/or finance charges is a violation of this policy. Interest and/or finance charges may be assessed against the employee as part of a disciplinary action.

One Card account maintenance

Changes to a cardholder's name should be immediately reported in writing to the Administration Department~~Administrative Services Manager~~.

Separation from NOLS employment

The cardholder must turn in the One Card and all receipts pending the next statement to the Administration Department~~Administrative Services Manager~~ at time of separation. The card will be destroyed~~cut in half or shredded by the Administrative Services Manager~~, and US Bank Customer Service will be notified.

Cancellation or revocation of One Card

Employees or supervisors will notify the ~~Administrative Services Manager~~ Administration Department immediately when a One Card is to be cancelled or revoked. The card will be destroyed, and US Bank Customer Service will be notified.
~~The Administrative Services Manager will cut it in half or shred it and notify US Bank Customer Service.~~



Staff report

Meeting Date: December 14, 2020
To: Library Board of Trustees
From: Noah Glaude, Library Director
Subject: Approval of Revisions to HR Policies 2.4 and 10.2

Attachments: Draft of revised HR Policy 2.4
Draft of revised HR Policy 10.2

Topic/Issue: Approval of revisions to HR Policy 2.4: Working in the United States, and HR Policy 10.2: Work Schedules and Relief Periods.

Discussion: The proposed revisions to HR Policy 2.4 and HR Policy 10.2 are relatively minor, but bring them in line with current law and the latest Collective Bargaining Agreements (CBA) negotiated with the General Employee Union (negotiated in 2018 and affective 2019-2021), which the Library is already following.

Policy considerations: These policy provisions were proposed by NOLS Administration. The Board Policy Committee has reviewed and approved the revisions.

Fiscal considerations: No fiscal impacts are anticipated.

Motion: That the Board approve revisions to Policies HR2.4 and HR10.2 as presented.



Policy HR 2.4

Authorization to work in the United States

Adopted by the Library Board of Trustees: 01/24/2013
Revised: 12/14/2020

NOLS follows the laws and regulations relating to the Immigration Reform and Control Act of 1986 (IRCA) as administered by the United States Citizenship and Immigration Services (USCIS).

I. Anti-discrimination statement

In accordance with IRCA, NOLS will treat all people equally when:

- a. Announcing a job;
- b. Taking applications;
- c. Performing interviews;
- d. Making job offers;
- e. Verifying the individual's authorization to work;
- f. Hiring the individual; and
- g. Terminating the individual's employment.

When processing an applicant's or employee's completion of an I-9 Form, the Library will not discriminate against an applicant or an employee and will refrain from:

- a. Requiring that employee produce or show specific documents;
- b. Asking to see employment authorization documents before an individual accepts a job offer;
- c. Refusing to accept a legitimate document, or refusing to hire an individual, because a document will expire in the future;
- d. Refusing to accept receipt of an Employment Authorization Document which is acceptable for Form I-9 purposes; and
- e. Demanding a specific document when re-verifying that an employee is authorized to work.

2. Employment Practices

An I-9 form may be downloaded from the government website: <http://www.uscis.gov>. In accordance with federal law the Library is required to verify, within the first three (3) days of employment with the Library, that the new employee is legally eligible to work in the United States. The Library must require that each new employee complete an I-9 Form, and present acceptable identification as outlined in the [I-9 Form and I-9 Form Instructions, procedural guidelines in Appendix A.1: Forms](#).

The Library will maintain completed I-9 forms and relevant documents of proof of identification in a confidential file separate from any other employment files or documents. These documents may be presented for inspection by representatives from the Department of Homeland Security.

I-9 forms and supporting documents will be retained ~~for three (3) years after an employee's separation from Library employment~~ in accordance with the federal law.

In those instances when a former employee is being rehired, if it has been more than three (3) years since the employee ~~worked for NOL~~ [completed the original I-9 form](#), the employee will be required to complete ~~the a new~~ I-9 form and provide proof of identification in accordance with federal law.

3. Administration

The Library Director is responsible for administering this policy.

Commented [SR1]: HR Policy Guide no longer has an appendix, but the I-9 form itself has detailed ID requirements

Commented [SR2]: This is incorrect. WA State retention requirements are to retain the form 3 years after the date of hire OR 1 year after the date of termination, whichever is later. We may not need to specify the actual retention dates in the policy.



Policy HR 10.2 Work Schedules and Relief Periods

Adopted by the Library Board of Trustees: 01/24/2013
Revised: 12/14/2020

1. Work day and work week

The workweek begins at 12:01 AM on Monday and concludes at midnight the following Sunday. The normal weekly work schedule for full-time employees shall consist of five (5) seven and one-half (7.5) hour days, excluding the normal meal periods. Work schedules for regular part-time employees consist of either twenty-two and one half (22.5) hours or twenty-eight (28) hours, generally worked over a three to five day week. Whenever possible, regular full-time and part-time employees shall receive two (2) consecutive days off during each seven (7) day period. Non-regular part time employees, such as Shelves and On-call employees work fewer than 20 hours per week.

2. Posting of work schedules

Work schedules may vary from day to day and week to week specific to starting and ending times. The Library will make every effort to post work schedules at least fourteen days in advance, but not less than one week prior to the beginning of each calendar month. Work schedules will be posted in the employee's work area at a designated location such as a bulletin board. Schedules may also be posted on the Library Intranet or Y drive.

Commented [NG1]: Update to reflect approved GEU CBA language

Although not always feasible, the Library will work to accommodate schedule adjustments requested by employees when it is operationally feasible and there is no adverse impact on Library operations.

Once work schedules have been posted they shall not be changed, except in emergency situations to maintain service to the public. Any changes in schedules that have been proposed among co-workers must be approved by the supervisor.

3. Relief periods

~~In accordance with~~ Superseding state law requirements, each non-exempt full-time employee shall receive two (2) fifteen (15) minute, or one (1) thirty (30) minute relief period in each day's work schedule, except when emergencies prevent the taking of such relief periods. Supervisors and employees should strive to stagger scheduled relief periods such that library operations are not impaired.

Where permitted by applicable law, employees may add their relief periods to their meal period or take them at the end of their work shifts if approved in advance by the individual's supervisor. The Library Director or ~~his/her~~ their-designee may temporarily or permanently override the supervisor's approval if it is determined that this schedule is detrimental to the

productivity of the branch or the department, or creates an unsafe or unhealthy work schedule for the employee.

Part-time employees shall receive one (1) fifteen (15) minute relief period for each three (3) consecutive hours worked. Such relief period shall occur approximately midway through the employee's shift. Supervisors and employees should strive to stagger scheduled relief periods such that library operations are not impaired.

4. Meal Periods

Anytime a non-exempt employee works more than five (5) consecutive hours, ~~he/she/they~~ shall receive a thirty (30) minute scheduled uninterrupted unpaid meal period. Employees required to work beyond their regular schedule may be entitled to additional meal periods, and should discuss the issue with their supervisor. Any time a non-exempt employee works seven and one-half (7.5) consecutive hours or more, ~~he/she/they~~ shall receive up to a maximum of one (1) hour uninterrupted unpaid scheduled meal period, at the employee's option. Prior approval from the supervisor is required to insure that Library operations are not adversely affected.

5. Administration

The Library Director is responsible for administering this policy.



Staff report

Meeting Date: December 14, 2020
To: Library Board of Trustees
From: Noah Glaude, Library Director
Subject: Adoption of Resolution 20-12-08 and Policy 5.16: Electronic Signatures

Attachments: Resolution 20-12-08
Draft of Policy 5.16

Topic/Issue: Adoption of Resolution 20-12-08 and the approval Policy 5.16 establishing a method and process for the use of electronic signature technology.

Discussion: The purpose of establishing an electronic signature policy is to promote efficiency in order to conserve public resources; establish guidelines for the use of electronic signatures; provide reasonable assurance of the integrity, authenticity, and nonrepudiation of electronic documents when electronic signatures are used by the North Olympic Library System.

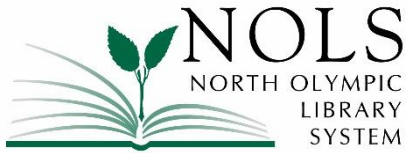
Reducing the Library's reliance on paper-based transactions will further improve information security and sharing, allow faster approval of and access to documents, and reduce costs and environmental impact. Streamlining the processes described herein that require wet signatures and replacing them with electronic signatures, when practicable, is consistent with the intent of Washington State law to promote electronic transactions and remove barriers that might prevent the use of electronic transactions by governmental entities.

Policy 5.16 shall apply to all Library employees, Board of Trustees, and others authorized to sign and approve transactions for the North Olympic Library System.

Policy considerations: This new policy was proposed by NOLS Administrative staff. The Board Policy Committee has reviewed and approved the policy.

Fiscal considerations: The approved 2021 Operating Budget includes \$500 for annual subscription to a service such as DocuSign. Staff believe the level of service currently needed will cost about \$300 per year.

Recommendation: That the Board adopt Resolution 20-12-08 and make a motion to approve the creation of Policy 5.16 as presented.



Resolution 20-12-08
Library Board of Trustees
North Olympic Library System

**A RESOLUTION OF THE NORTH OLYMPIC LIBRARY SYSTEM
ESTABLISHING A METHOD AND PROCESS FOR THE USE
OF ELECTRONIC SIGNATURE TECHNOLOGY.**

Whereas, the newly enacted Washington Uniform Electronic Transactions Act, and its predecessor statute, RCW 19.360.020(5), allow a local agency to permit the use of electronic signature technologies, and to establish a method and process for such use by ordinance, resolution, policy, or rule; and

Whereas, using electronic signature technologies can benefit the North Olympic Library System by decreasing reliance on paper transactions and physical documents, thereby saving time and reducing the costs associated with conducting business; and

Whereas, North Olympic Library System staff have conducted a preliminary business assessment and risk analysis of electronic signature providers in order to provide reasonable assurances of the integrity, authenticity, and nonrepudiation of electronic documents when electronic signatures are used; and

Whereas, North Olympic Library System staff recommends the use of DocuSign as the North Olympic Library System's primary initial electronic signature service provider; and

Whereas, the Board of Trustees has considered how the use of electronic signatures may impact or improve the public's access to and ability to participate in governmental affairs, and reliance on business conducted electronically. And now, therefore;

Now therefore be it resolved by the Board of Trustees of the North Olympic Library System that:

Section 1. The foregoing recitals are incorporated and fully made a part of this Resolution.

Section 2. The Board of Trustees finds it to be in the public interest to allow the use of electronic records and electronic signatures for North Olympic Library System business to the fullest extent allowed by law.

Section 3. The Board of Trustees recognizes that whenever the use of a written, affixed by hand, or "wet" signature created when a person physically marks a document with

the intent to sign the record is authorized or required, an electronic signature may be used with the same force and effect, except as required otherwise by law.

Section 4. The Board of Trustees authorizes the Library Director, Managers and their designees to use the DocuSign electronic signature platform or any future replacement of such platform to affix electronic signatures to electronic records.

Section 5. The Board of Trustees directs the Library Director to adopt any necessary administrative policies or processes to implement the use of electronic signatures by the North Olympic Library System consistent with this resolution and in compliance with the provisions of RCW Chapter 19.360.

Section 6. This resolution shall take effect and be in force immediately upon its passage.

Adopted by the Board of Trustees of the North Olympic Library System at the regular meeting held this 14th day of December 2020.

Chair

Trustee

Trustee

Trustee

Trustee

Attested by:

Secretary to the Board



Policy 5.16

Electronic Signatures

Adopted by the Library Board of Trustees:

12/14/2020

The North Olympic Library System encourages electronic transactions and the use of electronic signatures, and recognizes electronic signatures as legally binding and equivalent in force and effect as a wet signature.

Pursuant to Board of Trustees Resolution 20-12-08, the Library authorizes the use of the DocuSign electronic signature platform, or any future replacement of such platform, to affix electronic signatures to Library records.

The Board of Trustees, the Library Director and their designees are authorized to use the DocuSign electronic signature platform or any future replacement of such platform to affix electronic signatures to Library records as provided in this policy.

The DocuSign electronic signature platform, or any future replacement of such platform, is authorized to affix electronic signatures to the following records: Minutes of Board of Trustees Meetings, Resolutions and Ordinances Adopted by the Board of Trustees, Board Payables and Monthly Payroll Approved by the Board of Trustees, other HR Forms and Documents, Claim Vouchers, and any and all contracts and agreements to which the Library is a party.

Electronic signatures may be used on Library records requiring execution by a third party.

Electronic signatures cannot be applied using another employee's name. Records signed on behalf of the Board of Trustees or Library Director by a designee shall use their own electronic signature. A person is authorized to sign as a designee through a Board written resolution, or a valid delegation (or sub-delegation) of authority in accordance with this policy.

An electronic signature is an acceptable substitute for a wet signature on records requiring the signature of any record whenever the use of a wet signature is authorized or required, except as provided herein. If the law requires that a document be signed, an electronic signature satisfies the law.

If an electronic signature is used for interstate transactions or for documents required by the US Federal government, the electronic signature shall comply with the requirements of the Electronic Signatures in the Global and Electronic Commerce Act.

This policy in no way affects the District's ability to conduct a transaction using a physical medium and shall not be construed as a prohibition on the use of wet signatures.



RESOLUTION 20-12-09
**BY THE BOARD OF TRUSTEES
OF THE NORTH OLYMPIC LIBRARY SYSTEM**
**HONORING SUZI URE
FOR HER SERVICE
TO THE LIBRARY AND THE COMMUNITY**

WHEREAS Suzi Ure joined the Board of Trustees of the North Olympic Library System in June 2018, bringing to the Board a unique and valuable blend of life and library experience; and

WHEREAS Suzi Ure joined NOLS at a critical point when having good representation and involvement from the Sequim community was essential, and she quickly became an important part of the Sequim Future Library project; and

WHEREAS Suzi Ure has served conscientiously and with dedication during her term of office as a member of the Board's Policy and Personnel Committees; and

WHEREAS Suzi Ure has consistently demonstrated strong commitment to the values of public librarianship and to community service; and

WHEREAS Suzi Ure's optimism and wisdom made her a valued member of the NOLS Board; and

WHEREAS, Suzi Ure has invariably served the Board and the Library well;

NOW THEREFORE BE IT RESOLVED by the North Olympic Library System Board of Trustees that Suzi Ure be recognized and honored for her service to the Library and to the community.

ADOPTED BY THE BOARD OF TRUSTEES OF THE NORTH OLYMPIC LIBRARY SYSTEM at the regular meeting held this 14th day of December, 2020.

Chair

Trustee

Trustee

Trustee

Trustee

ATTESTED BY:

Secretary to the Board