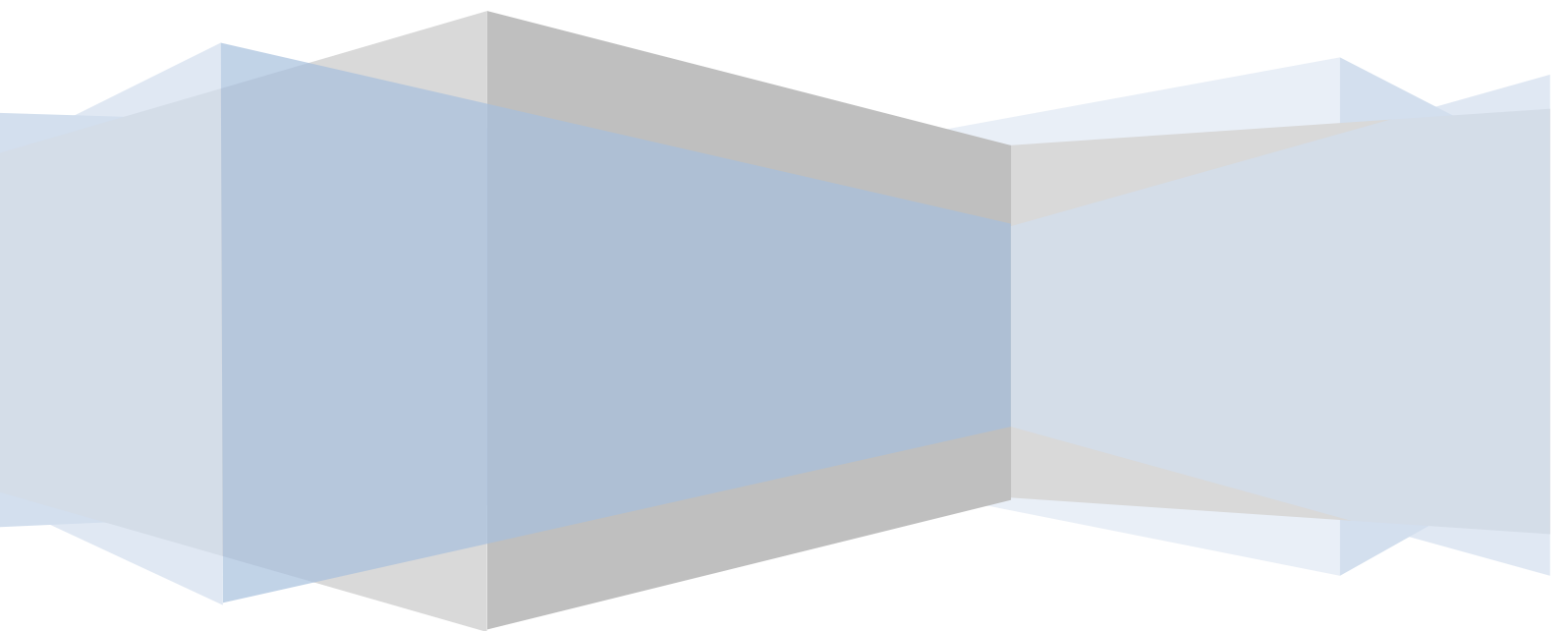


PALS *Plus*, Inc.

Policy Manual



Revision History

- 4.28.2011 Approved by Executive Board for distribution to members
- 5.19.2011 added Network policy re mass email
- 5.26.2011 added Availability of Staff
- 8.17.2011 added in Finances section, change to schedule for gathering usage statistics for assessment
- 12.19.2011 added timeline and responsibilities for bibliographic record replacement
- 9.27.2012 revised definition of Courtesy Users; revise multiple policies for inclusion of Partner level of membership
- 11.15.2012 added privacy policy [SECTION 3]
- 11.21.2013 added password policy
- 1.23.2014 added claims returned restriction to owning library
- 7.24.2014 added policies for MobileCirc use; add Workflows password policy
- 2.26.2015 revised multiple policies about user registration
- 8.26.2016 Edited various typos (3.27,6.8,7.4); modified 3.18 to expand DigitalLibraryNJ to the broader digital collections; modified policies to reflect new library card expiration dates (5.28, 5.32, 5.55); revised several user registration policies (5.33, 5.34); item availability to fill hold requests changed to 90 days (5.58); updated PALS Plus staff entries to reflect current staff makeup (9.1,9.2)
- 5.11.2017 Updated standardized circulation policies (5.59) to reflect new changes to DVDs
- 8.22.2017 Revised Section 7, Public PC Management ; updated PALS Plus Regular Staff entry (9.2) ; updated Finances (10.1) to reflect the change to operating reserve minimum
- 10.23.2018 Updated the Standardized circulation policies to include new DVD-Series item types
- 9.30.2019 Added new and revised existing policy statements for Temporary Users ; renumbered policies 5.19 – 5.82

1. Introduction and Mission [to be developed]

2. PALS Plus Records

- 2.1. PALS Plus will make available for public inspection the following documents: application for tax exempt status (Form 1023 or 1024), along with all attachments and correspondence with the IRS about the organization's tax exempt status; forms 990 for the most recent three years; forms 990-T filed after August 17, 2006.
- 2.2. PALS Plus will provide copies of these documents to individuals who request them. Copies will be provided immediately in the case of in-person requests, and within 30 days in the case of written requests. PALS Plus will charge a reasonable copying fee plus postage.

3. Library Patron Privacy Policy

DECLARATION OF PRINCIPLES

- 3.1. PALS Plus and its member libraries believe that free inquiry is an essential aspect of library service. We believe that upholding the right to privacy prevents the right to free and open inquiry from being compromised by having the subject of one's interest examined by others.
- 3.2. Privacy is essential to the exercise of free speech, free thought, and free association. The courts have upheld the right to privacy based on the Bill of Rights of the U.S. Constitution. N.J.S.A. 18A:73-43.2 specifies that library records that contain names or other personally identifying details regarding the users of libraries are confidential and shall not be disclosed except if they are necessary to the operation of the library, the user requests disclosure, or disclosure is required pursuant to a subpoena issued by a court
- 3.3. Our commitment to patron privacy and confidentiality has deep roots not only in law but also in the ethics and practices of librarianship. In accordance with the American Library Association's Code of Ethics: "We protect each library patron's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired, or transmitted."

PATRONS' RIGHTS OF PRIVACY AND CONFIDENTIALITY

- 3.4. PALS Plus provides computer and telecommunication services to its member libraries that include maintaining a database of patron records and records of circulation transactions at our member libraries. We also provide links to electronic services and resources whose access is validated against patron records in our database. We acknowledge that these duties give PALS Plus the responsibility to secure the privacy and confidentiality of the information entrusted to us. We have established these Privacy Policies to enable us to execute this responsibility.

- 3.5. We consider the intellectual pursuits of individuals using library resources, including library internet resources, to be confidential, regardless of the age of the individual. We will not produce any records we may have of such pursuits to any individual or agency unless compelled to do so by a court order.

NOTICE AND OPENNESS

- 3.6. We freely share the privacy policies of PALS Plus with our member libraries. We share them with the public by posting them on the PALS Plus web site.
- 3.7. Whenever policies change, notice of those changes is shared with our member libraries, who are encouraged to share them with their patrons.
- 3.8. We avoid creating and retaining records that are not needed for the fulfillment of the mission of PALS Plus.
- 3.9. For the purpose of identification and accountability for use of library materials, our member libraries collect and we retain information which may include, but is not limited to: patron's name, library card number, address, phone number, gender, birthdate, and email address. Our libraries may also collect the name and contact information for the guardians of minors that are registered for library cards.
- 3.10. We periodically purge from our system expired library cards, which have no outstanding fines or fees associated with them.
- 3.11. Some member libraries may collect the names of those who wish to use library computers to access the Internet. We encourage these libraries not to retain this information longer than three days.
- 3.12. Our computer system records information about transactions when patrons borrow materials at any of our member libraries, when materials they have borrowed are returned to any of our member libraries, and when and what library materials they request via holds placed by themselves or by library staff. Our computer system also calculates and tracks fines for overdue materials, fees for lost materials, and partial and complete payments of those fines and fees.
- 3.13. Patrons may access their library account through our catalog interface. After authenticating their request by supplying their library number and a personal identification number (PIN), patrons can place holds, and learn the status of holds they have placed, when materials they have borrowed are due back, and the amounts of any fines and fees charged against their records.
- 3.14. Library staff can access the same information patrons can. While library staff has no access to an individual patron's borrowing history, they can access the identity of the previous borrower of returned library materials, so that if materials are found damaged or missing components, the previous borrower can be contacted.
- 3.15. Our computer system maintains logs of transactions executed during the operation of the system. PALS Plus staff (but not member library staffs) can search these logs, and do so on request of library staffs to

clarify circumstances surrounding disputed patron fees and fines or to investigate apparently anomalous computer system behavior.

- 3.16. Information Required to Provide Library Services: Our member libraries contact patrons when materials on hold become available for pick up, and when borrowed materials are overdue. If the only information libraries have is the required information on the library registration card, these notices are done by mail or phone. With patron permission and patron supplied email addresses, many of our libraries send these notices via email. Email also enables them to send notices to alert patrons that material is coming due shortly. Email addresses have the same statutory protection as other patron identifiable information: Email addresses can only be released if needed for the conduct of library business, or with patron permission, or in response to a court order.

CHOICE AND CONSENT

- 3.17. Our libraries will not collect or ask us to retain patron private and personally identifiable information without patron consent. Further, absent such consent, we will consider all personally identifiable information to be confidential and will not disclose such information unless compelled to do so by a court order.
- 3.18. If patrons wish to receive borrowing privileges, they must provide certain information about themselves in order to obtain a library account and be issued a library card. When visiting our Web site or those of our member libraries and using electronic services, patrons may be asked to provide their library card number to access their accounts. They may also choose to provide their library card number to access the digital collections and other databases external to our member libraries.
- 3.19. Patrons should understand that their library card number identifies them as a patron of a specific library in order to validate the provision of services, but the card number cannot be linked to their individual and confidential information by any service provider external to PALS Plus or its member libraries.
- 3.20. Public library patrons have the option of providing their home library with their e-mail address in order to receive e-mail notifications about their library account. They may request that their e-mail address be removed from their record at any time.
- 3.21. PALS Plus will never use or share the personally identifiable information provided to us in ways unrelated to our library systems and procedures described in Section I unless compelled to do so by a court order.

DATA INTEGRITY AND SECURITY

- 3.22. We take reasonable steps to assure the integrity of our patron data.
- 3.23. We protect personally identifiable information from unauthorized disclosure once it is no longer needed to manage library services. We periodically purge expired patron information.

- 3.24. Our web site contains links to external web sites not maintained by PALS Plus. We cannot be responsible for guarding privacy beyond our web site. Users of our web site who link to other web sites should consult the privacy policies of those web sites should they have questions regarding their use.
- 3.25. To the best of our abilities, we ensure that our contracts, licenses, and off-site computer service arrangements reflect our policies and legal obligations concerning patron privacy and confidentiality.
- 3.26. We permit only authorized Library staff with assigned confidential passwords to access personal data stored in our computer system for the purpose of performing library work. We will not disclose any personal data collected from patrons unless compelled to do so by a court order.

ENFORCEMENT AND REDRESS

- 3.27. PALS Plus will not share data on individuals with third parties unless compelled to do so by a court order. Library staff and patrons who have questions, concerns, or complaints about our handling of patron privacy and confidentiality rights should file written comments with the Executive Director of PALS Plus, 292 Piaget Ave., Clifton NJ 07011. We will respond in a timely manner and may conduct a privacy investigation or review of policy and procedures.

4. Membership

DEFINITIONS

- 4.1. **Full Members** of PALS Plus participate in resource sharing with all other PALS Plus Members. They are entitled to a core package of services as established by the Executive Board and share in the cost of core services through an annual assessment.
- 4.2. **Partners or Partner Members** of PALS Plus participate in resource sharing with all other PALS Plus Members. They are entitled to ILS-related services and share in the cost of ILS services through an annual assessment.
- 4.3. **Associate Members** of PALS Plus participate in resource sharing with all other PALS Plus Members. They pay an annual membership fee.
- 4.4. **Members** is the collective term for Full, Partner and Associate Members of PALS Plus.

5. Integrated Library System

DEFINITIONS

- 5.1. **Barred** is a user status applied manually and automatically to user records in the consortium's SirsiDynix integrated library system. The status is applied manually by library staff in response to an infraction by the user. In libraries where the status is applied automatically, it is the result of accumulated fines. Barred status excludes the user from certain library privileges, including access to library PC's.

- 5.2. **Blocked** is a user status applied automatically to user records in the consortium's SirsiDynix integrated library system as a result of accumulated fines. Blocked status prohibits users from charging, renewing or placing holds on materials. Depending on the local library policy, it may also prevent users from signing on to public PC's.
- 5.3. **Claims Returned** reports are initiated by library staff in response to information from users. Claims returned reports are cumulative in the user's record.
- 5.4. **Courtesy Users** have valid library cards issued by PALS Plus libraries but are entitled to borrowing privileges only at the issuing library. Examples of categories of people who might be issued courtesy cards include, but are not limited to: individuals who work, teach or attend residential schools in the community; temporary residents of shelters, hotels or group homes; friends, relatives or others living temporarily with PALS Plus resident cardholders.
- 5.5. **Exempt Users** are library staff members, current library trustees and home bound users, for whom fines are forgiven when materials are returned. Exempt users are subject to DELINQUENT, BLOCKED or BARRED status.
- 5.6. **Full Borrowing Privileges** allow a user to check out materials at the circulation desk of the owning library and place holds remotely via the PALS Plus circulation system for materials owned by PALS Plus Full Member and Partner libraries.
- 5.7. The **Home Library** gives users their library cards.
- 5.8. **Interlibrary Loan** is an agreement between an individual library and other libraries or institutions to deliver collection materials, when requested, to another library. Interlibrary loan between PALS Plus Full Member and Partner libraries is a feature of **PALS Plus Borrowing**.
- 5.9. The **Lending Library** charges out materials from its own or other libraries' collections to users.
- 5.10. **Non-Resident Tax Payers** pay taxes for library support in a community but do not reside in the community. They are entitled to full residential privileges.
- 5.11. **Open Borrowing** is a reciprocal borrowing agreement among some library consortia, county library systems and individual libraries in New Jersey. This agreement grants walk-in borrowing privileges to cardholders of participating libraries. PALS Plus is a participant of the Open Borrowing cooperative.
- 5.12. The **Owning Library** owns the materials that are borrowed.
- 5.13. **Paid Users** are a type of Courtesy Users. Paid Users have valid library cards purchased at a PALS Plus library. They are entitled to borrowing privileges only at the issuing library. Libraries may issue purchased cards to individuals per local policy or contract with another governing body.
- 5.14. **PALS Plus Borrowing** is the reciprocal borrowing agreement among PALS Plus Full Members and Partners, which extends to each library's resident cardholders privileges to borrow from and place holds on other Full Member and Partner libraries' materials.

- 5.15. **ReBL** is a reciprocal borrowing agreement among some libraries in Essex County. This agreement grants walk-in borrowing privileges to cardholders of participating libraries. PALS Plus is not a participant in ReBL, however some PALS Plus Members participate individually in ReBL.
- 5.16. **Reciprocal Borrowing** is a library service for library patrons who may use their home library cards to check out materials from other libraries. Reciprocal borrowing between PALS Plus Full Members and Partners is called **PALS Plus Borrowing**.
- 5.17. A **Reciprocal Borrowing Agreement** is a formal agreement between two or more libraries, consortia, or other institutions, granting and governing use of one library and its collections by regular users of other libraries or institutions.
- 5.18. A **Resident User** is entitled to a free library card at his or her home library and is a resident of the library's service area, or is a current student, faculty or staff member at an educational institution. Resident users are entitled to unrestricted library privileges at their home libraries.
- 5.19. A **Temporary User** is entitled to a library card from the community in which the individual is temporarily residing. Temporary Users can have up to ten (10) items checked out on their card and can place up to five (5) holds. The borrowing privileges for Temporary Users will expire after three months.
- 5.20. **Walk-In Borrowing Privileges** allow a user to check out materials at the circulation desk of the owning library.

LIBRARY USERS

- 5.21. Users must have a valid library card to borrow material from a PALS Plus libraries.
- 5.22. A user must present his or her library card or an image of the card that includes the user's scannable barcode in order to check out material. Exceptions do not extend beyond the home library.
- 5.23. Users must be registered or renewed according to the standards documented in the circulation core documents.
- 5.24. Duplicate card check must be used whenever registering new borrowers.
- 5.25. Users (with the exception of students and staff of PCCC) are permitted only one library card in the system.
- 5.26. Individuals eligible for full privileges at more than one PALS Plus library must choose where they wish to register.
- 5.27. Individuals who are eligible for privileges in more than one type of user category may register for one category only. Examples include but are not limited to a user who qualifies for both Open Borrowing and Courtesy privileges, or a user who is a staff member at a PALS Plus library (exempt status) and a resident of an Open Borrowing partner (reciprocal status).
- 5.28. Individuals for all but Temporary cards must provide a government issued identification document with photo and current local address or 2 official documents showing name and local address when applying

for or renewing a library card. For individuals registering for Temporary cards, please refer to Policy 5.29 for acceptable forms of identification and residency.

- 5.29. Individuals registering for TEMPORARY library cards must provide a government issued identification document with photo and a proof of temporary residency. Acceptable proof of temporary residency shall be determined by each member library, and may include a letter from a social service agency, housing facility, or temporary employer verifying the address.
- 5.30. All registrations, with the exception of ReBL and TEMPORARY profiles will expire three years from the date of registration.
- 5.31. Open Borrowing privileges for PALS Plus resident cardholders will expire when their library cards expire.
- 5.32. Fine exempt users must have a card from their home or employing library. This card will be registered with the fine exempt status. Staff members eligible for exempt status who live outside the PALS Plus area, must be registered with a card from the library where they work in order to have exempt status.
- 5.33. Fine exempt users have fine exempt status at their home libraries only.
- 5.34. Courtesy cards may be issued at the discretion of the library to any user who is not eligible for resident, exempt or reciprocal borrowing privileges. The issuing library may set the expiration date for any length of time not exceeding three years. Courtesy cards will be configured for use at the issuing library only.
- 5.35. Borrowing privileges can only be renewed at the issuing library, or at another library with the agreement of the issuing library.
- 5.36. PALS Plus Full Member and Partner libraries will extend borrowing privileges for users of other Full Member and Partner libraries whose privileges have expired, for the loan period of the items, not including potential renewals, as long as a) the user is present at the library where the extension will take place, b) the user's status is not BLOCKED or BARRED, and c) information on a current ID matches the information in the user's library record.
- 5.37. Inactive users are defined as those without activity after 5 years. Inactive user records will be purged from the system if outstanding fees are less than \$5.00.
- 5.38. When a user transfers to another library in PALS Plus, user generated data is to be preserved, including fees and fines.
- 5.39. Any PALS Plus library may bar a user, regardless of where the user is registered, if that user has violated a library's rules of patron behavior, including internet policy.
- 5.40. Users who have more than three incidences of Claims Returned items will be barred.

BORROWING AND LENDING

- 5.41. This policy governs transactions between Full, Partner and Associate Members of PALS Plus. Reciprocal borrowing agreements between PALS Plus, or its individual libraries, and other libraries, institutions or

groups outside of PALS Plus are governed by other agreements. Examples of such programs not covered by this policy are Open Borrowing and ReBL.

- 5.42. A resident user with a valid library card from any PALS Plus Full Member or Partner library is entitled to full borrowing privileges at other PALS Plus Full Member and Partner libraries.
- 5.43. PALS Plus borrowers are subject to the fine schedule for overdue materials of the lending library.
- 5.44. PALS Plus borrowers will pay the lending library for lost or unreturned materials and for applicable fees.
- 5.45. The lending library may impose lending restrictions on PALS Plus borrowers based on local policies.
- 5.46. A Full Member or Partner library may impose lending restrictions on a collection under certain circumstances, if the library makes a written request for limited lending, the request is reviewed and approved by the Policy Committee, the request meets the criteria established by the consortium, the lending restrictions are communicated to all consortium Members, the request is reviewed at regular intervals, and lending restrictions are removed if no longer applicable.
- 5.47. Full and Partner Members may place temporary restrictions on materials to be used for special programs like summer reading or for school assignments. Libraries are permitted to place a restriction on a collection once a year for a period of 4 months without the approval of the Policy Committee.
- 5.48. The public will be advised of lending restrictions by means of notices in the public catalog.
- 5.49. The lending library will be responsible for recovery of materials loaned by them to PALS Plus borrowers.
- 5.50. A resident user with a valid library card from any PALS Plus Full Member or Partner library is entitled to walk-in privileges at any Associate Member library.
- 5.51. A resident user with a valid library card from any PALS Plus Associate Member library is entitled to walk-in borrowing privileges at any PALS Plus Full Member or Partner library.
- 5.52. PALS Plus will agree on lending limits with each Associate Member and will publish this information to all members.
- 5.53. Associate Members will be given the list of circulation contacts for PALS Plus libraries.
- 5.54. Reciprocal borrowing privileges are extended to cardholders of libraries, consortia or other institutions with which PALS Plus has made reciprocal borrowing agreements on behalf of the entire consortium.
- 5.55. Upon registration, reciprocal borrowers, including Open Borrowing Program participants must present valid library cards from qualifying libraries as well as a second ID that includes the home street address.
- 5.56. Reciprocal borrowers are registered in the PALS Plus database using their home library card.
- 5.57. Reciprocal borrowing privileges are issued for up to 3 years.

STANDARDIZED CIRCULATION POLICIES

- 5.58. Standardized circulation policies apply to public libraries. Academic libraries may have different loan periods due to special circumstances and needs.

5.59. Item Type NEWITEM is available for use with batch loaded on-order records. NEWITEM accepts local holds only.

5.60. The period of time before all NEW___ item types are converted and made available for holds by other libraries' users is 90 days.

5.61. Standardized circulation policies are as follows:

Item type	Loan Period	Renewals	Fine	Hold Type*
AUDIO [Music]	21 days	1	0.10	My library first
AUDIOBK	21 days	2	0.10	My library first
BOOK	21 days	2	0.10	My library first
DVD	7 days	2	0.50	My library first
DVD-SR	14 days	2	.50	My library first
J-AUDIO	21 days	1	0.10	My library first
J-AUDIOBK	21 days	2	0.10	My library first
J-BOOK	21 days	2	0.10	My library first
J-DVD	7 days	2	0.50	My library first
J-DVD-SR	14 days	2	.50	My library first
J-PBK	21 days	2	0.10	My library first
J-PLAYAWAY	21 days	1	0.10	My library first
J-VIDEO	21 days	1	0.10	My library first
NEW-AUDIO	21 days	1	0.10	Local request
NEWAUDIOBK	21 days	1	0.10	Local request
NEW-BOOK	21 days	1	0.10	Local request

NEW-DVD	7 days	1	0.50	Local request
NEW-DVDSR	14 days	1	.50	Local request
NEW-ITEM	21 days	1	0.10	Local request
NEW-JABK	21 days	1	0.10	Local request
NEW-JAUD	21 days	1	0.10	Local request
NEW-JBOOK	21 days	1	0.10	Local request
NEW-JDVD	7 days	1	0.50	Local request
NEW-JDVDSR	14 days	1	.50	Local request
NEW-VIDEO	21 days	1	0.10	Local request
NEW-YABOOK	21 days	1	0.10	Local request
NEW-YADVD	7 days	1	0.50	Local request
NEW-YDVDSR	14 days	1	.50	Local Request
PAPERBACK	21 days	2	0.10	My library first
PLAYAWAY	21 days	1	0.10	My library first
VIDEO [VHS]	21 days	1	0.10	My library first
YA-BOOK	21 days	2	0.10	My library first
YA-DVD	7 days	2	0.50	My library first
YA-DVD-SR	14 days	2	0.50	My library first

Y-PLAYAWAY	21 days	1	0.10	My library first
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FINES

- 5.62. A borrower will be blocked if they have 5 items overdue or owe \$5.00.
- 5.63. Full Member and Partner libraries may take donations in lieu of fines, or waive fines during amnesty periods. The consortium will be notified when a library is planning a special amnesty period.

CLAIMS RETURNED

- 5.64. Patrons will be limited to 3 incidences of claims returned items. A fourth incident will result in patron being barred until the matter is resolved.
- 5.65. Only the owning library of an item is allowed to mark the item 'claims returned'. When items are claimed returned at the lending library, and the lending library is not the owning library, either the patron or the staff of the lending library must contact the owning library to report the claims returned. The owning library will handle the claim as appropriate.

BILLS

- 5.66. Lost or missing items with bills attached will be removed from the database if bills have been attached to the item for more than four years.

HOLDS

- 5.67. Users have a limit of 50 active holds system-wide.

BIBLIOGRAPHIC AND ITEM DATABASE MANAGEMENT

- 5.68. The PALS Plus catalog will provide timely and accurate information about, and access to materials in the collections of the Full Member and Partner libraries. Descriptions of materials will conform to accepted cataloging standards.
- 5.69. Responsibility for creation and maintenance of the catalog is shared among Full Member and Partner libraries and the PALS Plus staff, following uniform procedures and standards.
- 5.70. Staff members who are expected to make changes to the catalog must receive training appropriate for their level of activity before they are authorized to make changes. PALS Plus staff will provide the training.
- 5.71. Every two years the consortium will provide mandatory general catalog training.

MINIMUM STANDARDS FOR BIBLIOGRAPHIC RECORDS

5.72. All catalog records in the PALS Plus catalog will have, as a minimum, the following information. This information comprises an acceptable, incomplete record:

- Format
- Standard Number (ISBN, ISSN, UPC, etc.)
- Author (if applicable)
- Title
- Publisher
- Date

5.73. All complete catalog records in the PALS Plus catalog will have, as a minimum, the following information. This information comprises an acceptable, complete record:

- Format
- Standard Number (ISBN, ISSN, UPC, etc.)
- Author (if applicable)
- Title
- Edition statement (if applicable)
- Publisher
- Date
- Physical description
- Subject headings
- Added authors, translators, illustrators, performers, cast, narrators (if applicable)
- Series (if applicable)
- Varying forms of title (if applicable)
- Language (if applicable)

UPGRADING BELOW STANDARD BIBLIOGRAPHIC RECORDS

5.74. Brief records that do not meet the minimum standard will be allowed to remain in the system for up to three months before they are required to be complete.

5.75. In the event that the budget does not allow for the acquisition of complete records for all materials, low priority will be given to romance fiction, science fiction and mystery fiction.

RESPONSIBILITIES FOR BIBLIOGRAPHIC RECORDS

5.76. Tech Operators at all libraries will be responsible for downloading all records from approved vendors and importing them to the server at time of order; thorough and accurate searching and linking of items

when they arrive; notifying PALS Plus of any duplicates they cannot resolve themselves; and, reporting via TrackIt, errors that affect patron access

- 5.77. PALS Plus staff will be responsible for running reports to add vendor records to the database, upgrading all incomplete records within the proposed timeline, and reconciling all duplicates found.

ILS SECURITY

- 5.78. PALS Plus will change all WorkFlows staff passwords annually, on a staggered schedule.
- 5.79. MobileCirc may only be loaded on a device that is owned by the library using it; it may not be loaded onto personal devices or devices owned by staff members.
- 5.80. PALS Plus staff will install and configure the app.
- 5.81. Anti-virus software must be installed if MobileCirc is loaded on a laptop or device with Windows operating system.
- 5.82. If a device with MobileCirc loaded on it is lost or stolen, the library will report the loss immediately to PALS Plus.
- 5.83. Mobile connections to the PALS Plus network must be approved by the Network Manager.
- 5.84. If a library uses MobileCirc for self-check, all staff functions will be unavailable to users.

6. Network

- 6.1. The PALS Plus network comprises hardware and software to connect Full Member libraries to the Internet and to monitor, maintain and secure those connections. The network is defined as extending to each participating library up to and including their Internet router. For libraries that are on the PALS Plus network, the consortium's responsibility for the network extends to but not beyond the library router. Problems internal to the library are the library's responsibility.
- 6.2. Full Member and Partner libraries that are not part of the PALS Plus network but connect to PALS Plus for access to services must create a VPN connection or implement a comparably secure solution in order to mitigate security risks to the consortium.
- 6.3. Every computer connected to the PALS Plus network must have current, i.e. regularly updated, licensed virus protection software installed.
- 6.4. No library will install a wireless device on the network without approval from the PALS Plus Executive Board. A library that wishes to install a wireless device on the network will propose a plan for approval by the Network Manager and the PALS Plus Executive Board.
- 6.5. Personal file sharing or peer-to-peer exchange of files is prohibited on computers on the PALS Plus network.
- 6.6. Administrative passwords must be made available to Pals Plus staff for software installation and troubleshooting.

- 6.7. When a library on the PALS Plus network chooses to upgrade or change its network connection, and that change requires a new router, the PALS Plus staff will coordinate the purchase and installation of the new equipment. The library will pay the entire cost of new router.
- 6.8. The consortium will file annually for all applicable E-rate discounts.
- 6.9. The consortium will file for E-rate discounts on behalf of network libraries as desired by the libraries and possible within the constraints of the program.
- 6.10. E-rate discounts for Full Member libraries will be credited when refunds are received.
- 6.11. The PALS Plus email system will not be used for mass mailing of email to patrons [4.28.2011].
- 6.12. Password security on the PALS Plus network will be enforced with the following rules [11.21.2013]:
 - 6.12.1. Windows passwords must be changed after 90 days
 - 6.12.2. Passwords may be repeated after 24 changes
 - 6.12.3. Passwords must have a minimum of 8 characters
 - 6.12.4. Password complexity will not be enforced
 - 6.12.5. An account will be locked after 5 unsuccessful attempts to login
 - 6.12.6. Locked accounts will be unlocked after 30 minutes

7. Public PC Management

- 7.1. Libraries may set their own policies regarding guest passes for Internet use.
- 7.2. Libraries may set their own policies regarding Internet filtering at their site(s).
- 7.3. Libraries may set their own policies controlling public computer usage in regards to restricting access to users based on delinquency, library card expiration, and patron status.

8. Other Programs and Services [to be developed]

9. Availability of Staff

DEFINITIONS

- 9.1. Administrators (2016): Executive Director (Manna), Network Administrator (Dwyer), Integrated Services Librarian (Cardona)
- 9.2. Regular Staff (2016): Executive Director (Manna), Network Administrator (Dwyer), Integrated Services Librarian (Cardona), Catalog & Metadata Librarian (DeLuise), Bookkeeper (Kulesa)
- 9.3. Technical Support Staff: Technicians
- 9.4. On Site: Staff member works in the PALS Plus office/computer room
- 9.5. Off Site: Staff member works at a Full Member or Partner site or attends a work-related meeting or event
- 9.6. Telecommuting: Staff member works from a remote site with access to the PALS Plus network including email
- 9.7. On Call: Staff member is not working for PALS Plus but will respond to emergencies
- 9.8. Off: Staff member is not working for PALS Plus and is not available

- 9.9. Office Hours: 8:00AM – 4:00PM Monday through Friday
- 9.10. Evening/Weekend Hours: 4:00PM – 9:00PM Monday through Friday; 8:30AM – 5:00PM Saturday; 12:30PM – 5:00PM Sunday
- 9.11. Open: Status of PALS Plus office when Clifton Public Library is open during PALS Plus office hours
- 9.12. Closed (Scheduled): Status of PALS Plus office during evening/weekend hours, holidays, pre-arranged closings
- 9.13. Closed (Unscheduled): Status of PALS Plus office during office hours when closed unexpectedly

SERVICE AGREEMENTS

- 9.14. During Office Hours when the PALS Plus office is Open at least one Administrator will be On Site or Telecommuting with access to phones and email.
- 9.15. During Office Hours when the PALS Plus office is Closed (Scheduled) at least one Administrator will be On Call with access to phones and email.
- 9.16. During Office Hours when the PALS Plus office is Closed (Unscheduled) and 7 or more Full Member or Partner libraries are open at least one Administrator will be Off Site or Telecommuting with access to phones and email.
- 9.17. During Office Hours when the PALS Plus office is Closed (Unscheduled) and fewer than 7 Full Member or Partner libraries are open at least one Administrator will be On Call with access to phones and email.
- 9.18. During Evening/Weekend Hours at least one Administrator will be On Call with access to phones and email.
- 9.19. During all other hours all PALS Plus Regular Staff will be Off.
- 9.20. PALS Plus Regular Staff that are on pre-approved leave for any reason are Off.
- 9.21. In order to insure the availability of PALS Plus staff, the Consortium may provide equipment and services including computer hardware, computer software, wired or wireless telecommunications connections, phones and other applicable equipment and services as determined appropriate by the Executive Director. Details will be elaborated in a Telecommuting Agreement with the staff member.

10. Finances

- 10.1. It is the policy of PALS Plus to approve the annual budget such that the consortium begins the year with an operating reserve of at least \$ 100,000.
- 10.2. PALS Plus will maintain a capital reserve fund for the purchase and replacement of hardware, software and services judged by the Executive Board and/or the Executive Director to be capital expenses. The Finance Committee will review the fund annually and make recommendations about its maintenance to the Executive Board.

- 10.3. Beginning January 1, 2011, PALS Plus will realign its schedule of assessment collection so that assessment invoices are sent and payable within the PALS Plus fiscal year (currently calendar year) to which the invoiced services pertain.
- 10.4. Beginning in 2012 the distribution of the assessment among PALS Plus Full Members and Partners will be determined by measurements taken from October 1 through September 30. PALS Plus libraries will be told their exact assessment figures for the coming year in October.