



Section 5

Operating Policies and Procedures



Florida Library Association Manual

Governance Policies and Procedures

Transparency of Governance

Policy

- The Executive Board makes full and accurate information about its mission, activities, and finances publicly available.
- The Executive Board monitors the Association's filing of Internal Revenue, State of Florida reports, and financial statements for completeness and accuracy.
- Association financial statements are posted on the Association's Web site and are made available to the public on request.

Procedure

1. The Association's mission statement, Executive Board agendas, Executive Board minutes, and annual financial statements are available on the FLA Web site and in other formats as requested.
2. FLA activities are announced on the Web site and other Association publications and reported in an annual program report.
3. A written annual financial report for the previous fiscal year is provided at the annual Association business meeting.

Election of Officers

Policy

- Officers and other Executive Board members are elected annually by the membership in accordance with the Association Bylaws.
- Nominees for office are identified by the Nominations Committee. Nominations can also be made by any member.

Procedures

1. The Nominating Committee presents an elections slate to the Executive Board by the fall meeting in order to hold elections in the late fall of each year.
2. The elections slate consists of at least two nominees for each office to be elected.
3. FLA members are informed of the opportunity to nominate for offices to be elected thirty days before the Executive Board approves the slate presented by the Nominating Committee. Additional information on this process is in Article IV of the Association Bylaws.
4. Consent of the persons nominated must be obtained before the name is placed in nomination before the Executive Board. Potential nominees are provided with information on the duties and responsibilities of the office for which they are being considered.
5. Procedures for carrying out elections are described in Article IV of the Association Bylaws.
6. Votes are counted by a Teller Committee of at least three members appointed by the President. Procedures for the vote counting process are available from the Executive Director.



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7. Nominees are notified of election results immediately after votes are counted as required in the Bylaws.
8. Announcement of new officers is published to the membership as soon as possible after nominees are notified of election results.
9. Newly elected officers are invited to participate as guests in Executive Board meetings and activities until such time as they are officially installed at the end of the annual conference.

Electronic Meetings and Voting

Policy

- Meetings of the Executive Board may be held by electronic means including telephone, video, or other technologies only when
 - all members can have access to participation and
 - Association Charter and Bylaws are not under discussion.
- The Executive Board may use electronic voting to expedite decisions between regularly scheduled meetings.

Procedures

1. Electronic Meetings
 - a. Notice of electronic meetings is required as for regular meetings.
 - b. Minutes of electronic meetings are taken as for regular meetings.
2. Voting
 - a. Any voting member of the Executive Board may send an email message to the President and other Board members proposing to have an email vote providing all Board members have access to email.
 - b. Email voting is used only for issues requiring a timely response and for issues that may be simply resolved without significant debate.
 - c. Motions are phrased as follows: “Mister/Madame President, I move that the FLA Executive Board be asked to vote electronically on the following issue” The complete wording of the motion must be included.
 - d. The President asks for a second.
 - e. If the motion is seconded, the Secretary notifies all members of the Board that a motion specifying an electronic vote has been made and seconded. The Secretary may notify members by telephone, by email, or other means.
 - f. The Secretary confirms that a minimum of eight members have received notification.
 - g. Following confirmation received from the last Board member, the issue is open for discussion.
 - i. Members are allowed two days for discussion.



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- ii. A limited email discussion group or other technological means may be established to facilitate discussion.
 - iii. Any member may move to postpone the issue to the next regular meeting. That motion needs a second and should be voted upon immediately. If six of the respondents agree, the original motion is then deferred until the next regular meeting.
 - iv. If the originator of the initial motion feels that more discussion is needed based on the response during the open period, he/she may ask to defer the motion providing the seconder agrees; if the seconder agrees, the motion is withdrawn.
- h. The discussion period complete, the President calls for the vote.
- i. The Secretary records the votes.
 - ii. Absent or non-responding members are not counted in the quorum.
 - iii. The motion passes if a majority of the members who acknowledged receipt of the electronic vote notice respond positively.
- i. The President receives the report from the Secretary and notifies members of the Executive Board of the results.
- j. The Secretary records the motion and the results and these are entered into the record for ratification at the next regular meeting.

Conflicts of Interest

Purpose

The purpose of the conflict of interest policy is to protect the Florida Association's interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Association or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit organizations.

Definitions

1. Interested person – any director, principal officer, or member of a committee with governing board delegated powers who has a direct or indirect financial interest, as defined below, is an interested person.
2. Financial interest – a person has a financial interest if the person has, directly or indirectly, through business, investment, or family
 - a. an ownership or investment interest in any entity with which the Association has a transaction or arrangement;
 - b. a compensation arrangement with the Association or with any entity or individual with which the Association has a transaction or arrangement; or
 - c. a potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Association is negotiating a transaction or arrangement.



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Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial.

A financial interest is not necessarily a conflict of interest. Under the procedures accompanying this policy a person who has a financial interest may have a conflict of interest only if the Executive Board or committee decides that a conflict of interest exists.

Policy

- FLA Executive Board members owe the Association the duty of loyalty and avoid conflicts of interest that are detrimental to the Association.
- Executive Board members and staff act solely in the interests of the Association without regard for personal interests.
- Executive Board members excuse themselves from discussing or voting on issues or motions that have a potential conflict of interest for them.

Procedures

1. Duty to disclose

In connection with any actual or possible conflict of interest, an interested person must disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the Executive Board and members of committees with Executive Board delegated powers considering the proposed transaction or arrangement.

2. Determining whether a conflict of interest exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he or she leaves the Executive Board or committee meeting while the determination of a conflict of interest is discussed and voted upon. The remaining Executive Board or committee members decide if a conflict of interest exists.

3. Procedures for addressing the conflict of interest

- a. An interested person may make a presentation at the Executive Board or committee meeting, but after the presentation he or she leaves the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b. The FLA President or chair of the committee appoints, if appropriate, a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement if that has not already been done.
- c. After exercising due diligence, the Executive Board or committee determines whether the Association can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- d. If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the Executive Board or committee determines by a majority vote of the disinterested members whether the transaction or arrangement is in the Association's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it makes its decision as to whether to enter into transition or arrangement.



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4. Violations of the conflict of interest policy

- a. If the Executive Board or committee has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it informs the member of the basis for such belief and affords the member an opportunity to explain the alleged failure to disclose.
- b. If, after hearing the member's response and after making further investigation as warranted by the circumstances, the Executive Board or committee determines the member has failed to disclose an actual or possible conflict of interest, it takes appropriate disciplinary and corrective action.

5. Records of proceedings

The minutes of the Executive board or committees with Board delegated powers must contain:

- a. The names of the person who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the Executive Board's or committee's decision as to whether a conflict of interest in fact existed.
- b. The names of the persons who were present for discussion and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with the proceedings.

6. Compensation

- a. A voting member of the Executive Board and all committees who receives compensation, directly or indirectly, for the Association for services is precluded from voting on matters pertaining to that member's compensation.
- b. A voting member of any committee whose jurisdiction includes compensation matters and who receives compensation, directly or indirectly, from the Association for services is precluded from voting on matters pertaining to that member's compensation.
- c. Voting members of the Executive Board or any committee whose jurisdiction includes compensation matters and who receive compensation, directly or indirectly, from the Association, either individually or collectively, are prohibited from providing information to any committee regarding compensation.

7. Annual statement

Each director, principal officer and member of a committee with Executive Board delegated powers annually signs a statement which affirms such person

- a. has received a copy of the conflicts of interest policy,
- b. has read and understand the policy,
- c. has agreed to comply with the policy, and
- d. understands the Association is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.



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8. Periodic reviews

To ensure the Association operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews are conducted. The periodic reviews include, at a minimum, the following subjects

- a. Whether compensation arrangements and benefits are reasonable, based on competent survey information, and the result of arm's length bargaining, and
- b. Whether partnerships, joint ventures, and arrangements with management organizations conform to the Association's written policies, are properly recorded, reflect reasonable investment or payments for good and service, further charitable purposes and does not result in impermissible private benefit or in excess benefit transaction.

9. Use of outside experts

When conducting the periodic reviews as provided for above, the Association may, but need not, use outside advisors. If outside experts are used, their use does not relieve the Executive Board of its responsibility for ensuring periodic reviews are conducted.

Document Retention

Policy

- The Association retains financial and other records in accordance with U.S. law and Internal Revenue Service guidelines.
- The Association maintains an archive at the University of South Florida Library Special Collections Department in Tampa for all non-financial records.
- Financial records are kept at the FLA office.

Procedure

1. The following are kept for three years
 - a. Correspondence with vendors
 - b. Bank statements and reconciliations
 - c. Expired insurance policies
 - d. General correspondence
 - e. Internal audit reports
2. The following are kept for six years
 - a. Accounts payable records
 - b. Accounts receivable records
 - c. General ledgers
 - d. Cancelled checks
 - e. Expired contracts



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- f. Membership, conference and other applications/registration forms
 - g. Audit reports from CPAs/Accountants
 - h. Charts of accounts
 - i. IRS revenue agents' reports
3. The following are kept indefinitely
- a. Corporate documents (incorporation, bylaws, etc.)
 - b. Legal records and correspondence
 - c. Minutes of Executive Board meetings
 - d. Property records
 - e. Tax returns and worksheets
4. Elected officers and appointed committee and member group leadership are responsible for submitting the year's records from their term of office/leadership to the FLA Archivist for storage at the Archive.



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Financial Policies and Procedures

Revised by vote of FLA Executive Board 6-11-2010

Policy

- Budgeting: the Executive Board approves the annual Association budget and provides oversight of financial management.
- Financial accounting and monitoring
 - The Executive Board is responsible for monitoring the Association's finances and accounts.
 - The FLA Treasurer is responsible for reporting the Association's financial status at each scheduled Executive Board meeting and the Annual Membership meeting.
 - The FLA Executive Director is responsible for assuring that funds are expended in accordance with the approved budget, accounted for within the requirements of accepted accounting practice, and for preparing regular reports of financial activity and status to the Treasurer and the Executive Board.
 - Payments for expenditures are approved by the Executive Director and/or Treasurer and processed by the FLA Office staff.
- Expenditure authority: the Executive Director has authority to approve unbudgeted expenses up to \$500 per incident. Unplanned expenditures beyond that amount must be approved by the President and Treasurer before funds are committed.
- Special funds: the Association may establish and maintain special funds such as scholarship funds, memorial funds, and natural disaster assistance funds for designated purposes which are maintained separately from other funds.
- Reserves and investing
 - Investment philosophy: the Association is guided by four considerations in handling and investing funds. In priority order, they are: security of funds, rate of return on investment, socially responsible investments and liquidity.
 - The Association strives to maintain a reserve of forty percent of its annual budgeted expenditures and has a goal to gradually increase reserves to reach and then maintain at fifty percent.
 - Investments: the association does not purchase stocks or bonds. Association cash assets may be invested in any of the following.
 - i. Interest-bearing savings accounts in any Florida bank with assets exceeding \$500,000,000 with deposits not to exceed the insurance provided by the specific institution per account.
 - ii. Certificates of deposit (CDs) that are FDIC and FSLIC insured.
 - iii. Mutual funds that are SIPC insured.
 - iv. Guaranteed U.S. Government Obligations including Treasury Bills, and Treasury Notes



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- Maturities should match anticipated fiscal operating requirements. There is a two year limit.
- Funds in the Association checking account should not exceed those necessary to cover two months operating expenses.
 - Florida sales tax: the Association is exempt from paying state sales tax on purchases but must collect and submit to the Florida Department of Revenue sales tax for resale of any items. No unit of the Association may resell any materials in the name of the Association without the Executive Director's approval; if approval is granted ,appropriate sales tax must be collected as required by law.
 - Fees for events
 - Fees charged for association events provide for a discounted fee for personal members.
 - Event planners must strive to assure that fees cover all expenses related to events.
 - Fundraising conducted by the Association meets the requirements of Florida law.
 - Financial audits by a licensed CPA are conducted as required by state and federal law.
 - Audits of federal grant funds are required for expenditure of federal funds in one year of from \$25,000 to \$100,000. Federal grants of over \$300,000 require an OMB Circular A133 Audit.
 - Audits of state grant funds are required for expenditure of funds in one year of \$300,000 or more.

Procedures

1. Cash management
 - a. FLA staff promptly deposits receipts in the Association's checking account and monitors checking account balance weekly and money market accounts monthly.
 - b. FLA staff recommends to the Treasurer when cash requirements indicate a need to move funds.
 - c. Administrative costs are assessed for contractual services payable to the Association related to cooperative or administrative agreements such as a private or government grant and are maintained in a separate account for the duration of the agreement.
2. Financial reports
 - a. The Executive Director is responsible for development of financial reports which are reviewed by the Treasurer and forwarded to members of the Executive Board.
 - b. The Treasurer presents the most recent monthly financial report at Executive Board meetings.
3. Special funds
 - a. Monies identified by the Executive Board as special or restricted funds are maintained separately and reported separately on the financial Balance Sheet.
 - b. Each special fund is accounted for individually on the Balance Sheet.



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- c. Donors to special funds are sent a letter of thanks by the Executive Director or President, as appropriate.
- d. Expenditure of special funds is authorized by standing committees such as the Scholarship Committee or Legislative Committee or an ad hoc committee appointed by the Executive Board, or the Board itself.
- e. Ad hoc committees appointed to make decisions about special funds are composed of the President, Vice-President/President Elect, and Treasurer.
- f. Special Purpose Funds

From time to time the Association may receive donations for a special purpose, such as helping Florida libraries and library employees recover from damages due to hurricanes.

- i. All libraries, multi-type library cooperatives, and their employees can apply for these funds. Funds may be requested by a library or MLC for employees.
 - ii. Requests are submitted to the Executive Director for processing to the Board or committee to evaluate following criteria established for the purpose of selecting recipients..
 - iii. Funds are distributed directly to selected libraries or library employees in cash or by check as requested by the recipient.
 - iv. At the end of the fiscal year, any funds remaining in a Special Purpose Fund are moved to the FLA Scholarship Fund unless there are pending applications for the funds.
4. Audits conducted by Certified Professional Accountants are conducted as scheduled by the Executive Board.
 5. Reimbursement of Executive Director expenses

Office expenses and travel expenses within the state and to ALA annual conference and mid-winter meeting are reimbursed as indicated in the Executive Director's contract and the Association budget.

6. Reimbursement of member travel costs

In recognition of the need to hold costs of governance to a minimum, the FLA Executive Board members are urged to seek travel support from their employing institution. If this is not possible, the following policies apply:

- a. President

Travel expenses for the Association President may be reimbursed for in-state trips made on FLA business except for the annual conference and related Executive Board meetings. The Association may reimburse the expenses of the President to attend the annual and mid-winter ALA meetings providing the President's employing institution will not pay them, and such monies are available in the budget.

- b. Other Executive Board Members



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Travel expenses may be reimbursed for in-state trips for Executive Board members including trips to Board meetings (other than to board meetings held at the annual conference) and committee meetings if the Board member is a member of the committee or is liaison to the committee and funds are available in the budget.

c. ALA Councilor and SELA Representative

The ALA Councilor may have expenses reimbursed for ALA annual conference and/or mid-winter meeting or to attend Library Day in Washington, D.C. providing the employing institution will not do so. The SELA Representative may have expenses reimbursed for the biennial SELA convention if the employing institution will not do so.

d. Other FLA Leaders Requested to Attend Executive Board Meetings

Other Association leaders (committee chairs, member group leaders) may be reimbursed for travel to attend Executive Board meetings if such attendance is requested by the President and funds are available in the budget.

Travel expenses are defined as hotel rooms, meals, mileage (at the current IRS rate) or most economical airfare while away from home. Receipts and mileage calculations must be submitted with a travel reimbursement request.

7. FLA business cards

The Association business card format is available for use by Executive Board members and committee chairs. Business cards are produced at the expense of the individual using the business card template.

8. Waiver of FLA conference registration fee

The Executive Director may waive conference registration fees for members providing a significant service before or during the conference in order to assure a smoothly run conference. The Executive Director's registration fee for the FLA conference is waived.

- Program organizers must register for the conference and be present at the program they proposed. A speaker may request complimentary registration for only the single program where speaking; complimentary registration is limited to one speaker per program and is not valid for other programs or events. Any additional speakers must register for Full or Single Day.

9. FLA conference program and workshop speaker costs

Travel expenses for speakers or presenters of FLA conference or workshop programs may be reimbursed as budgeted providing these individuals are not employed in a Florida library or library organization. When the Association has agreed to pay an honorarium or fee to program or workshop speakers and presenters, requests for payment must be submitted to the Executive Director within 30 days of the event, along with the request for travel costs reimbursement.

Speakers or presenters who are employed in a Florida library or library organization are not reimbursed for travel expenses or given an honorarium or fee.



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10. Investments

a. Responsibilities

i. Executive Board

The Executive Board, based on recommendations from the Finance Committee, establishes and annually reviews investment policies and procedures. The Board is responsible for approving establishment of new accounts and investment of funds.

ii. Finance Committee

The Committee brings investment recommendations to the Executive Board as needed and evaluates investment policies and procedures annually or more often as needed.

iii. Executive Director and Treasurer

The Executive Director and Treasurer monitor implementation of investment decisions.

b. Investment goal

When the Association's fund reserve equals fifty percent of annual budget, investments should be examined with a view towards allowing longer term, higher yield investments.

11. State sales tax

- a. The Association maintains a Florida Annual Resale Certificate for Sales Tax and files an annual state sales tax return.
- b. When making purchases on behalf of FLA, the Association's tax exempt certificate must be presented at the time of purchase when charging the purchase directly to the Association. Such purchases must be approved in advance by the Executive Director who can provide a copy of the tax exempt certificate. Members will not be reimbursed for taxes paid for such a purchase.
- c. Members reselling items for FLA must collect Florida sales tax at the rate required by the local government entity in which the sale is made. Taxes collected must be accounted for and turned over to FLA Office staff within one week of the sale.



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Membership Policies and Procedures

Membership Dues

Policy

- Proposed changes in dues categories and amounts must be approved by a majority of current members.
- Members pay annual dues each year by January 1. Dues paid after that date are not prorated.
- The current dues categories and amounts are:

Personal Memberships	Organizational Memberships																																									
<input type="checkbox"/> Library employees with income ranging from: <table border="1" style="margin-left: 20px; width: 100%;"> <tr><td>\$0 - 19,999</td><td style="text-align: right;">\$ 40</td></tr> <tr><td>\$20,000 – 29,999</td><td style="text-align: right;">60</td></tr> <tr><td>\$30,000 – 44,999</td><td style="text-align: right;">75</td></tr> <tr><td>\$45,000 – 59,999</td><td style="text-align: right;">100</td></tr> <tr><td>\$60,000 – 79,999</td><td style="text-align: right;">125</td></tr> <tr><td>\$80,000 and up</td><td style="text-align: right;">150</td></tr> </table>	\$0 - 19,999	\$ 40	\$20,000 – 29,999	60	\$30,000 – 44,999	75	\$45,000 – 59,999	100	\$60,000 – 79,999	125	\$80,000 and up	150	<input type="checkbox"/> Libraries, consortia, networks, cooperatives, and library schools/degree programs (based on operating expenses during the previous year). Memberships include free conference registrations as indicated. <table border="1" style="margin-left: 20px; width: 100%;"> <thead> <tr> <th style="text-align: left;">Operating Expenses</th> <th style="text-align: left;">Dues*</th> <th style="text-align: left;">Free Conference Registrations</th> </tr> </thead> <tbody> <tr><td>\$0 – 499, 999</td><td style="text-align: right;">\$ 300</td><td style="text-align: center;">1</td></tr> <tr><td>\$500,000 – 999,999</td><td style="text-align: right;">750</td><td style="text-align: center;">2</td></tr> <tr><td>\$1M – 4.9M</td><td style="text-align: right;">1,000</td><td style="text-align: center;">3</td></tr> <tr><td>\$5M – 9.9M</td><td style="text-align: right;">1,500</td><td style="text-align: center;">4</td></tr> <tr><td>\$10M – 19.99M</td><td style="text-align: right;">2,500</td><td style="text-align: center;">10</td></tr> <tr><td>\$20M – 29.99M</td><td style="text-align: right;">4,000</td><td style="text-align: center;">15</td></tr> <tr><td>\$30M – 39.99M</td><td style="text-align: right;">5,000</td><td style="text-align: center;">20</td></tr> <tr><td>\$40M and above</td><td style="text-align: right;">6,000</td><td style="text-align: center;">25</td></tr> </tbody> </table>			Operating Expenses	Dues*	Free Conference Registrations	\$0 – 499, 999	\$ 300	1	\$500,000 – 999,999	750	2	\$1M – 4.9M	1,000	3	\$5M – 9.9M	1,500	4	\$10M – 19.99M	2,500	10	\$20M – 29.99M	4,000	15	\$30M – 39.99M	5,000	20	\$40M and above	6,000	25
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<input type="checkbox"/> Free membership for librarians new to Florida – year of arrival or next full year. Provide verifying letter from employer.																																										
<input type="checkbox"/> Student or retired \$ 25 Provide student ID																																										
<input type="checkbox"/> Free membership for new graduates of FL master’s degree programs in librarianship – year of graduation or next full year. Provide copy of diploma or transcript.																																										
<input type="checkbox"/> Friends, library board members, individuals \$ 30	<input type="checkbox"/> Friends Groups and other Non-Profit Groups \$ 100 (does not include a personal membership)																																									
	<input type="checkbox"/> For-Profit businesses \$ 200																																									

Procedure

1. New and renewing membership in the Association may be completed in both paper and electronic format. Access to both methods is available on the Web site and by request to the FLA Office.



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2. Payment by check, credit card (Visa, Mastercard), and purchase order is accepted both online and with paper registration.

3. Notification of dues renewal is sent to members in the fall of each year.

4. Complimentary Membership for Librarian New to Florida

One free year of membership to the Association is available to librarians new to Florida within two years of Florida employment. If activated in the middle of a membership year, the librarian may choose to receive a free membership for either a) the remainder of the current year, or b) the following year beginning in January. A letter from the librarian's employer verifying status as a new librarian in Florida and giving date of hire must be provided to the FLA Office.

5. Complimentary FLA Membership for Florida Library and Media Program Graduates

One free year of membership to the Association is available to library and information science graduates of Florida institutions within two years of their graduation. If activated at other than the beginning of a membership year, the graduate may choose to receive a free membership for either the remainder of the current year, or the following year beginning in January. A copy of the graduates diploma or transcript verifying graduation must be provided to the FLA Office.

Membership Recruitment and Retention

Policy

- Association leadership and the Membership Committee maintain a plan for membership recruitment and retention to assure the continued viability of the organization.
- Funding for this purpose is provided in the Association's annual budget.

Procedure

1. Each year the Membership Committee reviews the recruitment and retention plan, proposes needed changes, and forwards recommendations to the Executive Board.
2. The Executive Board considers recommended changes and approves them as it deems appropriate.
3. Efforts to recruit new members and retain current members are based on the approved plan. Activities that are not in the plan can be added at any time with approval of the Executive Board.

Access for Members with Disabilities

Policy

The Florida Library Association does not discriminate in its provision of services to members and non-members with disabilities.

Procedure

1. Communications
 - a. Association publications and event materials are provided in adapted formats on request of members or event participants. Assistive devices for adapted communication are provided at meetings and conferences to members and non-member participants on request. Two weeks



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notice of the need for adapted communications is suggested to assure that the association can meet the need.

2. Facilities
 - a. Meetings and conferences are held in accessible facilities to assure full participation of members and non-member participants with disabilities. Hotels and conference venues used by the association are accessible and offer accessible sleeping rooms/meeting space. Hotel eating and other public areas are accessible.
3. Responsibility for meeting the requirements of this policy
 - a. For non-conference FLA events - the member or component of the Association that scheduled the event is responsible for assuring compliance.
 - b. For conference events – conference planners assure that the needs of attendees with disabilities are met. Requests for services related to an individual’s disability are made on the conference registration form. Temporary disabilities experienced after registration will also be addressed on request.
 - c. For publications - the Communications Coordinator responds to requests for adapted formats.



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Communication Policies and Procedures

Policy

- The Association contracts with a member to function as Communications Coordinator.
- FLA publishes a monthly electronic *News Digest* on the Association Web site that is available to members. Print copies are available on request to the FLA Communications Coordinator.
- FLA publishes a semi-annual print journal, *Florida Libraries* which is available to members and for subscription. Back issues of this publication are available to members on the Web site.
- FLA maintains a World Wide Web site.
- Communication on Internet assisted communication vehicles provided by the Association must adhere to the policies below.
 - Messages must relate to the general topics of the Association, libraries in Florida, or libraries in general.
 - Advertisements are not allowed unless they are paid advertisements approved by the Executive Director. Members may post a simple statement that offers a way to follow up on information about a product or service if it accompanies a substantive message discussing a subject that meets the requirement of the first bullet in this list.
 - All communications must be free of copyright restrictions that limit distribution.

Procedure

1. The Communications Coordinator is selected by the Executive Director with approval of the Executive Board.
2. *News Digest*
 - a. The *News Digest*, a monthly online publication, is compiled and edited by the News Digest Editor under the guidance of the FLA Communications Coordinator.
 - b. The Editor publishes a monthly call for news with a deadline of the 12th of each month.
 - c. The Editor uses submissions from members, press releases from statewide, regional and national organizations and other avenues to identify news of interest to members.
 - d. Selection criteria for the *News Digest* are:
 - i. News of FLA: organizational information of and related to the Association
 - ii. News of and for Florida libraries: news regarding Florida libraries
 - iii. National and international: selected pertinent national and international news
 - iv. People: information about library and related organizations personnel including new hires, national committee appointments, and so forth.

The following are not published in the *News Digest*

- i. Job advertisements and position openings



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- ii. Product solicitation or advertisements except free products or products offered by FLA or ALA
 - iii. Specific programs and/or workshops offered by libraries, organizations, or associations
 2. *Florida Libraries* journal
 - a. Content
 - i. Articles on topics of interest to Florida librarians and related to Florida libraries
 - ii. Fall issue articles are related to a designated theme and are refereed
 - b. Deadlines
 - i. Deadline for articles for the Spring issue is January 7.
 - ii. Proposals for articles for the Fall issue are due June 1. The deadline for articles for the fall issue is July 15.
 - c. Article review

Articles are reviewed by the Editorial Subcommittee and at least one independent reviewer with knowledge of the subject area. All articles are subject to revisions, deletions, or additions, which, in the opinion of the editor support the author's intent. Articles not selected for publication in the next issue may be held for subsequent issues.
 - d. Subscription and Dissemination
 - i. A subscription rate for this publication is established each year. Subscriptions can be placed directly with FLA or through periodical subscription service companies with which FLA has an agreement.
 - ii. *Florida Libraries* is mailed to current member by U.S. mail bulk rate. Back issues are posted on the members' only portion of the Web site.
 3. FLA Web site
 - a. FLA uses the services of a certified Webmaster who works under the guidance and oversight of the Communications Coordinator to develop and maintain the Association Web site.
 - b. Members request additions and deletions to the site through the Communications Coordinator or the Executive Director.
 - c. The Association restricts access to some of the information on the site to access by members only. Decisions about what is restricted are made by the Executive Board.
 4. Telephone
 - a. Conference calls – FLA uses a free conference calling resource which results in all call participants paying their own long distance charges.
 5. Email
 - a. General email list – hosted at FSU College of Information (no cost to FLA)



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- Purpose: to facilitate discussion of issues relating to the Florida Library Association, libraries in Florida, and libraries in general
 - Not used for business between members and the FLA office related to membership or similar business
 - Opt-in list (members have to request to be on it)
 - Adding/deleting emails handled at the FLA office
 - Unmoderated and available to members only
 - Availability of this list is advertised to new and renewing members
- b. Committee/member group email lists – hosted at TBLC (no cost to FLA)
- Purpose: to facilitate communication among members of FLA committees and member groups
 - Opt-in list although some committee chairs request that their members be added to the committee's list each year
 - Adding/deleting emails handled by a volunteer – Sarah Hammill, volunteer – and TBLC (no cost to FLA)
 - Not moderated – currently no control over whether people requesting to be added to a list are members
- c. RegOnline email capability – hosted by the vendor FLA uses for its membership database, RegOnline, as part of their services
- Purpose: to communicate with members regarding:
 - Election related
 - Membership renewal related
 - Changes in services
 - Calls to action alerts
 - Can send emails to individuals, groups, or all members who have an email address
6. Blog –<http://flalib.blogspot.com> (no cost to FLA)
Purpose: a place for active discussion about issues affecting the profession; a tool for promoting FLA activities, report new library services/resources and activities, and is a forum to highlight other issues relating to libraries throughout Florida and beyond
- Anyone can read, members only can post
 - Administrator adds new bloggers
7. US Mail
Used to send information regarding membership and services to members who do not have an email address in the RegOnline database



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Conferences, Other Events, and Meetings Policies and Procedures

Conferences, Other Events, and Meetings Policies and Procedures

Policy

- The FLA Executive Board establishes and publishes an annual list of Association events at the beginning of each program year (after the annual conference). Committees and member groups must request Board approval to sponsor or co-sponsor events in the Association name that are not on the Board list.
- Meetings
 - All Executive Board, committee, and member group meetings are open to members with the exception of Awards, Nominations, and Scholarship meetings where nominations and applications are being discussed, and Finance Committee meetings.
 - Meeting schedules and information on access to phone and online meetings will be available from the committee chair, member group leader or, in the case of Executive Board meetings, from the Executive Director.
 - An annual Board meeting schedule is published for members' information (program year is end of conference to end of conference)
- The Association's annual, multi-day conference and vendor exhibits are open to members and non-members for a registration fee. Members pay a discounted fee.
- Other FLA sponsored events are open to members and non-members as approved by the Executive Board for each event. Registrations fees include a discount for personal members.

Procedure

Annual Conference

Note: Financial considerations related to the conference are in the Financial Policies & Procedures of this manual.

1. FLA may contract with one or more third parties for management of aspects its annual conference.
2. Conference venues
 - a. The Executive Director is responsible for identifying a list of potential sites for Executive Board consideration and may utilize the services of a conference management company to do so. Whenever possible, a site should be selected two years before the conference date. The opinion of the person who will be President during the conference is considered during conference venue and location decision making.
 - b. Considerations for location include but are not limited to
 - i. member convenience and cost of getting to the location,
 - ii. venue capability to provide adequate space for sleeping rooms, meeting rooms, and exhibits area, and
 - iii. costs to FLA and members.



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- c. At each annual conference, the location of the next conference is advertised to attendees and exhibitors.
3. Conference program
 - a. The Conference Committee prepares the annual conference program for review and approval at the fall Executive Board meeting.
 - b. The Committee uses a Call for Proposals process to solicit preconference and conference programs with the exception of the opening and closing sessions and programs requested by the President.
4. Conference exhibits, advertising, and sponsorships
 - a. The annual conference includes exhibits by vendors of goods and services of interest to members. Each year, a Best Booth is selected by the Awards Committee; the award is presented the following year at the first general session.
 - b. Companies that are Business members of FLA are eligible for a discount on exhibit booths.
 - c. Exhibitors and other vendors are offered the opportunity to advertise in the conference program.
 - d. Exhibitors and other vendors are offered the opportunity to provide financial support for the conference by sponsoring the conference or specific conference events..
 - e. Conference exhibits and program advertising may be handled by a conference management company. The Executive Director and Executive Board seek sponsorships and the conference management company manages the remainder of the sponsorship program.
5. Conference evaluation
 - a. Two types of evaluation of annual conferences are conducted.
 - i. Survey of conference attendees and exhibitors following each conference distributed by the Conference Committee or conference management company.
 - ii. Evaluation of individual conference pre-conference and breakout sessions may be conducted by organizers of individual programs using a standardized evaluation form provided by the Executive Director.
 - b. Conference evaluation is provided to the Conference Committees responsible for the completed conference and for the next year's conference.

Other Events

1. Any FLA-sponsored events not on the Executive Board's annually published list of events require advance approval by the Executive Board.
 - a. FLA committees or member groups desiring to hold an FLA-sponsored or co-sponsored event, other than a business-type meeting, must receive permission from the Executive Board.
 - b. Requests for permission are sent by the committee chair or member group leader to the Executive Director for processing. Requests should include information on:
 - i. FLA group holding the event,



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- ii. event location,
 - iii. costs to FLA and fees charged to cover costs, and
 - iv. event name, speakers and a description of content/activities.
2. Management of funds related to events other than the annual conference
 - a. Event expenditures are either (1) paid directly by the FLA Office or (2) reimbursed to the event organizer by the FLA Office after submission of a reimbursement request on the appropriate form accompanied by receipts.
 - b. Money collected at events is sent to the FLA Office for deposit. Checks should be made out to the Florida Library Association.
3. Evaluation
 - a. Event organizers evaluate the financial and programmatic success of their events and provide a written report to the Executive Director for presentation to the Executive Board.
 - b. Formal evaluation by participants is optional.

Meetings

1. The Association's Annual Business Meeting is held at the Annual Conference. Meeting minutes may be received and approved by a committee of three members who attended the conference and who are appointed by the incoming President. This group reports any needed corrections to the President and Secretary; the minutes are then corrected as needed, posted on the Web site, and filed in the Association's official records. The review and approval process is reported to the membership at the next annual business meeting.
2. Association committees and member groups hold meetings as scheduled by their chair/group leader and members.
3. Committees provide the Executive Director and Archivist with minutes of meetings.



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Advocacy and Lobbying Policies and Procedures

Policy

- The Association advocates for libraries at the state and national level and provides information to library employees and supporters for lobbying at the local level.
- The Association lobbies the Florida Legislature on behalf of Florida's libraries.
- The Association expends no more each year on lobbying than the percentage of its total expenditures allowed under Internal Revenue Service requirements for 501(c)(3) corporations.

Procedure

Legislative Committee

1. The Legislative Committee, a standing Association committee, is responsible for coordinating FLA's advocacy and lobbying efforts.
2. The Committee is assisted by the Executive Director who is an *ex officio*, non-voting member.

Committee responsibilities are described more fully in the Governance & Committee section of this manual.

Legislative Platform

1. The FLA Legislative Committee presents a draft Legislative Platform to the Executive Board for approval no later than the summer Board meeting.
2. The Platform addresses state funding for libraries of all types and any legislation related to libraries.

Registered Lobbyist

1. FLA contracts with a registered lobbyist or lobbying firm to lobby the Legislative and Executive branches of Florida state government on behalf of Florida's libraries. The lobbyist/lobbying firm works under the direction and guidance of the Legislative Committee and the Executive Director.
2. The lobbyist is responsible for duties as described in the contract including those listed here.
 - a. Play a positive role in securing Legislative and Executive support and approval of legislation promoted by the Association, including introducing, monitoring, and responding to this legislation.
 - b. Assist the Legislative Committee in motivating concerned citizens and library representatives to work for passage of legislation supported by the Association.
 - c. Identify proposed legislation affecting libraries, and advise the Legislative Committee of its status.
 - d. Communicate regularly with the Legislative Committee Chair.
 - e. Present reports on request of the Legislative Committee.
 - f. Participate in the Legislative Briefing during the annual Library Day event.



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- g. Communicate generally with the membership by means of the Association's publications, meetings, or conferences.

Advocacy

1. The Association presents educational programs on library advocacy for members and other library employees and supporters through
 - regional Friends, Foundations & Boards Member Group workshops each fall,
 - its publications and Web site, and
 - other programs as funds allow.
2. The FLA Legislative Committee sponsors and organizes an annual Legislative Library Day each year during the Florida Legislative session. This event is the responsibility of the Legislative Committee and, by custom, includes
 - a Legislative Briefing Session,
 - a Friends, Foundations, & Boards Member Group program,
 - a social event at which awards are presented to selected legislators for their support of Florida's libraries, and
 - visits to legislators at the Capitol by Library Day participants to advocate for the FLA Legislative Platform.

Fundraising for Advocacy Activities

1. FLA conducts an annual fundraising campaign every winter to help support its advocacy and lobbying activities called the Library Honor Roll.
 - a. Honor Roll donors are recognized at Library Day and in Association publications.
 - b. The Legislative Committee Vice-Chair is responsible for this fundraising program.
 - c. Donations are sent directly to the FLA Office. Checks are made out to the Florida Library Association.
2. Members can also donate for Association advocacy activities with their annual membership dues.



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Relationships with other Organizations Policies and Procedures

Policy

- The Florida Library Association adds value to member services through establishing relationships with related non-profit organizations and participating with other organizations in events and activities promoting libraries.
- The Florida Library Association is a chapter of the American Library Association (ALA).
- The Florida Library Association is a member of the Southeastern Library Association (SELA).

Procedure

1. FLA pays annual ALA Chapter dues and elects an FLA member to serve as its ALA Councilor on ALA Council in accordance with the ALA Constitution.
 - a. The FLA ALA Councilor is elected for a three year term by a vote of the membership. This election is held as part of the regular election of FLA Executive Board members.
 - b. The FLA ALA Councilor is a voting member of the FLA Executive Board.
 - c. FLA pays the Councilor's cost of travel to the ALA Annual and Mid-Winter Council meetings. Payment can be in advance or as a reimbursement.
 - d. The ALA Councilor is responsible for keeping the FLA Executive Board and membership aware of ALA Council discussions and decisions through: reporting at the FLA Executive Board meeting following an ALA Council session; contributing to FLA publications; and announcements in FLA's electronic communication services.
2. FLA elects an FLA member to serve as its representative on the SELA Executive Board.
 - a. The FLA SELA Representative is elected for a four year term by a vote of the membership. This election is held as part of the regular election of FLA Executive Board members.
 - b. The FLA SELA Representative is a voting member of the FLA Executive Board.
 - c. FLA pays the Representatives travel cost to SELA Executive Board meetings. Payment may be in advance or as a reimbursement.
 - d. The SELA Representative is responsible for keeping the FLA Executive Board and membership aware of SELA Board discussions and decisions through: reporting at the FLA Executive Board meeting following a SELA Board meeting; contributing to FLA publications; and announcements in FLA's electronic communication services.
3. FLA participates in the State Library and Archives of Florida Advisory Council.
 - a. FLA annually nominates the Association's Vice-President/President Elect for membership in the Advisory Council.
 - b. The Vice-President/President Elect resigns from the Advisory Council when he or she becomes President of the Association.
4. The Association is represented at annual conferences and meetings of other organizations in Florida as deemed appropriate by the Executive Board.



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Awards and Scholarships Policies and Procedures

Policy

- The Association presents awards at its conference each year to FLA members, Florida libraries, and individual Florida residents and groups of residents.
- The Executive Board approves any additions to or deletions from the list of FLA Awards based on recommendations from the Awards Committee.
- Member groups may present awards that have been approved by the Executive Board.
- The Association presents scholarships each year to students enrolled in or accepted to Florida graduate programs of library and information science/services who:
 - are a resident of Florida according to their university's regulation,
 - have some experience (paid or volunteer) working in a Florida library, and
 - agree to work in a Florida library for at least one year following graduation.
- The amount of scholarship awards is dependent on the availability of funds but may not exceed \$2,000 per scholarship.
- Scholarship recipients who do not work the required one year in a Florida library following receipt of their graduate degree are required to return the scholarship amount to FLA.

Procedures

Awards

1. Award categories, criteria, and nominating information are available on the FLA Web site.
2. Award nominations are due on the last day of February each year.
3. Nominations are accepted from Association members by the Awards Committee or member group (for awards given by a member group) during the fall and winter.
4. The Awards Committee Chair (or leader of the member group) informs the Executive Director of award recipients.
5. Copies of nominations are kept by the committee chair until the end of that person's tenure as chair. Copies of nominations for award recipients are sent to the Executive Director and Archivist.
6. The Awards Committee Chair/group leader informs recipients by telephone.
7. A letter of award is sent by the Executive Director or chair/leader under the President's signature as a follow-up to the chair/leader phone call notice.
8. The Executive Director informs the membership of award recipients through FLA communication channels.
9. The Communications Coordinator prepares press releases for the local media in the areas where award recipients live.



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10. Awards are presented at the annual FLA conference closing session/business meeting by the Awards Committee Chair/member group leader with the exception of the Friends, Foundations & Boards group which has its own awards ceremony during the conference.

Scholarships

1. The Association awards three academic scholarships each year if adequate funds are available in the Minority Scholarship and Endowment for Scholarships special funds.

Endowment for Scholarships

- Bernadette Storck University of South Florida Scholarship
- Florida State University Scholarship

Minority Scholarship

- Minority Scholarship for a student from either institution
2. Scholarship information and an application form are available on the FLA Web site.
 3. Scholarship applications are accepted each year until the deadline of February 28.
 4. The Scholarship Committee reviews criteria and the evaluation rubric used by the previous year's committee for needed change and uses the revised form to conduct its evaluation. Major criteria are:
 - financial need,
 - participation in library related professional activities, and
 - scholarship based on grade point average or graduate school entrance test scores.
 5. The Scholarship Committee Chair informs the Executive Director of the winners and sends a copy of the winning applications to her and the FLA Archivist.
 6. The Scholarship Committee Chair notifies winners by telephone.
 7. A letter of award is sent to each winner by the Executive Director under the President's signature and written notice is sent to the head of each school.
 8. Scholarship winners are invited to attend the opening session of the annual conference to be introduced to the membership. Scholarship checks are sent to the head of each school for dissemination to winning students.
 9. Copies of scholarship applications are kept by the committee chair until the end of that person's tenure as chair.



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Other Policies and Procedures

1. Publication of Official Minutes

Official Minutes published on the Association Web site include only official action by the Board.

2. Presidential Honors

The Association presents a gift to the outgoing President in appreciation for his or her leadership of the Association.

In the event of the death of a Past-President of the Florida Library Association a memorial gift is sent to a beneficiary selected by the family or, if none is designated, is placed in the FLA scholarship fund. Notice of the opportunity to contribute to the gift is provided to members.

3. Endorsements

The Association endorses programs, grant applications, legislative platforms and proposals, publications or other items based on written documentation submitted to and approved by the Executive Board. The Association does not endorse candidates for federal, state or local elected offices. Individual members may not use FLA name or stationary for such endorsements.