



Florida Library Association Manual

Section 5

Operating Policies and Procedures



Florida Library Association Manual

Section 5: Operating Policies and Procedures

Governance	
Transparency of Governance	3
Conflict of Interest	4
Election of Officers	7
Electronic Meetings and Voting	8
Strategic Plan	10
Operations	
Financial Management	11
Document Retention	17
Payment Card Industry (PCI) Compliance	19
Personnel	
Hiring	20
Employee Personal Leave	21
Employee Travel and Expense Reimbursement	22
“Whistleblower”	24
Communications and Publications	25
Membership	
Membership Dues	29
Membership Recruitment and Retention	31
Membership Benefits	32
Access for Members with Disabilities	33
Programs and Services	
Advocacy and Lobbying	34
Awards	37
Conferences, Events and Meetings	39
Scholarships	43
Relationships with Other Organizations	46
Other Policies and Procedures	47



Florida Library Association Manual

GOVERNANCE POLICIES

Transparency of Governance Policy

Purpose

The purpose of the Governance Policy is to ensure accountability and openness in communication regarding the business of the Association.

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 annual financial statements are posted for members on the Association's website 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 website and in other formats as requested.
2. FLA activities are announced on the website and in other Association publications and reported in an annual program report.
3. An annual financial report for the previous fiscal year is provided at the annual Association business meeting.



Florida Library Association Manual

GOVERNANCE POLICIES

Conflict of Interest Policy

Purpose

The purpose of the conflict of interest policy is to protect the Florida Library 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 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.

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 shall 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.

Procedure

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.



Florida Library Association Manual

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.

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 any committees who receives compensation, directly or indirectly, for the Association for services is precluded from voting on matters pertaining to that member's compensation.



Florida Library Association Manual

- 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 chair of a committee with Executive Board delegated powers annually signs a statement which affirms such person

- a. has received a copy of the conflict 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.

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 goods and services, further charitable purposes and do 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.



Florida Library Association Manual

GOVERNANCE POLICIES

Election of Officers Policy

Purpose

The purpose of this policy is to ensure a fair election of qualified candidates to lead the Association.

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.

Procedure

1. The Nominating Committee presents an elections slate to the Executive Board by the summer or early 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. Following approval of the slate by the Board, FLA members are informed of the opportunity to nominate for offices by petition. Petitions must be submitted to the Chair of the Nominating Committee within thirty days. 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 and submitted to the Executive Board. Potential nominees are provided with information on the duties and responsibilities of the office for which they are being considered.
5. In coordination with the FLA office, the Nominating Committee obtains complete Ballot information forms and digital photos for each candidate; paper and electronic ballots are prepared by the FLA office.
6. Procedures for carrying out elections are described in Article IV of the Association Bylaws.
7. A secure electronic voting service is used for election of Board members and any other ballot issues. If the voting service is based on individual email addresses, its use is restricted to personal members; each organizational member is mailed a numbered paper ballot.
8. 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.
9. The President and Vice-President-Elect are notified of election results immediately following the Teller Committee's verification of the count. The Vice-President/President-Elect notifies nominees of election results by telephone immediately after votes are counted as required in the Bylaws.
10. After all nominees have been contacted, the FLA Board is informed of the results and an announcement is published to the membership as soon as possible.
11. 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.



Florida Library Association Manual

GOVERNANCE POLICIES

Electronic Meetings and Voting Policy

Purpose

The purpose of this policy is to provide a means for the Executive Board to make decisions in a timely manner while also ensuring opportunities for full participation and accountability.

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 being reviewed for consideration of possible changes but are not being submitted for vote.
- The Executive Board may use electronic voting to expedite decisions between regularly scheduled meetings.

Procedure

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 eighth Board member, the issue is open for discussion.
 - i. Members are allowed 48 hours for discussion.



Florida Library Association Manual

- 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.



Florida Library Association Manual

GOVERNANCE POLICIES

Strategic Plan Policy

Purpose

The Association's Strategic Plan sets priorities and identifies goals to guide its programs and services.

Policy

- The Planning Committee is responsible for developing and revising the Strategic Plan annually for Board approval.
- The Committee may conduct short- or long-term study projects as requested by the President or Board.

Procedure

1. The Planning Committee revises the Strategic Plan annually in light of changing needs of the Association and the library profession.
2. An updated Strategic Plan is submitted for Board approval prior to the annual conference.
3. Each spring the Committee submits to the Board a status report of activities for the year identified in the Strategic Plan.



Florida Library Association Manual

OPERATIONS POLICIES

Financial Management Policy

Purpose

This policy guides FLA's financial planning, reporting and internal financial management in order to protect the Association's assets and to ensure these are used in accordance with its purpose.

Policy

- 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 at 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 monthly reports of financial activity and status for the Treasurer and the Executive Board.
 - Payments for expenditures are approved by the Executive Director and/or Treasurer and made by the FLA Office staff.
- Expenditure authority: the Executive Director has authority to approve unbudgeted expenses up to \$1,000 (approved by FLA Board action 8/10/2012). 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 for such purposes as advocacy, scholarships, memorials, and natural disaster assistance or other designated purposes; such funds are accounted for separately from other funds.
- Reserves and investing
 - The Finance Committee annually reviews the Association's financial reserves, approves transfers to money market accounts or other investments and evaluates investment policies and procedures.
 - Investment philosophy: the Association is guided by these considerations in handling and investing funds. In priority order, they are: security of funds; rate of return on investment; liquidity; and socially responsible investments.
 - 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.
 - a. 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.



Florida Library Association Manual

- 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.

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 prior approval by the Executive Director. If approval is granted, the unit is responsible for collecting appropriate sales tax as required by law and for remitting all funds promptly to the FLA Office.
- Fees for events
 - Fees charged for Association events may provide for a discounted fee for members.
 - Event planners must strive to assure that fees cover all expenses related to events.
- Fundraising conducted by the Association meets the requirements of U.S. and Florida law and in particular the requirements for organizations with 501(c)(3) status.
- Annual financial audits by a licensed CPA experienced in 501(c)(3) organizational requirements 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.
- Annual financial reports – the Executive Director and Executive Board are responsible for insuring that the following reports are filed as required:
 - Internal Revenue Service – Form 990
 - Florida Division of Corporations – Annual Corporate Report and Registration
 - Florida Department of Agriculture, Division of Consumer Services – Charitable Solicitation Registration
 - Florida Department of Revenue
 - Periodic reports of Sales and Use Tax collected
 - Annual corporate income tax report, as needed

Procedure



Florida Library Association Manual

1. Tasks of Finance Committee

- a. The Finance Committee is chaired by the Treasurer and is responsible for soliciting budget requests for the coming year from Committees in September and for submitting a proposed annual budget for Board approval in October or November.
- b. The Finance Committee monitors the Association's financial activity throughout the year, meets with the CPA following the financial audit, and sees that audit recommendations are implemented and required financial reports are submitted.

2. Cash management

- a. FLA staff promptly deposits receipts in the Association checking account and monitors account balances weekly.
- b. FLA staff recommends to the Treasurer when cash requirements indicate a need to move funds.
- c. In the case of cooperative or administrative agreements such as private or government grants, any administrative costs assessed for contract services are maintained in a separate account for the duration of the agreement.
- d. Online banking services may be utilized for purposes of monitoring and transferring funds among accounts but not for bill paying or other expenditures. Expenditures are to be made by credit card, paper check or electronic funds transfer.

3. Financial reports

- a. The Executive Director is responsible for development of a monthly financial report which is 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.

4. Special funds

- a. Monies designated by the Executive Board as special funds are identified as sub-accounts in financial reports and may be held as separate accounts as appropriate. Examples of such funds are Scholarship and Advocacy or Honor Roll.
- b. Each special fund is accounted for individually on the Balance Sheet.
- c. Donors to special funds are sent a letter of thanks acknowledging the amount of the donation and the purpose for which it will be used and providing FLA's federal identification number.
- d. Expenditure of special funds is authorized by the Board upon recommendation of 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, at a minimum, of the President, Vice-President/President Elect, and Treasurer with others appointed by the President as needed.
- f. Special Purpose Funds

From time to time the Association may receive donations intended to help Florida libraries and library employees recover from damages due to hurricanes and other disasters.

- i. All Florida libraries, multi-type library cooperatives, and their employees can apply for these funds. Funds may be requested by a library or multitype library cooperative for employees.



Florida Library Association Manual

- ii. Requests are submitted to the Executive Director for forwarding to the Board or committee for review following established selection criteria.
 - iii. Funds are distributed directly to libraries or library employees by check.
 - 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.
5. Audits performed by Certified Professional Accountants are conducted as scheduled by the Executive Board.
6. Reimbursement of Expenses

a. Executive Director

Travel and out-of-pocket expenses are reimbursed as indicated in the Executive Director's contract and the Association budget.

b. Board

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

1) 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.

2) Other Executive Board Members

Travel expenses may be reimbursed for in-state trips for Executive Board members including trips to Board meetings (other than the annual conference board meetings) 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.

3) ALA Councilor

A stipend may be provided to help defray expenses of the ALA Councilor to attend the ALA annual conference and/or mid-winter meeting and/or National Library Legislative Day if the ALA Councilor's employing institution will not cover these costs and if funds are available in the FLA budget.

4) 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 (at the current rate established for State of Florida employees), mileage (at current IRS business rate) or most economical airfare while away from home. Receipts and mileage calculations must be submitted with a travel reimbursement request.



Florida Library Association Manual

7. FLA business cards and name tags

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.

Name tags with name, board title and the dates of board service as well as the FLA name and logo may be purchased for those Board members who desire them. (Approved by FLA Board action 6/14/2012 at a cost of \$6.00 each; Gene Coppola, Palm Harbor to arrange purchase.)

8. Conference and workshop speaker and presenter costs

Travel expenses for speakers or presenters of FLA conference or workshop programs who are employed in a Florida library or library-related organization are not reimbursed for travel expenses or given an honorarium or fee. When the Association has agreed to pay an honorarium or fee to program or workshop speakers and presenters, requests for payment and/or reimbursement must be submitted to the Executive Director within 30 days of the event.

9. 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 forward 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.

10. State taxes

- a. The Association maintains a Florida Annual Resale Certificate for Sales Tax and files an annual state sales tax return.
- b. Generally, payment for goods purchased for FLA should be arranged through the FLA Office so that payment can be made directly to the vendor by credit card or check. If a members must make a purchase to be charged to FLA, first obtain a copy of the Association's tax exempt certificate from the Executive Director and present it at the time of purchase. Members will not be reimbursed for sales taxes paid.
- c. Members reselling items for FLA must collect Florida sales tax at the rate required by the local government entity where the sale is made. Taxes collected must be accounted for and funds turned over to FLA Office staff within one week of the sale with a sales report.
- d. The Association will file an annual Corporate Tax Return with the Florida Department of Revenue for any tax year when unrelated business income is received.

11. Credit cards - The Executive Director may apply for and maintain credit cards in the Association's name upon approval by the Treasurer.

- a. The Executive Director is personally responsible for each card and for charges made to it.



Florida Library Association Manual

- b. Purchases made by credit card are subject to the availability of budgeted funds.
- c. A card providing cash back, such as American Express, should be used for major purchases when feasible.
- d. Account balances are to be paid in full each billing cycle to avoid interest or fees.

14. Expenditures and Bill Paying

- a. The Executive Director and Treasurer will establish a mutually convenient schedule for paying bills in a timely fashion so as to avoid late fees or interest.
- b. Payments must be approved by the Treasurer. The Executive Director will arrange payment of approved expenditures by check, credit card or electronic funds transfer.



Florida Library Association Manual

OPERATIONS POLICIES

Document Retention Policy

Purpose

The purpose of this policy is to ensure that necessary records and documents of the Association are adequately protected and maintained and to ensure that records that are no longer needed by the Association or are of no value are discarded at the proper time and in the proper manner.

Policy

- The Association retains financial and other records in accordance with U.S. law and Internal Revenue Service guidelines.
- The Association maintains an archive in the Special and Digital Collections and Florida Studies Center at the University of South Florida in Tampa.
- Financial records are kept at the FLA office.
- Destruction of documents containing individuals' personal and/or financial information is carried out by shredding or other method that ensures the security of the data.

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
 - 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
 - f. 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 Office. Records provided by elected officers, committees and member group leaders are forwarded by the FLA



Florida Library Association Manual

office to the FLA Archives housed in the Special and Digital Collections and Florida Studies Center at the University of South Florida.

- g. The contact at the University of South Florida for matters related to the FLA Archives is Andy Huse, University of South Florida Library, Special Collections Department, 4202 E. Fowler Ave., Tampa, FL 33620; phone 813-974-7622.



Florida Library Association Manual

OPERATIONS POLICIES

Payment Card Industry (PCI) Compliance Policy

(Approved by FLA Board action on February 25, 2011)

Purpose

The purpose of the Payment Card Industry (PCI) Compliance Policy is to protect the personal information of credit or debit cardholders who do business with the Association and to avoid financial penalties for noncompliance.

Definitions

- Merchant Account – A relationship between the Association and a bank established to accept credit card transactions. The merchant account is related to an Association bank account to which funds are distributed.
- Credit Card Data – Full magnetic strip or the PAN (Primary Account Number) plus any of the following: cardholder name; expiration date; service code.
- PAN – Primary Account Number is the payment card number (credit or debit) that identifies the issuer and the particular cardholder account; also called Account Number.
- PCI-DSS – Payment Card Industry Data Security Standard
- SAQ– The PCI Self-Assessment Questionnaire (SAQ) is a validation tool used by merchants to demonstrate compliance with PCI-DSS.
- Cardholder – Anyone who utilizes a credit card to transact business with the Association; includes members, donors, customers and other individuals and entities.

Policy

In order to protect the personal information of credit cardholders, the Florida Library Association adheres to PCI-DSS requirements established by the PCI Security Standards Council for Level 4 organizations.

Procedure

- The storing of any credit card information in an electronic format on any computer, server or database including Excel spreadsheets is prohibited as is the communication of credit card information by email.
- Any paper documents containing credit card information should be:
 - Limited to only that information required to transact business
 - Restricted to only those individuals who have a business need for the information
 - Stored in a secure location
 - Destroyed in a secure manner (e.g. shredding) when no longer needed for reconciliation, business or legal purposes.
- Credit card processing machines must be programmed to print only the last four or first six characters of the account number.
- FLA employees must be familiar with and adhere to PCI-DSS requirements.
- In the event that data is compromised, law enforcement, the merchant bank and appropriate card associations will be notified.
- The FLA Executive Director is responsible for communicating PCI-DSS requirements to staff and for conducting an annual self-assessment.



Florida Library Association Manual

PERSONNEL POLICIES

Hiring Policies

Purpose

The purpose of these policies is to ensure compliance with relevant laws related to the Association's role as an employer.

Policy

The Association will comply with all federal, state and local laws governing employees and employer responsibilities.

Procedure

1. *Background Check – policy to be determined*

2. E-Verify

E-Verify is an Internet-based system for certifying that persons hired are legally eligible to work in the U.S. Certain Florida counties and cities require that all vendors (including the Association) use E-Verify to determine employee eligibility before they will make payments to the vendor.

The Association will use E-Verify to certify that those hired are legally eligible to work in the U.S. The FLA Executive Director is responsible for ensuring that Section 1 of the E-Verify process is completed no later than the first day the employee works for pay and that Section 2 of the process is completed no later than the third day business day of work for pay.

3. New Hire Report

A New Hire Report will be submitted to the State of Florida within 20 days after the employee is hired or re-hired as required by law.



Florida Library Association Manual

PERSONNEL POLICIES

Employee Personal Leave Policy

(Approved by FLA Board action on 5/05/2009)

Purpose

The purpose of this policy is to establish guidelines for leave accrual and limitations for full-time employees and to set limitations on the Association's financial responsibility related to leave pay-out.

Policy

For full-time employees, eligibility for personal leave accrual shall be at the rate at 2.083 days per monthly pay period. Personal leave earned during any pay period shall be credited to the employee on the last day of that pay period. During leaves of absence with pay, an employee shall continue to earn personal leave credits. Personal leave shall not be used unless authorized by the immediate supervisor.

An employee may not accrue personal leave in excess of the year end maximum during a calendar year. The year-end maximum is 400 hours of personal leave. The use of personal leave shall not cause an employee to exceed 40 hours during the workweek. Upon separation, an employee shall be paid for up to the year-end maximum of unused personal leave.

Procedure

1. The Executive Director is responsible for establishing a procedure for documenting leave accrual.
2. Leave balances and FLA's financial responsibility for accrued leave will be audited annually by the CPA conducting FLA's financial audit.



Florida Library Association Manual

PERSONNEL POLICIES

Employee Travel and Expense Reimbursement Policy

(Approved by FLA Board action on February 6, 2009)

Purpose

The Executive Board of the Florida Library Association recognizes that employees will be required to travel or incur other expenses from time to time to conduct Association business and to further its mission. The purpose of this Policy is to

- establish adequate cost controls.
- ensure that travel and other expenditures are appropriate.
- provide a uniform and consistent approach for the timely reimbursement of authorized expense.

Policy

The Association will reimburse only reasonable and necessary expenses actually incurred. When incurring business expenses, FLA expects employees to exercise discretion and good business judgment; to be cost conscious and spend Association's money as judiciously as the individual would spend his or her own funds; and to report expenses, supported by required documentation, as they were actually spent.

Procedure

1. Expenses will not be reimbursed unless the individual requesting reimbursement submits a written Expense Report. The Expense Report must include:
 - Name of the individual requesting reimbursement.
 - For travel reimbursement, the date(s), origin, destination and purpose of the trip, including a description of Association-related activity during the trip.
 - Name and affiliation of all people for whom expenses are claimed (i.e., people on whom money is spent in order to conduct FLA business).
 - An itemized list of all expenses for which reimbursement is requested.
2. Receipts are required for all expenditures billed or charged directly to FLA, such as airfare and hotel charges.
3. Employees traveling on behalf of FLA may incorporate personal travel or business with their FLA-related trips but shall not arrange Association travel at a time that is less advantageous to FLA in order to accommodate personal travel plans. Any additional expenses incurred as a result of personal travel, including but not limited to extra hotel nights, additional stopovers, meals or transportation, are the sole responsibility of the individual and will not be reimbursed by FLA. Expenses associated with travel of an individual's spouse, family or friends will not be reimbursed by FLA.
4. Employees traveling on behalf of FLA may accept and retain frequent flyer miles and compensation for denied boarding for their personal use. Individuals may not deliberately patronize a single airline to accumulate frequent flyer miles if less expensive comparable tickets are available on another airline.
5. FLA employees traveling on behalf of the Association may charge or be reimbursed for lodging at the single room rate for the reasonable cost of hotel accommodations.
6. Hotel loyalty points received as a result of travel on FLA's behalf should be applied to future Association-related travel when feasible.



Florida Library Association Manual

7. FLA employees traveling on behalf of the Association are reimbursed for meals at the current rate established for State of Florida employees.
8. FLA employees are expected to use the most economical ground transportation appropriate under the circumstances. When employees are compensated for use of their personal cars for Association business, reimbursement will be allowed at the per mile business rate allowed by the Internal Revenue Service for the date of travel.
9. Parking and toll expenses, including charges for hotel parking, will be reimbursed when incurred by employees traveling on FLA business. The costs of parking tickets and fines are the responsibility of the employee and will not be reimbursed.
10. Reasonable expenses incurred for business meetings or other types of business-related entertainment will be reimbursed only if the expenditures are approved by the FLA Treasurer. Detailed documentation for any such expense must be provided, including:
 - date and place of entertainment.
 - nature of expense.
 - names, titles and corporate affiliation of those entertained.
 - complete description of the business purpose for the activity including the specific business matter discussed.
 - vendor receipts (not credit card receipts or statements) showing the vendor's name, a description of the services provided, the date, and the total expenses, including tips (if applicable).
11. Other reasonable Association-related expenses may be reimbursed, including telephone and fax charges due to absence of employees from the individual's place of business; gratuities that are not covered under meals; emergency secretarial work; and postal charges incurred for work on behalf of FLA.
12. FLA maintains a strict policy that expenses that could be perceived as lavish or excessive and therefore inappropriate for a nonprofit, charitable organization, will not be reimbursed.



Florida Library Association Manual

PERSONNEL POLICIES

“Whistleblower” Policy

(Adopted by action of the FLA Executive Board, 2/05/2010)

Purpose

The purpose of the Whistleblower Policy is to provide protection to FLA employees who report activity that may be in violation of law and to comply with Sarbanes-Oxley legislation related to nonprofit organizations.

Policy

If any employee reasonably believes that some policy, practice, or activity of the Florida Library Association is in violation of law, a written complaint may be filed by that employee with the Executive Director or President.

It is the intent of the Florida Library Association to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations.

An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the Executive Director or President and provides him or her with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

The Florida Library Association (FLA) will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of FLA, or of another individual or entity with whom FLA had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The Florida Library Association will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of FLA that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

Procedure

The FLA Executive Director is responsible for communicating this policy to each employee and for obtaining the following signed acknowledgement from each employee:

My signature below indicates my receipt and understanding of this Policy. I also verify that I have been provided with an opportunity to ask questions about the Policy.

Employee Signature and Date



Florida Library Association Manual

Communications and Publications Policy

Purpose

The purpose of this policy is to describe FLA's various channels for communication and to provide guidelines for their effective use.

Policy

- FLA publishes a semi-annual online journal, *Florida Libraries*. The current issue is available to members and by paid subscription. Back issues of this publication are available to the public on the website. Advertising is accepted.
- FLA maintains a website. Advertising is accepted.
- FLA publishes *Standards for Florida Public Libraries*. This document is revised and updated as funds permit.
- FLA publishes the *Intellectual Freedom Manual*.
- FLA utilizes social media as a communication tool.
- Online communication using Association channels (e.g. email lists, blogs, website) 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 the statement 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. *Florida Libraries* Journal

a. Editor

The Association may contract with an editor and/or graphic artist to develop content and layout for each issue. The Editor may be paid a stipend.

b. Content

- i. Articles are to be on topics of interest to Florida librarians and related to Florida libraries.
- ii. Articles published in the fall issue are related to a designated theme and are refereed.

c. 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.

d. Review



Florida Library Association Manual

Articles are reviewed by the Editorial Advisory Board and at least one independent reviewer with knowledge of the subject area. Members of the Editorial Advisory Board are selected by the Editor in consultation with the President. 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. The entire issue is reviewed by the Executive Director prior to publication.

e. Advertising

- i. Advertising rates are published on the FLA website.
- ii. Payments are to be sent to the FLA office and advertising copy is to be sent to the Editor. Payment must be received prior to the placement of advertising copy.

f. 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. The journal is posted on the FLA website. Access to the current issue is provided to personal members, to designated representatives of organizational members and to subscribers. Back issues are available to the public as is the current issue two months after its initial publication (FLA Board action 6/15/2011).
- iii. Electronic copies in PDF format are sent via email to subscribers.

g. Publishing Agreement

The Association (the "Publisher") and the Author of an article published in *Florida Libraries* sign the following agreement committing each to the terms below which are represented in a Publishing Agreement (FLA Board action 8/12/2011)

Publishing Agreement

- i. In consideration of the Publisher's agreement to publish the Work, Author hereby grants and assigns to Publisher the non-exclusive right to print, publish, reproduce, or distribute the Work throughout the world in all means of expression by any method now known or hereafter developed, including electronic format, and to market or sell the Work or any part of it as it sees fit. Author further grants Publisher the right to use Author's name in association with the Work in published form and in advertising and promotional materials. Copyright of the Work remains in Author's name.
- ii. Author agrees not to publish the Work in print form prior to publication of the Work by the Publisher. The author agrees to cite, by author, title, and publisher, the original FLA publication when publishing the work elsewhere.
- iii. The Author represents and warrants that the Work: (a) is the Author's original work and that the Author has full power to enter into this Agreement; (b) does not infringe the copyright or property of another; (c) contains no material which is obscene, libelous, defamatory or previously published, in whole or in part, except as follows: *(any exceptions noted here)*
- iv. Author shall indemnify and hold Publisher harmless against loss of expenses arising from breach of any such warranties.



Florida Library Association Manual

- v. The Publisher grants the Author the right to self-archive the original work on a personal or institutional website, in the Author's institutional repository or archive, or in any other open-access repository.
 - vi. The Publisher grants the Author the right to reuse parts of the original work in future publications or oral presentations.
 - vii. The Publisher grants the Author the right to include the original work in instructional responsibilities, including course packs, e-reserves, and presentations at professional conferences, in-house training, or distance learning.
2. FLA website
- a. FLA uses the services of a certified Webmaster who works under the guidance and oversight of the Executive Director to develop and maintain the Association website.
 - b. Requests for additions and deletions to the site are submitted through 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.
3. *Standards for Florida Public Libraries*
- a. Standards for public library operations are promulgated and published by the Association as funds permit. The most recent revision was in 2004.
 - b. The review and revision of existing standards and the development of new standards is the responsibility of the Florida Public Library Standards Committee, a standing committee of the Association.
4. *Intellectual Freedom Manual*
- a. The *Intellectual Freedom Manual* is published in various formats as needed and is available to the general public on the FLA website.
 - b. The Intellectual Freedom Committee is responsible for reviewing this publication and for recommending updates or revisions for Board approval as needed.
5. Online Meetings – FLA may employ an online meeting platform or use platforms provided by others.
6. Conference calls – FLA uses a free conference calling resource. Call participants are responsible for their own long distance connection and any charges.
7. Email
- a. General email list – hosted at FSU College of Information (no cost to FLA)
 - 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



Florida Library Association Manual

- Opt-in list (members may choose to be subscribed when joining or request to be subscribed at any time)
 - Adding/deleting emails is handled by FLA office staff
 - Unmoderated and available to members only
 - Availability of this list is advertised to new and renewing members
 - FLA office manages the list.
- b. Member group email lists – hosted by the FSU College of Information (no cost to FLA)
- Purpose: to facilitate communication among members of FLA committees and member groups
 - Opt-in list is updated annually according to member group affiliations indicated by members in their membership record
 - Adding/deleting emails handled by FLA office.
 - Member Group leaders serve as moderators for their respective lists with FLA office providing support as needed.
- c. Other - Messages may be transmitted via association membership software or other technologies.
- Purpose: to communicate with members regarding:
 - Elections
 - Membership renewal
 - Changes in services
 - Calls to action alerts
 - Messages may be sent through this means to members or to other individuals or representatives of organizations with whom FLA has an existing relationship and who have a valid email address.
8. Social Media – The Association utilizes social media options for communication. The Executive Director or other staff should be included as administrators on all accounts.
9. Blogs –<http://flalib.blogspot.com> (no cost to FLA)
Blogs provide a place for active discussion about issues affecting the profession; a tool for promoting FLA activities and reporting new library services/resources and activities; and a forum to highlight other issues relating to libraries throughout Florida and beyond
- Anyone can read, members only can post
 - Administrator adds new bloggers
10. US Mail
U.S. mail is used to send information regarding membership and services to members who do not have an email address in the association management software database.
9. Displays
The FLA office maintains table-top boards, signs and banners for use in promoting FLA, its programs and its services at the FLA annual conference and at other regional and state events, including conferences of partner organizations.



Florida Library Association Manual

MEMBERSHIP POLICIES Membership Dues Policy

Purpose

The purpose of this policy is to identify the categories of membership established by the FLA Executive Board and to set forth the dues levels for each category as approved by the membership.

Policy

- Proposed changes in dues categories and amounts must be approved by a majority of current members as required in the Bylaws.
- Members pay annual dues each year by January 1. Dues are not prorated.
- Those joining after July 1 are credited for the remainder of the current year and for January 1 – December 31 of the following year. (Approved by Executive Board action 8-12-2011)
- 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;"> <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;"> <thead> <tr> <th style="text-align: left;">Operating Expenses</th> <th style="text-align: right;">Dues*</th> <th style="text-align: right;">Free Conference Registrations</th> </tr> </thead> <tbody> <tr><td>\$0 – 499, 999</td><td style="text-align: right;">\$ 300</td><td style="text-align: right;">1</td></tr> <tr><td>\$500,000 – 999,999</td><td style="text-align: right;">750</td><td style="text-align: right;">2</td></tr> <tr><td>\$1M – 4.9M</td><td style="text-align: right;">1,000</td><td style="text-align: right;">3</td></tr> <tr><td>\$5M – 9.9M</td><td style="text-align: right;">1,500</td><td style="text-align: right;">4</td></tr> <tr><td>\$10M – 19.99M</td><td style="text-align: right;">2,500</td><td style="text-align: right;">10</td></tr> <tr><td>\$20M – 29.99M</td><td style="text-align: right;">4,000</td><td style="text-align: right;">15</td></tr> <tr><td>\$30M – 39.99M</td><td style="text-align: right;">5,000</td><td style="text-align: right;">20</td></tr> <tr><td>\$40M and above</td><td style="text-align: right;">6,000</td><td style="text-align: right;">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"/> Student \$ 25 Requires verification of student enrollment in six or more credit hours	<input type="checkbox"/> Friends Groups & other Non-Profit Groups \$100 (does not include a personal membership)																																									
<input type="checkbox"/> New MLS graduates \$25 Available to graduates of Florida master’s degree programs in librarianship (FSU or USF) for year of graduation or next full year. Requires copy of diploma or transcript.	<input type="checkbox"/> For-Profit businesses \$200																																									
<input type="checkbox"/> Retired \$25 No longer employed in a library																																										
<input type="checkbox"/> Library Supporter \$30 Not employed in library. Available to Friends, library board members, or other supporters.																																										



Florida Library Association Manual

Procedure

1. Applications for new and renewing membership in the Association may be completed in either paper or electronic format. Access to both methods is available on the website and by request to the FLA Office.
2. Payment may be made by check, credit card (Visa, MasterCard or American Express) or purchase order.
3. Notification of dues renewal is sent to members in the fall of each year.
4. Paper membership cards are no longer routinely prepared but may be printed and mailed to a member upon the request (per action of Executive Board, 10/22/2010).



Florida Library Association Manual

MEMBERSHIP POLICIES

Membership Recruitment and Retention Policy

Purpose

The purpose of this policy is to ensure an ongoing and multi-year plan for recruiting and retaining members.

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 its five-year plan for recruitment and retention, 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 and carried out by the Membership Committee and others as appropriate. Activities that are not in the plan can be added at any time with approval of the Executive Board.



Florida Library Association Manual

MEMBERSHIP POLICIES

Membership Benefits Policy

Purpose

The purpose of this policy is to guide the selection of member benefits.

Policy

The Association will seek and promote member benefits that are consistent with the Association's purpose. Such arrangements should also provide a benefit to the Association.

The Membership Committee is responsible for reviewing and identifying member benefits for use in advertising and informational materials.

Procedure

1. The Board may approve partnerships and other arrangements with outside vendors and organizations to benefit FLA members.
2. A partnership with National Long Term Care (John Hancock Life Insurance) approved by the FLA Board in 2009 offers long-term care insurance to FLA members and their families at a discounted rate. (Partnership reconfirmed by FLA Board action 3/22/2013).



Florida Library Association Manual

MEMBERSHIP POLICIES

Access for Members with Disabilities Policy

Purpose

The purpose of this policy is to describe the Association's responsibilities in providing access to its services for those 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 advance 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 group 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 Executive Director responds to requests for adapted formats.



Florida Library Association Manual

PROGRAMS AND SERVICES POLICIES

Advocacy and Lobbying Policy

Purpose

The purpose of this policy is to direct the Association's activities related to advocacy and lobbying and to ensure that these activities are consistent with IRS limitations on not-for-profit organizations.

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.
- The Association does not lobby on the local level and has chosen to not file a 501(h) election (FLA Board action 11/07/2011).

Procedure

Legislative Committee

1. The Legislative Committee, a standing Association committee, is responsible for coordinating FLA's advocacy and lobbying efforts and for fundraising to support these activities.
2. The Committee supervises and directs the work of the Legislative Advocate/Lobbyist and evaluates his or her work annually, making recommendations for further action to the FLA Board.
3. 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 develops and 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 Lobbyists

1. FLA contracts with a registered lobbyist or lobbying firm to serve as Legislative Advocate and 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 contract 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.



Florida Library Association Manual

- 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 Legislative Library Day event.
 - g. Communicate generally with the membership by means of the Association's publications, meetings, or conferences.
3. The FLA Board may also require the FLA Executive Director to register as a lobbyist on its behalf with the Executive and Legislative Branches of Florida government.

Advocacy

1. The Association presents educational programs on library advocacy for members and other library employees and supporters through
 - a. regional Friends, Foundations & Boards Member Group workshops each fall
 - b. its publications and website
 - c. 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 may include such activities as:
 - a. Legislative Briefing Session
 - b. Friends, Foundations, & Boards Member Group program
 - c. Social event at which awards are presented to selected legislators for their support of Florida's libraries
 - d. Visits to legislators at the Capitol by Library Day participants to advocate for the FLA Legislative Platform
 - e. Displays or information presentations

Fundraising for Advocacy Activities

1. FLA conducts an annual fundraising campaign every winter to help support its advocacy and lobbying activities; this campaign is called the 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 and at other times.

Legislative Awards



Florida Library Association Manual

1. The Legislative Committee is responsible for recommending to the FLA Board those legislators and other elected officials to receive awards in recognition of their support of libraries during an annual legislative session.
2. The Legislative Committee arranges for production of awards to be presented on behalf of the Association and for their presentation.

National Library Legislative Day Stipend

1. FLA may provide a stipend to help defray the expenses of individuals traveling to Washington, D.C. to advocate for Florida libraries as part of ALA's National Library Legislative Day (NLLD). *Approved by FLA Board action 2/07/2014*
2. Applicants for a stipend must
 - a. Be a member of FLA, or of a Friends group or library that is an organizational member of FLA
 - b. Agree to use the funds to defray expenses of attending National Library Legislative Day
 - c. Agree to repay the funds if unable to attend.
3. The Legislative Committee will accept applications for the NLLD stipend and will recommend recipients for Board approval using the following priorities:
 - a. FLA Legislative Chair and Vice Chair
 - b. Constituents of members of congress on appropriation committee(s) with oversight for IMLS and LSTA funds
 - c. Member(s) of current FLA Legislative Committee
 - d. Demonstrated interest and experience in library advocacy
 - e. Representative of library implementing a recent and significant LSTA project
 - f. Diversity in area of state and/or size of library represented, i.e. consider sending people from two different areas of the state so that more Representatives could be visited by a constituent or whose library is represented by them.
4. This stipend is not to be used for the FLA Executive Director to attend NLLD but the Executive Director's attendance is encouraged when possible (e.g. when not in conflict with FLA annual conference) and is paid from FLA staff travel funds.



Florida Library Association Manual

PROGRAMS AND SERVICES POLICIES

Awards Policy

Purpose

The purpose of the Awards Policy is to set forth procedures for creating awards to be presented by the Association and to provide guidelines for tasks related to the selection and recognition of recipients.

Policy

- The Association presents awards to FLA members, Florida libraries, and individual Florida residents and groups of residents at the annual FLA conference; recipients are recommended by the Awards Committee.
- 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.
- FLA membership is required of those submitting nominations (approved by Executive Board action 10/09/2014).
- FLA membership is not required to receive an award (approved by Executive Board action 2/05/2010).
- For all award categories, no award will be given if, in the judgment of the committee, there is not sufficient evidence of outstanding accomplishment (approved by Executive Board action 2/05/2010).
- The Association presents awards to outstanding legislators and other elected leaders following each legislative session; recipients are recommended by the Legislative Committee. Procedures for legislative awards are discussed under Advocacy and Lobbying.

Procedure

1. Award categories, criteria, and nominating information are developed by the Awards Committee and made available on the FLA website. New awards must be approved by the FLA Board.
2. The Awards Committee annually reviews award categories for which it is responsible and recommends any changes to the FLA Board by its fall meeting.
3. The due date for Award nominations is set by the Awards Committee early enough to allow time for evaluation and purchase of plaques prior to the annual conference. Typically nominations are due on the last day of February each year.
4. The Awards Committee publishes a list of awards for which nominations will be accepted with accompanying criteria, due dates and information on the nominations process and coordinates the call for nominations with the Friends, Foundations and Boards Member Group and with any other Association groups presenting awards at the annual conference. Publication of awards information includes an announcement in the fall issues of *Florida Libraries* and on the Association's general electronic discussion list.



Florida Library Association Manual

5. Nominations are accepted and receipt confirmed during the fall and winter. The process for receiving applications for FLA awards will be determined by the Committee and the FLA Executive Director. Member groups will make their own arrangements for receiving nominations for any Board-approved member group awards.
6. Members of the Awards Committee (or designated judges for Member Group) evaluate award nominations and select award winners, informing the President and Executive Director of those selected.
7. The Awards Committee Chair (or leader of the member group) informs the Executive Director of award recipients.
8. 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 those designated to maintain the FLA Archives housed in the Special and Digital Collections and Florida Studies Center at the University of South Florida.
9. The Awards Committee Chair/group leader informs recipients and submitters by telephone.
10. A letter of award with the President's signature is sent by the Executive Director or chair/leader as a follow-up to the chair/leader's phone call notification.
11. The Executive Director or Chair of the Awards Committee informs the membership of award recipients through FLA communication channels with a brief explanation of why the award is given.
12. The Executive Director prepares press releases for the local media in the areas where award recipients live.
13. Presentation of awards at the annual FLA conference is coordinated by the Awards Committee Chair or appropriate member group.
14. The Awards Committee is responsible for reviewing all exhibits at the annual conference for the purpose of selecting a "Best Booth." This winner is announced at the closing session of that conference and again at the opening session of the next conference at which time a representative of the winning company or organization is presented with a plaque or other item suitable for display in its booth.



Florida Library Association Manual

PROGRAMS AND SERVICES POLICIES

Conferences, Events and Meetings Policy

Purpose

The purpose of this policy is to provide guidance for managing the content, registration and other considerations related to the Association's annual conference as well as other events and meetings.

Policy

- The FLA Executive Board establishes and publishes an online calendar of Association events at the beginning of each program year (after the annual conference). The program year is designated as beginning at the end of one annual conference and continuing through the next annual conference.
- Committees and member groups must obtain Board approval to sponsor or co-sponsor events in the Association name.
- Meetings
 - All Executive Board, committee, and member group meetings are open to members with the exception of meetings of the Finance Committee and of meetings of the Awards, Nominations, and Scholarship Committees where nominations and applications are being discussed.
 - 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 schedule of Board meetings is published for members' information.
- The Association's annual, multi-day conference and vendor exhibits are open to members and non-members for a registration fee. The registration fee is discounted for FLA members.
- Other FLA sponsored events are open to members and non-members as approved by the Executive Board for each event. Registrations fees may include a discount for members.

Procedure

Annual Conference

1. FLA may contract with one or more third parties for management of aspects of its annual conference.
2. Conference venues
 - a. The Executive Director works with the Meeting Planner or conference management company to identify a list of potential sites for Executive Board consideration at least 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.



Florida Library Association Manual

- c. The next year's conference is advertised at the annual conference each year.

3. Conference program

- a. The Conference Committee develops program content for review and approval at the fall Executive Board meeting, solicits sponsorships and exhibitors, recruits and coordinates volunteers, promotes the conference to the membership and the library community, and evaluates the conference experience of attendees and exhibitors.
- b. The Conference 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.
- c. The Conference Committee may have sub-committees to carry out aspects of its work. Examples of these sub-committees include: exhibits; sponsorships; advertising and social media; special events; and volunteers.

4. Vendor Participation

- a. The annual conference includes exhibits by vendors of goods and services of interest to members.
- b. A Best Booth award is presented at the first general session of the conference; this award is selected by the Awards Committee at the previous year's conference and the winner announced at the closing session of that conference.
- c. Companies that are Business members of FLA are recognized with signage and in the conference program. Exhibitors and other vendors are offered the opportunity to purchase advertising.
- d. Exhibitors and other vendors are offered the opportunity to provide financial support for the conference through sponsorships.
- e. Conference exhibits and program advertising may be handled by a Meeting Planner, conference management company or other third party. The Conference Committee, Executive Board and Executive Director seek sponsorships which are managed by the conference company.
- f. Although the FLA membership list is not rented or sold, contact information for conference attendees may be shared with vendors who are exhibitors at the conference (Approved by Board action 6/14/2012).

5. Registration

- a. Registration categories and rates for FLA members and nonmembers are approved by the FLA Executive Board.
- b. The FLA office is responsible for verifying membership and other eligibility criteria (e.g. Student status) for discounted rates. (FLA Board action, 2/06/2009)
- c. "Speaker Only" registration (i.e. complimentary registration to attend only the single program where speaking) may be requested for speakers who are not affiliated with or employed in a Florida library or library-related organization. This designation does not include other conference programs or events. Program organizers must designate in the program proposal whether complimentary conference registration is requested for a speaker. (FLA Board action,



Florida Library Association Manual

2/25/2011) The FLA Executive Director will determine whether a speaker is eligible for this category.

- d. All persons employed in Florida libraries who are speakers are to have a paid conference registration.
 - e. Program organizers (those submitting proposals accepted as conference programs) are expected to register and pay for conference attendance and to be present for the program they proposed. The program organizer is expected to register for either the Full Conference or the Single Day of the program and is not eligible for this designation. (FLA Board action, 2/25/2011)
 - f. Conference registration fees will not be waived for speakers who are employed in a Florida library, even if they were invited to speak by someone else.
 - g. Travel expenses for speakers or presenters of FLA conference or workshop programs who are employed in a Florida library or library-related organization are not reimbursed for travel expenses or given an honorarium or fee.
 - h. The Executive Director may waive conference registration fees as appropriate for VIP's and persons providing a significant service before or during the conference. (FLA Board action, 2/25/2011)
 - i. Questions regarding implementation of these recommendations will be referred to the FLA Executive Director for decision. (FLA Board action, 2/25/2011)
 - j. The Executive Director's registration fee for the FLA conference is waived.
6. Evaluation
- a. Two types of evaluation of annual conferences are conducted.
 - i. Surveys of conference attendees and exhibitors are distributed by the Conference Committee and/or conference management company and results analyzed by a member of the Conference Committee.
 - ii. Onsite valuation of individual conference pre-conference and breakout sessions may be conducted by program organizers of their individual programs in a manner of their choosing.
 - b. Evaluation results are provided to the Conference Committee responsible for the completed conference and to the Conference Committee responsible for the next conference.

Other Events

1. Any FLA-sponsored event not on the Association's published calendar requires advance approval by the Executive Board.
 - a. FLA committees or member groups that want to hold an FLA sponsored or co-sponsored event other than a business-type meeting must receive prior permission from the Executive Board.
 - b. Requests for permission are sent by the committee chair or member group leader to and processed by the Executive Director and include information on:
 - i. FLA group holding the event



Florida Library Association Manual

- ii. event location
 - iii. costs to FLA and anticipated revenue, including fees to be charged to cover costs
 - 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 paid directly by the FLA Office or reimbursed to the event organizer by the FLA Office after receipt 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 completed by participants may be conducted by organizers, but is optional.

Meetings

1. The Association's Annual Business Meeting is generally held at the Annual Conference. Meeting minutes are kept by the Secretary and approved by a Reading Committee of three members who attended the Business Meeting and who are appointed by the incoming President. The Reading Committee reports any needed corrections to the President and Secretary, the minutes are then corrected as needed, posted on the website, 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 at the annual conference and throughout the year as scheduled by their chair/group leader and members.
3. Committee Chairs provide the Executive Director with minutes of meetings for the FLA Archives.



Florida Library Association Manual

PROGRAMS AND SERVICES POLICIES

Scholarships Policy

Purpose

FLA's scholarship program enables those with a commitment to librarianship to further their education. This policy describes the Association's scholarship program and provides guidelines for tasks related to the selection and recognition of recipients and to the disbursement of funds consistent with IRS requirements for grants to individuals.

Policy

- 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 for Graduate Scholarships or the amount designated for Undergraduate Scholarships.
- Scholarship recipients who do not work the required one year in a Florida library following receipt of their graduate degree are required to repay the full and unprorated amount of the scholarship to FLA. The repayment of undergraduate scholarships begins one year after the date of the award, if the individual is not working in a Florida library.
- Other library-related scholarships, funded by organizations other than FLA, may be administered by the Scholarship Committee upon approval of the FLA Executive Board. One such scholarship is the Ingram Coultts Academic Scholarship.

Procedures

1. The Association awards academic scholarships each year if adequate funds are available.
 - a. Graduate (MLS) Scholarships
 - i. Bernadette Storck University of South Florida Scholarship – up to \$2,000
 - ii. Florida State University Scholarship – up to \$2,000
 - iii. Minority Scholarship for a student attending either FSU or USF – up to \$2,000
 - iv. Other scholarships as approved by the FLA Executive Board
 - 1) Ingram Coultts Academic Scholarship - \$1,000 (approved by FLA Board action on 8/29/2013)
 - b. Undergraduate Scholarships



Florida Library Association Manual

- i. BA Scholarship - \$750 (BA Scholarship of \$1,000 added by vote of FLA Executive Board on 7/25/2008 but reduced to \$750 by Board action on 6/11/2010)
 - ii. AA Scholarship - \$350 (AA Scholarship of \$500 added by vote of FLA Executive Board on 7/25/2008 but reduced to \$350 by Board action on 6/11/2010)
2. Scholarship information and an application form are available on the FLA website.
3. Scholarship applications are accepted each year until the deadline set by the Scholarship Committee (generally the end of February). The process for receiving applications and verifying FLA membership will be determined by the Committee and the FLA Executive Director.
4. The Scholarship Committee reviews criteria and the evaluation rubric used by the previous year's committee for needed changes and uses the revised form to conduct its evaluation. Major criteria are:
 - a. Financial need
 - b. Participation in library related professional activities
 - c. Scholarship based on grade point average or graduate school entrance test scores
5. Additional guidelines (approved by FLA Board action on 2/06/2009)
 - a. Recipients of the MLS scholarship cannot receive it more than once.
 - b. Members may be awarded a scholarship for each of the scholarships (AA, BA and MLS)
 - c. Students enrolled at accredited online schools with a Florida presence are eligible for Undergraduate scholarships.
 - d. Members have two years to complete the employment commitment.
6. Additional guidelines for repayment (approved by FLA Board action on 6/11/2010)
 - a. Should a recipient of a scholarship fail to work in a Florida library a full year as required, the full amount of the scholarship is to be repaid and shall not be pro-rated.
 - b. The repayment period of AA and BA level scholarship recipients begins one year after the date of the award.
7. The Scholarship Committee Chair submits recommendations of recipients to the Executive Director for Board approval and sends a copy of the winning applications to the FLA office and to the FLA Archives.
8. Following Board approval, the Scholarship Committee Chair notifies winners by telephone.
9. 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 appropriate official at each recipient's academic institution.
10. Scholarship winners are invited to attend the opening session of the annual conference to be introduced to the membership.
11. Scholarship checks, payable to the student, are not mailed directly to the student but are sent to the appropriate official at the student's academic institution for dissemination.
12. Copies of all scholarship applications are kept by the Committee Chair until the end of that person's tenure as Chair when the applications are forwarded to the FLA Office and to the Archives.



Florida Library Association Manual

13. The Scholarship Committee contacts past recipients of scholarships to ask about their educational and current employment status and to identify possible need for repayment.
14. The Scholarship Committee organizes fundraising activities to support FLA's scholarships.



Florida Library Association Manual

Relationships with Other Organizations Policy

Purpose

The purpose of this policy is to identify other organizations with which the Association has established partnerships and to describe the Association's relationships with those organizations.

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).

Procedure

1. FLA pays annual ALA Chapter dues and elects an FLA member to serve as its ALA Chapter 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 may reimburse the Councilor's cost of travel to the ALA Annual and Mid-Winter Council meetings if the individual's institution is unwilling to do so and if funds are available.
 - 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 participates in the Advisory Council of the State Library and Archives of Florida.
 - 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.
3. The Association is represented at annual conferences and meetings of other organizations in Florida as deemed appropriate by the Executive Board.



Florida Library Association Manual

Other Policies and Procedures

1. Publication of Official Minutes

Official Minutes published on the Association website 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 the FLA name, logo or stationary for such endorsements.

4. Requests for Support From Other Organizations

Purpose

From time to time the association receives requests from other organizations to enter into a relationship for support of their activities, programs or political issues. The following outlines the process for reviewing and approving requests for support

Policy

Any relationships and agreements that are entered into with other organizations must be ethical, in line with the mission of the association and not in conflict with the association's goals. When political support is requested, existing policy statements, such as FLA's Statement on Privatization of Publicly-Supported Libraries, may be used or created. The FLA will only get involved with local issues upon request.

Procedure

The Executive Director will review, evaluate requests for support and recommend to the Board approval or rejection. The following considerations should be utilized in evaluating any requests for support.

- General Considerations
 - o Will the proposed relationship or support promote the mission and values of FLA?
 - o (ALT to below) Are the goals of the organization making the request, consistent with the goals, mission and values of FLA.
 - o Will the relationship or support promote an activity or organization that whose goals are inconsistent with the mission and values of FLA?



Florida Library Association Manual

- o Is the issue library related?
- Proposed Partner Considerations
 - o Is the proposed partner one with which FLA would be proud to be publicly associated?
 - o Does the proposed partner hope to use FLA's name or its relationship with FLA to advance its public image or its marketing? (If so, these goals of the partner should be consistent with our Association's mission and reputation.)
 - o Could the request be considered an endorsement of the partner?
 - o Does the nature of the propose relationship raise any special conflict of interest concerns?
 - o If the proposed relationship involves a financial commitment or a staff commitment, what conditions or constraints are attached?
 - o Will this relationship affect other relationships of value to FLA?
 - o Will it affect FLA's image, reputation, credibility or ability to raise funds?
- Upon Board approval, a policy statement, letter of support or partnership agreement will be drafted by the Executive Director and provided to the third party.

5. FLA Privacy Policy

The following language must be posted on the FLA website and followed in accordance with FLA Merchant account agreements.

We respect your privacy

Any personal information you provide to us including and similar to your name, address, telephone number and e-mail address will not be released, sold, or rented to any entities or individuals outside of our organization except as noted below.

With Whom Do We Share the Personal Information That We Collect Through This Site?

Our Service Providers.

We may share your personal information with companies (including our affiliates) that perform services on our behalf, for example, companies that help process credit card payments. Our service providers are required by contract to protect the confidentiality of the personal information we share with them and to use it only to provide specific services on our behalf.

Business Transfers.

Your personal information may be transferred to another entity (either an affiliated entity or an unrelated third party) in connection with a merger, reorganization, dissolution or similar corporate event. If such a transfer were ever to occur, the acquiring entity's use of your personal information will still be subject to this Privacy Policy.

Government and Legal Disclosures



Florida Library Association Manual

We may disclose the personal information we collect through this Site, when we, in good faith, believe disclosure is appropriate to comply with the law (or a court order or subpoena); to prevent or investigate a possible crime, such as fraud or identity theft; to enforce our Terms and Conditions or other agreements that govern your use of this Site; or to protect the rights, property or safety of our company, our users, or others.

External Sites.

We are not responsible for the content of external internet sites. You are advised to read the privacy policy of external sites before disclosing any personal information.

Cookies.

A "cookie" is a small data text file that is placed in your browser and allows us to recognize you each time you visit this site (personalization, etc). Cookies themselves do not contain any personal information, and we do not use cookies to collect personal information. Cookies may also be used by 3rd party content providers such as newsfeeds.

Remember the Risks Whenever You Use the Internet.

While we do our best to protect your personal information, we cannot guarantee the security of any information that you transmit to us and you are solely responsible for maintaining the secrecy of any passwords or other account information. In addition other Internet sites or services that may be accessible through our site have separate data and privacy practices independent of us, and therefore we disclaim any responsibility or liability for their policies or actions. Please contact those vendors and others directly if you have any questions about their privacy policies. For any other information please contact us at 850-270-9205.