TOWN OF SCHROON

GENERAL TOWN HALL OFFICE POLICIES

Adopted by the Town Board of the Town of Schroon on November 6, 2025

PURPOSE

Be it resolved that all rules listed herein are adopted as the General Office Policies for the Town of Schroon Town Hall.

SCOPE

This policy is the standard that applies to the operations of the Town Hall of the Town of Schroon

POLICY

1.0 Office Hours

1.1. Regular Town Hall Office Hours

The Town of Schroon Town Hall, located at 15 Leland Ave, Schroon Lake NY maintains regular office hours of 8AM-4PM, Monday through Friday. These regularly scheduled hours are subject to emergency closure and unforeseen absences; in which case the Town Hall may close early.

1.2 Regular Elected Officials Office Hours

The Town of Schroon Town Hall houses the following elected officers. Town Supervisor, Town Assessors, Town Clerk, Town Justice and Town Council members. The prior listed elected officials will maintain the following officer hours to receive the public:

A. Town Supervisor: hours vary, please call to make an appointment

B. Town Assessors: Monday, Tuesday and Wednesday 9AM to 3PM
Thursday – 1PM to 3PM
Friday - by appointment only

C. Town Clerk: Monday - Friday, 8AM to 2 PM

D. Town Justice's hours vary, please call to make an appointment

All Elected Officials office hours are subject to change and may vary due to unforeseen circumstances.

1.3 Regular Non- Elected Office Hours

It is the general practice that non- elected officers maintain regular office hours in accordance with the Town Hall's hours of operation. The following non-elected town employees maintain the following office hours to receive the public:

A. Clerk to the Supervisor: Monday- Friday, 8AM to 4PM

B. Court Clerk: Monday - Friday, 8AM to 3PM

C. Building and Codes Officer: Monday - Wednesday and Friday, 7AM to 4PM
Thursday, 7AM to 11AM

D. Public Library: Tuesday, Wednesday, and Friday - 10AM to 4PM
Thursday 10AM to 6PM
Saturday 10AM to 2PM

All non-elected Officials office hours are subject to change and may vary due to unforeseen circumstances.

1.4 Holidays

The Town of Schroon facilities will be closed for the following holidays:

New Years Day, Martin Luther King Jr Day, Presidents Day, Good Friday (Transfer station employees observe Easter Sunday in lieu of Good Friday), Memorial Day, Juneteenth Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day and the Friday after (Transfer station employees will use that Friday as a floater to be taken prior to December 15th), Christmas Day (the day after only if it falls on a work day.

2. Public and Private Spaces

2.1 Town Hall Public Spaces

Generally, the Town Hall is a public space. The hallways, bathrooms and meetings rooms are considered public spaces.

Meeting room may be reserved for private use; this does not make the space private. Reservations simply allow the Town Hall to try to manage the space to not become over crowded.
The Assessors office, the library and the Building and Codes office are considered public space unless the office is engaged in confidential discussions. If the above-mentioned offices are closed or unavailable to the public, a sign will be posted on the door.

2.2 Private spaces

The Supervisors office, the clerk to the supervisor's office, boiler and utility rooms, storage rooms and the town clerk's office are not considered public spaces. Exception: the Town Clerks public vestibule, is public space.
Doors with signage specifying access restrictions must be followed.
The public may be granted access to private spaces on a temporary basis to conduct business. Access to private spaces may only be granted by the office holder.

3. Communications

3.1 Telephones

The Town of Schroon Town Hall maintains a phone of 518-532-7737. Office extensions are as follows:

Clerk to the Supervisor: 10

Supervisor: 11

Town Clerk: 12

Library: 13

Assessors: 14

Building and Codes: 15

*Town Justice and Court Clerk may be reached at 518-532-0569

Town of Schroon fax number is 518-532-9474, fax is available for public use, subject to the Town of Schroon's fee schedule.

Office staff, non- elected and elected officials do their best to be available during office hours, if the person is unable to answer a phone call, calls will be returned in a timely manner if voicemails are left with clear instructions to do so. Phone calls and messages left with inappropriate language, threats or harassment will not be responded to and may be shared with law enforcement should it be deemed.

Phones in the Town Hall are for employees, and elected officers only, they are not for public use.

Computers with the exception of the library's designated public computers are private and not for public use.

3.2 Emails

The Town of Schroon employees and elected officials maintain Town email addresses as follows:

Clerk to the Supervisor: clerk-supervisor@schroon.net

Supervisor: supervisor@schroon.net

Town Clerk: townclerk@schroon.net

Library: library@schroon.net

Assessors: assessor@schroon.net

Building and Codes: codes@schroon.net

Court Clerk: mpalmatier@nycourts.gov
Justice: MGranger@nycourts.gov

Emails will be answered in a timely manner. Emails with inappropriate language, threats, harassment or inappropriate content will not be responded to and may be shared with law enforcement should it be deemed.

3.3 Mail

The Town of Schroon will maintain a post office box at the Schroon Lake post office. Box number is 578. The Town of Schroon will retrieve and deliver mail to/from the Town of Schroon Post Office on a regular basis. Packages sent to 15 Leland Ave Schroon Lake NY 12870 with a complete return address will be received during business hours.

4. Conduct

4.1 Public Conduct

Public at the Town Hall shall conduct themselves in a reasonable manner. Members of the public displaying inappropriate behavior, yelling and screaming, or in a general manner that disrupts the public shall be asked to vacate the premises. Refusal to vacate the premises after being formally asked by a town employee or officer shall result in a request for police presence at the Town Hall.

4.2 Town Employee Conduct

Town employees, non-elected officials and elected officials must conduct themselves in a professional manner at all times. Any conduct deemed unfit or unbecoming of a Town of Schroon employee or official will be subject to the Town of Schroon Employee Handbook, as well as disciplinary action such as but not limited to, write up, suspension, and termination.

5. Town Hall building

5.1 Town Hall Building Access

The Town of Schroon is responsible for maintaining access to the building during business hours. Maintenance includes but is not limited to, salt, shoveling, water diversion, and ADA compliance. The Town of Schroon does not permit dogs on the premises except in the case of a medical service dog.

5.2 Town Hall Cleanliness

The Town of Schroon shall maintain the cleanliness of the building to the best of its abilities.

5.3 Town Hall Parking Lot

The Town of Schroon shall maintain the cleanliness and safety of its parking lot. The Town of Schroon is responsible for plowing the parking lot. No overnight parking, If it is required that an unattended vehicle be towed, all reasonable efforts will be made to locate the owner prior to towing, towing will be at owner's expense.

The Town of Schroon may restrict its parking lot for Town wide events such as the fourth of July, in order to designate the Towns parking lot to be handicap parking only.

6. Bulletin Board

6.1 Town Clerk Bulletin Board

The Town Clerk will maintain the Town bulletin board. Bulletin board is for Town Business only and not for public use. If items are posted by any one or entity other than the Town of Schroon, they may be removed at any time, by any Town of Schroon employee. The Town Clerk will also maintain the locked bulletin board outside of the Town Hall Entrance.

6.2 Library Bulletin Board

The library will maintain the library bulletin board, for library business only.

AMENDMENTS

This policy may be amended from time to time by Town Board resolution.