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## **Benzie Shores District Library Policies**

**Mission Statement**

Our mission is to provide educational, informational, intellectual and recreational Library resources to our communities and visitors.

## Definitions

**Administration.** “Administration” means the Library Board and/or the Director.

**Board.** “Board” means the Library Board of Trustees for the Benzie Shores District Library.

**Bookkeeper.** A professional who is hired by the Library Director to provide bookkeeping services.

**Cardholder.** “Cardholder” means any person who has a Benzie Shores District Library Card.

**Director.** “Director” means the Benzie Shores District Library Director.

**Employee.** “Employee” means any person who is on the Library’s payroll.

**Friends.** “Friends” means the Friends of the Benzie Shores District Library.

**Interlibrary Loan.** “Interlibrary loan” means the process by which a library requests materials from or loans materials to another library.

**Intern.** “Intern” means any person who is a student and renders services to the Library, with or without pay. Interns who receive payment for their services are employees.

**Librarian.** “Librarian” means any employee who holds the position of Director, or Librarian.

**Library.** “Library” means the Benzie Shores District Library (BSDL).

**Library Card.** “Library Card” means a card issued by the Library that allows the holder to borrow material from the Library.

**Library District.** “Library District” means the City of Frankfort, the Township of Blaine, the Township of Crystal Lake, the Frankfort-Elberta Area School District portion of Lake Township, and the Township of Gilmore (including the Village of Elberta). Taxpayers in these municipalities pay a property tax millage to support the Benzie Shores District Library.

**Library Premises.** “Library Premises” means the Library building and surrounding grounds.

**MeL.** “MeL” means the Michigan Electronic Library.

**MeLCat.** “MeLCat” means the Michigan Electronic Library Catalog and Resource Sharing System.

**Patron.** “Patron” means any person who uses the Library’s resources. Staff. “Staff” means all employees.

**Volunteer.** “Volunteer” means any person who provides their services to the Library without pay. Volunteers are not employees.

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**PART I: LIBRARY SERVICES MANAGEMENT**

## Library Governance

### A. Board of Trustees

The powers and responsibilities of the Board of Trustees are defined in the Library's by-laws. The composition of the Board of Trustees is described in the "Third Amendment to the Benzie Shores District Library Agreement." These may be found in the Library's "Signed Documents" notebook.

To facilitate Board development and knowledge of public libraries the Library Board of Trustees has access through the internet to a copy of the Library of Michigan Trustee Manual. The Board will plan and provide funding for an annual Board development workshop, such as the Strategic Planning Workshop.

Library trustees will participate in at least one (1) continuing education opportunity every three (3) years. Such opportunities include, but are not limited to, the BSDL annual Strategic Planning Workshop, the Library of Michigan's workshops, the Michigan Library Association's conference and/or workshops, and the Mid-Michigan Library League's programs.

### B. Staff and Volunteers

See Personnel Policies.

### C. Friends of the Library

The mission of the Friends of the Benzie Shores District Library is to support the Library, its services and programs through advocacy, fundraising and volunteers. The Friends are dedicated to the goal of making our Library the very best through community awareness and involvement.

The Friends of the Library is a separate, tax-exempt 501(c)(3) organization whose purpose is to promote the Library and its services. The Benzie Shores District Library has an Operating Agreement with the Friends of the Benzie Shores District Library which is reviewed and signed by both parties annually.

The Library welcomes the support of the Friends. All Friends activities must adhere to Library policies. Any item purchased by the Friends becomes the property of the Library.

The Friends of the Library maintains an Endowment Fund at the Grand Traverse Regional Community Foundation.

### D. Library Board Meetings *(approved 9/21/2022)*

The Library Board holds meetings in compliance with the Michigan Open Meetings Act. Meeting notices are posted on the front entrance of the library. The meetings are typically held in the BSDL Meeting Room. Alternate locations within the library facility may be used in deference to library programming; location changes will be posted.

To permit fair and orderly public expression, the Board shall provide a period for public participation at public meetings of the Board and publish rules to govern such participation in Board meetings. The presiding officer shall be guided by the following rules:

1. Participants must be recognized by the presiding officer and will be requested to preface their comments by an announcement of their name and address.
2. Each statement made by a participant shall be limited to three (3) minutes duration.

3. During Public Comment, meeting observers and board members may not speak at any other time unless specifically recognized by the presiding officer.
4. Participants shall direct all comments to the Board and not to staff or other participants.
5. All statements shall be directed to the presiding officer; no person may address or question Board members individually.

If a person(s) becomes disruptive, the president or presiding officer may declare said person(s) in the audience to be out of order and if necessary may rule that the individual(s) has forfeited the opportunity to speak further. A person(s) may be excluded from the meeting for Breach of the Peace committed at the meeting.

## **Intellectual Freedom and Equal Access to Materials**

The Board believes that the right to read is an important part of the intellectual freedom that is basic to democracy, and hereby adopts the following document as official Library policy:

### **A. Library Bill of Rights**

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- Libraries are forums for information and ideas, and the following basic policies should guide their services.
- Books and other Library resources should be provided for the interest, information, and enlightenment of all people of the community that the Library serves. Materials should not be excluded because of the origin, background or views of those contributing to their creation.
- Libraries should provide materials and information presenting all points of view on current and historical issues. Material should not be proscribed or removed because of partisan or doctrinal disapproval.
- Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- A person's right to use a Library should not be denied or abridged because of origin, age, background or views.

### **B. Parental Responsibility (Children's Access to Information and Materials)**

Librarians and Library governing bodies cannot assume the role of parents/guardians or the functions of parental authority in the private relationship between parent/guardian and child. Parents/guardians have the right and the responsibility to restrict their children's access to Library resources. Parents who do not want their children to have access to certain Library services, materials, or facilities should so advise their children.

### **C. Freedom of Information Act (FOIA)**

While the vast majority of public information does not require a Freedom of Information Act request, under Michigan Law a person has a right to file a FOIA request for public information and to appeal a negative decision to the Library Board. In responding to a request the Library may consult legal counsel.

The Director shall deny in writing any FOIA request for the release or disclosure of confidential card holder registration information.

The Director is the Benzie Shores District Library's FOIA Coordinator. In the event of the Director's absence, a designated staff member is the Alternate FOIA Coordinator. Only the FOIA Coordinator and the Alternative FOIA Coordinator are authorized to respond to FOIA requests.



There is no charge for processing a FOIA Request, except for extraordinary circumstances approved by the board. The Library will respond within five (5) business days. (See Appendix 2: FOIA Request Form.)

#### **D. Reference Services**

It is the policy of the Library to consider each individual information query to be of equal merit, although the time spent by staff on a question may vary in response to the perceived needs of the patron, the information resources and the availability of staff and collection resources.

### **Technology**

*Revised July 2021*

#### **A. Internet Access and Use**

The internet offers unlimited global access to all types of information. Not all sources are accurate, complete, current, legal or philosophically acceptable to all people. Some information may be offensive, controversial, illegal, erroneous, etc. All users bear the responsibility of selecting or rejecting online information based on good judgment and discretion.

Public access to the internet via Wi-Fi and public internet terminals, is available to all users of the Library whether or not they have a Library card. The Library cannot guarantee internet access. Staff can offer limited technical assistance as time allows. The Library assumes no responsibility for the safety of patron equipment.

If the Library receives federal funding that requires adherence with the Children's Internet Protection Act (CIPA), we will comply by applying filters to our connected devices owned by the library and to those circulated to the public. Filtering of internet access on the wireless or wired network will be set at a level that promotes a safe environment for library patrons and staff and in compliance with state and federal laws.

Wireless internet access is available within the Library during Library hours or 24/7 outside in the immediate vicinity of the building in accordance with the Library's Acceptable Use Policy. It is the user's responsibility to secure his/her own computer, data, software and personal information. Information sent over the Library's networks is subject to possible capture.

##### **1. Acceptable Use**

Patrons must respect the rights, privacy, and equal access of others and comply with copyright law and licensing for individual data and programs. Failure to abide by the Library's policies may result in the loss of internet, computer, or other privileges. Illegal activity involving the Library's internet resources will be subject to prosecution by the appropriate authorities.

##### **2. Unacceptable Use**

Computing resources may only be used for legal purposes by the public and staff. examples of unacceptable use include, but are not limited to the following:

- Uses for any purposes that violate applicable federal, state, or local laws including copyright laws.
- Interfering with or disrupting other computer users, services, or equipment.
- Attempting to gain or gaining unauthorized entry to other computing, information, or communications sources or devices (hacking).
- Malicious, threatening, harassing, or obscene behavior or language.
- Misrepresentation of oneself or the Library.
- Activities that cause congestion and disruption of networks and systems.

- Unsolicited advertising.
- Accessing, uploading, downloading, transmitting or distributing visual depictions that are obscene or child pornography as defined by Federal law (47 USC §254(h)(7)(E), (F)) and shall not access or view obscene matter as defined in §2 of 1984 PA 343, MCL 752.362 (PA 343).

### **3. Child Safety on the Internet (CIPA Compliance)**

To receive funding for internet access through the Federal E-rate program, the library is required to: (a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; (b) prevent unauthorized access and other unlawful online activity; (c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and (d) comply with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].

### **4. Child Safety on the Internet**

As the staff does not monitor or supervise internet access, parental supervision of children searching the internet is advised. Minors are prohibited from accessing obscene or sexually explicit materials on the internet.

### **5. Time Limits.**

Use of public internet terminals is on a first-come, first-served basis. Time limits may be used so that all patrons seeking access will have an opportunity to do so.

### **6. Storage and Software**

Patrons may not store information on the hard drive or use personal software on Library equipment. Electronic files should not be considered confidential. When required by law, the Library must disclose all files to the extent required by law. The Library is not responsible for personal files/data left on Library equipment.

## **B. Chromebooks and Mobile HotSpots**

*Updated and Approved by Benzie Shores District Library Board 10/19/2020*

To further the Library's mission of meeting the informational, recreational, and educational needs of the public, the Library will lend mobile HotSpots and Chromebooks to help make information more accessible.

### **Guidelines for Borrowing and Use**

- Borrowers must be at least 18 years of age and have an in-district Library Card for at least 90 days and be in good standing with the Library (with a current address/phone on file and no outstanding fines or overdue materials.)
- Devices may only be checked out and returned directly to the Circulation desk. There will be a \$10 fine if the unit is returned in the book drop, plus any book drop related damage to the device. Patrons who return a device in the book drop will be blocked from checking the device out in the future.
- Borrowers must read, understand, and sign the lending agreement at the Circulation Desk in the presence of a library staff member every time a device is checked out.
- Devices may be loaned for up to 7 days. They may not be renewed and must be available to others for at least 48 hours before the same household can check a device out again.
- Patrons are responsible for verifying the network coverage for hot spots.
- Borrowers, along with a library staff member, will verify that all accessories are present at the time of checkout and check-in.
- Devices circulate on a first come, first served basis. Holds may not be placed on devices.

- If the device is not returned on the due date, the item will be deactivated, making the device unusable.
- Geographic limitations: HotSpot devices may only be used in the continental United States.
- An overdue fine of \$10.00 per day will be charged for a device that is not returned, up to the replacement cost of the device. Patrons are responsible for full replacement cost if the device or any parts are lost, stolen, damaged, or otherwise not returned.
- One HotSpot and or Chromebook per household.

The Library is not responsible for information accessed using Library devices or for personal information that is shared over the Internet. Internet content filtering is NOT provided through the Wireless HotSpot, but the Chromebook does use a filtered browser. Parents/Guardians are responsible for monitoring what their children access via the Internet. The Library is not responsible for any computer viruses that may be transferred to ~~the user. storage devices.~~ Patrons using the library's devices must abide by the Benzie Shores District Library's Acceptable Use policy.

#### **D. STEM and Circle Time Kits**

*Approved by Benzie Shores District Library Board 10/19/2020*

The Library provides a variety of kits for patron check out. Kit loan periods are 1 week (7 days) with no renewal permitted.

Substantial Damages or missing materials exceeding a reasonable loss will result in a fine equal to a full replacement of the item or missing piece, plus processing. Repeated incidents of loss or damages will result in kit borrowing privileges being revoked.

#### **E. Technology for Staff**

To keep staff knowledgeable and current, the Library will provide technical equipment, such as iPads, for administrative staff. Equipment may be used for the following:

- Scheduling
- Staff Communications
- Training
- Management of the Library's social media accounts
- Online content creation

Equipment is owned by the Library. Each staff member is responsible for his/her accounts. Library purchased apps must be approved by the Director. Staff may download personal apps at their own cost. Storage limits should be considered when acquiring non-library related apps.

Staff using Library owned equipment must adhere to the Library's acceptable use policy, Board policies, and all applicable state and federal laws. Staff members are responsible for caring for this equipment on a daily basis and ensuring that it is retained in a safe environment.

In cases of theft, vandalism, and other criminal acts, the staff member must report the damage or loss to the Director. Staff is responsible for any repairs or replacements due to negligence. In the event a staff member is no longer an employee, the device should be returned or purchased at fair market value.

## **Collection Development**

*Revised May 2023*

### **A. Purpose and values**

The purpose of the collection is to support the Library's Mission "to provide educational, informational, intellectual and recreational library resources to our communities and visitors." The collection will feature materials that reflect a plurality of viewpoints and foster inclusion in all matters of diversity. In accordance with American Library Association's Bill of Rights and Code of Ethics, the library will challenge censorship and protect privacy

### **B. Responsibility for selection**

Collection development and assessment are managed by the Library Director. Designated staff may also select materials for the collection under the supervision of the Director. Criteria to be considered in making selections are as follows:

- Appeal to the interests and needs of individuals in the community.
- Permanent value as source material or interpretation.
- Vitality and originality of thought.
- Contemporary significance.
- Artistic excellence.
- Entertaining presentation.
- Accuracy and objectivity.
- Suitability of physical form to Library use.
- Authority and purpose of creator.

- Reputation of publisher, quality.
- Currency
- Relation to the existing collection

### **C. Specialized Materials**

Specialized materials of limited community interest will not be purchased, but will be sought for the requesting patron through interlibrary loan or MeLCat.

### **D. Replacement and Maintenance**

The Library keeps its collection vital and useful by retaining or replacing essential material and removing on a systematic and continuous basis those works which are worn, outdated, of little historical significance or no longer in demand. General guidelines for collection management are adapted from the CREW (Continuous Review, Evaluation, and Weeding) method.

<https://www.tsl.texas.gov/sites/default/files/public/tslac/ld/ld/pubs/crew/crewmethod12.pdf>

### **E. Requests and Donations**

Requests from patrons for specific authors, titles or subjects will be considered. Any item donated to the library will be evaluated for inclusion using the same criteria outlined in this policy. Prospective donors should review the Library Donations Policy for more information.

### **F. Request for Reconsideration of Material**

All complaints concerning the presence of any material shall be referred to the Director who will discuss the matter with the concerned patron. If the patron wishes, he or she may complete the "Citizen's Request for Reconsideration of Library Materials" form. The Director and Board shall examine the item in question and advise the patron of the decision, giving the reasons. Materials subject to complaint shall not be removed from use pending final action. (See Appendix 3: Citizen's Request for Reconsideration of Library Resources.) All board decisions are final.

## **Gifts and Donations**

BSDL accepts monetary gifts as well as certain gift materials that reflect the Library's mission. Gifts must be unconditional and non-returnable.

### **A. Gift Materials**

The Library reserves the right to accept or reject all gift materials. The Library may use any accepted gifts as it wishes, at its sole discretion, and may give gifts (not including cash) to other organizations, or otherwise dispose of them as the Library deems appropriate.

No monetary appraisal is made of materials donated for the collection. The quantity of gift materials may be acknowledged for tax purposes at the request of the donor.

Any assets received as gifts by the Library will be sold unless they are assets the Board plans to own for the long term. Proceeds from the sale are used at the discretion of the Board.

### **B. Monetary Gifts**

Unless otherwise stipulated by the donor, all monetary contributions are directed to the Friends of the BSDL. The Friends have a recognition policy and standards for acknowledgement

Endowment contributions are channeled through the Grand Traverse Regional Community Foundation and are recognized by the Foundation and the Board.

## **Artwork**

All art acquisitions, donated or purchased, must be approved by the Board in advance. Any work of art belonging to the Library is subject to the same policies as other materials, and may be used or disposed of in any fashion that the Library deems appropriate. Artwork will not be displayed for private gain or commercial purposes. However, any artwork or project owned by the Friends for the purpose of enhancing the Friends' funding may be displayed in the Library at the Director's discretion.

## **Circulation**

*Revised 3/28/2023*

The general public is welcome to use the Library. A Library card is not required to use the Library computers, attend programs, or to browse and read materials in the library.

### **A. Library Card Eligibility**

Library cards are free and available to anyone. Borrowing privileges are based on the patron categories. A Photo ID is required for all card applications. If a local (within the taxable service district) address is not on the ID, a current lease, utility or tax bill must be provided in order to have full borrowing privileges. Library cards are valid for one (1) year and must be renewed in person.

New card holders have the privilege of borrowing up to 3 items. The physical card will be mailed to the patron, along with a welcome letter and services brochure. If the card is not returned to the library by the USPS within thirty days due to the applicant's invalid address, the 3-item restriction will be lifted.

## 1. Patron Categories

### I. REG (Regular)

REG patrons are year-round or part-time residents and their legal dependents within the Library district, or owners of property (and their legal dependents) within the Library district. REG patrons have full borrowing privileges. These include:

- All circulating library materials
- Digital materials (downloadable content)
- Library hotspots & chromebooks

### II. LIM (Limited)

Limited cards are issued to patrons who live outside the district. These non-district cards may be used to check out physical materials that are available in the library such books, magazines and DVDs. In accordance with the Library's participation with the UpNorth Consortium Member Agreement, only patrons eligible for Full Borrowing Privileges permitted access to digital materials

### III. LTL (Long Term Loan)

Long term loan cards are issued to homebound patrons or rotating collections to institutions. LTL cards have full borrowing privileges and a four (4) week check out period for physical materials.

### V. FEAS (FEAS Student)

Student cards are issued to active Frankfort-Elberta Area Schools students. FEAS cards have full borrowing privileges. FEAS card applications issued through the school require a parent or guardian signature.

### VI. TEACH (Teacher)

Teacher cards are issued to teachers and homeschoolers. Teacher cards have full borrowing privileges and a four (4) week check out period.

## 2. Cards to Minors

Card applications for minors (under age 18) must be signed by a co-signer (parent or legal guardian) willing to assume legal responsibility for library resources. Signatures indicate an acceptance of responsibility for:

- the minor's use of all library resources including access to the Internet;
- supervision of the minor's choice of materials;
- return of all materials when due;
- all losses and damages to materials and equipment borrowed.

The parent/legal guardian must meet the same qualifications for a library card outlined above and the child must be present with the parent/legal guardian when applying for a card.

When a minor patron turns 18 years of age, they assume responsibility for the library account bearing their name including all borrowed items on that account. Any outstanding bills for lost or damaged items on the card will be moved to the co-signer's card. If the co-signer does not have a card, a bill will be mailed.

## B. Loan Periods

There is no limit on the number of materials that a cardholder may check out. The loan period may be extended unless there is a reserve on the item. Loan periods are as follows:

<b>Material Type</b>	<b>Loan Period</b>	<b>Notes</b>
DVD/Blu-ray	one (1) week	two (2) renewals allowed
Books	two (2) weeks	two (2) renewals allowed
Audio CD	two (2) weeks	two (2) renewals allowed
Newspapers	n/a	Non-circulating item
Mobile Hotspot	one (1) week	No renewals permitted
Chromebook	one (1) week	No renewals permitted
Kits	one (1) week	No renewals permitted
Magazines	one (1) week	two (2) renewals allowed

### **C. Loans from Other Sources**

The Library seeks to fulfill interlibrary loan requests through MeLCat and Interlibrary loan.

1. The Library participates in the MeL Statewide Delivery System. MeLCat policies apply to all materials borrowed via MeLCat. To protect our Library's privilege of obtaining books for patrons through the cooperative interlibrary loan program, the due dates on those books must be honored. A patron's abuse of the borrowing term is cause for possible termination of interlibrary loan borrowing privileges. There is no charge to the patron for interlibrary loan materials unless the lending library has a charge. The patron will be notified prior to order if there are charges.
2. With the exception of DVDs, if the request cannot be filled through the MeLCat system, the item may be requested through Mid Michigan Library League's interlibrary loan system. Mid Michigan Library League (MMLL) ILL policies and procedures can be found on the MMLL website.

### **D. Reserves**

With the exception of Chromebooks and HotSpots, any Library material may be reserved. There is no limit on the number of reserves on physical items a patron may place or on the number of reserved items that may be checked out, as long as loan periods are observed. In-person, phone and Internet reserves are accepted. Digital items may be reserved as vendor/consortium policies allow.

## **Charges and Fees**

The Board reserves the right to institute fees for certain services.

### **A. Photocopies and Printing**

*Updated and Approved by Benzie Shores District Library Board 8/16/2021*



Staff shall make copies for Patrons upon request. There is a charge of \$.25 per page for computer printouts or photocopies, \$.50 for color or legal size. Scanning services are \$3.00 per page and will be performed as time allows. Self-serve scans (to USB) are free. USB drives are available for purchase for \$5.

## **B. Materials Not Returned by Due Date**

### **1. Overdue Materials**

As a courtesy to our patrons, the Library will inform patrons of their overdue items. With the exception of HotSpots & Chromebooks, there is no charge for overdue materials.

### **2. Billing for Lost and Damaged Items**

If an item is lost or damaged to the point of needing replacement, the cardholder must pay a non-refundable replacement cost for the item. All books and materials that are checked out on a card are the cardholder's responsibility, no matter how the damage occurred. The Director may waive fine and damage assessments for extenuating circumstances. A patron is billed for non-returned item(s) 36 days after the due date. The bill is for the replacement cost as indicated in the Library's database. Items will be considered permanently lost if they have been kept out of circulation 112 days past the due date. The patron is responsible for the replacement cost as determined by the library, regardless of whether or not items are returned.

### **3. Recovery of Stolen Materials**

Items totaling a minimum of \$250 per household that are not returned within 112 days from the due date are regarded as stolen property, and a bill for the materials will be given to the Frankfort City Police or the Benzie County Sheriff's department for delivery.

### **4. Claims Returned**

When a cardholder claims an item has been returned, staff will search thoroughly for the item. It is expected that the cardholder will continue to look for the item. If the item is not found and the cardholder claims it was returned, a "claims returned" notation will be entered on the cardholder's computer record. Two noted "claims returned" is the limit and cardholders will be charged for any materials that are claimed returned after that.

## **C. Revocation of Borrowing Privileges**

The Library shall block borrowing privileges of a cardholder if their account exceeds \$20 in fines or fees for lost/damaged materials. The Library Director has the authority to block the borrowing privileges of a patron who chronically abuses library circulation policies.

## **D. Replacement Cards**

Lost or damaged cards will be replaced free of charge.

## **Patron Confidentiality**

The Library's commitment to patrons' privacy and confidentiality is rooted not only in the law but in the ethics and practices of Librarianship.

Personally identifiable information about Library patrons and their use of the Library is private. The Library shall not disclose such information to anyone except in the following cases:

1. If required by law, pursuant to a valid subpoena, warrant, court order or other investigatory document;
2. In accordance with U.S. Law, the FBI may obtain access to all personally identifiable information, including books and other materials checked out; searches done on Library computers, including places visited on the Internet; books and other materials borrowed through Interlibrary loan; when and where patrons have signed up to use Library computers; and notes taken by Librarians when helping patrons with questions. The law also prohibits Library personnel from notifying a patron under suspicion, the press, or anyone else that an investigation is underway.
3. On written consent of the patron.

All requests for patron information must be addressed to the Director, who shall consult with the trustees and legal counsel when appropriate.

Patrons who have been billed for stolen materials will be deemed to have waived their right to confidentiality insofar as is necessary for the Library to retrieve the missing material or secure appropriate compensation for its loss. See page 14, B.3 for definition of stolen materials.

Patrons who have questions, concerns, or complaints about the Library's handling of their privacy and confidentiality rights should file written comments with the Director.

#### Supplementary Information

1. **Information Needed for Core Services:** The Library avoids creating unnecessary records and retaining records unnecessary to the fulfillment of its mission. It does not engage in practices that might place private information on public view. It must, however, gather and retain certain information about current patrons in order to provide services, including information pertaining to registration, circulation, and electronic access. (Examples of such information would include name, email address, Library card barcode, phone number or home address.) All personally identifiable information is kept confidential and will not be sold, licensed or disclosed under any circumstances except those defined above (A. 1,2,3)
2. **Records of Use:** By default, links between patron records and materials borrowed (loan history) are deleted when items are returned, and other records are deleted as soon as the original purpose for data collection has been satisfied. A feature of the Circulation System permits patrons to have their library loan history saved if they choose to do so. Participation in this feature is voluntary. Loan histories are accessible online to patrons by logging into their library accounts. Library staff will not have access to this information. Loan history is saved from the point a patron opts in. Patrons may opt-out at any time and their loan history will be deleted. Patrons should be aware that with the appropriate court order, it is possible law enforcement officials could gain access to loan history. Loan history is subject to all applicable local, state, and federal laws. Under those laws, it could be accessed by law enforcement authorities without patron consent.
3. **Third Party Security:** Third party services provided through the Library have other terms and policies that affect the privacy of personally identifiable information. Patrons must understand when accessing remote or third party vendor sites that there are limits to the privacy protection the library can provide.
4. **Staff Access to Patron Data:** Only authorized Library staff members may access the Library's Circulation System. Access is limited to within the Library building with the exception of off-site Library functions. Access to the Circulation System may only be done on Library equipment.

## **Services to Patrons with Disabilities**

The Library affirms its support of equal access for persons with disabilities and of the Americans with Disabilities Act. The Library seeks to make its services, facilities and programs as accessible as possible to the public, including those who have disabilities.

No individual with a disability shall be excluded from participation in, or be denied the benefits of, the services, programs, or materials of the Library, or be subjected to discrimination by the Library.

A written copy of this policy may be requested, and if a person with visual impairment inquires about the Library's service, staff will offer to read this policy or any other Library policy requested.

Services and assistance include the following:

- The Library attempts to select appropriate materials which may be in audio or print format.
- The Library selects, when available, DVDs that are closed-captioned.
- The staff reaches and retrieves any and all materials which are inaccessible to wheelchair users or others with mobility impairments. Staff will not touch or move wheelchairs without permission from the patron.
- The Library attempts to select materials which are understood at appropriate levels of comprehension. Youth oriented materials are available in the same formats.
- Staff is available to communicate online or in the Library via writing and to assist with the online catalog.
- The staff makes every effort to inform patrons and their families about the services offered by the Library for the Blind and Physically Handicapped.

Despite our best efforts, not all Library materials may be available in accessible formats, and not every Library program can be made accessible to every disabled patron without fundamentally altering the nature of the activity or program.

## **Animals**

*Revised 3/8/2023*

Animals are not permitted in the Library other than therapy animals and service animals (as defined by law) for those individuals with disabilities, those used in law enforcement, or for Library programming. Patrons are legally responsible for the behavior of their service and therapy animals. Per state law, library staff will ask the animal's handler to leave with their animal if the animal is out of control and causes a significant disturbance, or if the animal is not housebroken, has an accident, or otherwise damages or soils library property.

## Patron Conduct and Responsibility

To allow all Patrons to use the Library and grounds to the fullest extent during regularly scheduled hours, the Board has adopted the following rules and regulations:

- A. Patrons inside the Library are expected to engage in activities associated with the use of the Library (e.g. reading, studying, using the Internet or Library materials).
- B. Patrons are expected to respect the rights of other patrons and the staff. Patrons shall not harass or annoy others or interfere with the use of the Library.
- C. Anyone using the library must keep noise to a level that is considerate of patrons and staff. Exceptions are made for patrons with disabilities causing involuntary noises.
- D. Wheels, except those for medical purposes may not be used in the library.
- E. Patrons shall not have food inside the Library.
- F. Smoking, vaping and use of tobacco products is strictly prohibited inside the Library and anywhere on Library grounds.
- G. Patrons shall not be under the influence of alcohol or drugs.
- H. Patrons shall not engage in any illegal activity while on the Library premises.
- I. Patrons shall not interfere with the performance of duties by the Library staff.
- J. Patrons shall not deface or mar Library materials including books, magazines, newspapers, DVDs, audiobooks, or other items of the Library collection. Nor shall they deface, mar or in any way destroy or damage Library furnishings, walls, machines, or other Library property.
- K. Patrons shall not enter the building without a shirt or shoes.
- L. Petitioning, soliciting, distributing of literature or leaflets, canvassing or similar conduct is prohibited on the Library premises.
- M. Solicitation of any kind is strictly prohibited. The exception to this non-solicitation policy is materials offered for sale by or through the Friends of the Library or Friends membership solicitation.
- N. Any materials removed from the Library must be checked out on a valid Library card.
- O. The staff may require a patron to provide his or her identification, including name, address and phone number.
- P. Books and materials removed from the shelf, but not checked out, should be left on tables or at the desk, not re-shelved.
- Q. Phone calls and computer voice programs are not permitted in the Library except in the meeting and study rooms. Calls and meetings must maintain a noise level that does not disturb patrons or staff.

- R. The Library is not responsible for personal belongings.
- S. All doors, aisles, and entrances must remain obstacle-free to keep in compliance with fire code and to prevent tripping hazards for other patrons. This includes a prohibition of running power cords across aisles or other areas that are used for walking.

Any patron not abiding by these and other rules and regulations of the Library may be required to leave the Library premises and may forfeit his or her Library privileges.

In the rare case that Library privileges are suspended or revoked, the patron has the right to appeal the decision. Patrons may appeal any decision in writing to the Director within 14 business days of the date of the decision. The appeal shall state why Library privileges should be restored. The Director or a designee will respond to the appeal in writing within 7 business days of the date the appeal was received. Any person may appeal the Director's decision by sending an appeal in writing to the president of the Library Board within 14 business days of the date of the Director's decision. The decision of the Board is final.

## **Library Meeting, Study and Program Use Policy**

Space is provided to offer quiet study as well as to contain the noise of small group meetings. Users must register at the Circulation desk before a room may be used.

The regulations contained in this Policy apply to all Meeting and Study Rooms, unless otherwise specified:

Study Room 1: The capacity of Study Room 1 is three (3) people.

Study Room 2: The capacity of Study Room 1 is three (3) people.

Meeting Room: The capacity of the Meeting Room is eight (8) people.

Program Room: This room is for library business and programs only.

- Rooms are available on a first come, first served basis and may not be reserved.
- Rooms may be used for up to 90 minutes, and use may continue beyond that limit if no one else is waiting.
- Rooms are for those age sixteen (16) or older, unless an adult aged 18 or older is onsite to supervise.
- The lights must always be on when a room is occupied.
- Moving furniture to and from the room is not permitted.
- Patrons may be asked to leave if they disturb others or engage in destructive or inappropriate behavior. Users of Library rooms are responsible for leaving the rooms in a neat and orderly condition. Failure to do so may result in the denial of future requests to use a study room.
- Rooms left unoccupied for more than 15 minutes will be considered forfeited and may be used by others waiting for a room. Possessions left in a forfeited study room will be stored at the Circulation desk until the end of the day and then will be moved to the lost and found area of the library.
- Rooms must be vacated 15 minutes before library closing time.

- The Library is not responsible for unattended belongings or loss or damage to personal items.
- The Library's patron behavior policy applies to all room use.

## **Photography and Videography**

The Library permits photography and filming under the conditions listed below to the extent that it does not interfere with the operations, programs and activities of the Library.

1. Casual amateur photography is permitted for patrons and visitors provided it does not interfere with the operations of the Library or capture any identifiable likenesses of individuals without their permission. Photographers are responsible for securing the necessary releases.
2. No commercial or media photography, including filming may occur in Library facilities without prior written permission.
3. Photos and videos from public programs and events held in Library facilities and spaces may be used in the Library's website and publications or for promotional purposes. The full names or any personal identifying information of photographed subjects will not be used to ensure the privacy of all individuals without express written approval from the subject, or if a minor, the parent or legal guardian. (See Appendix 4).
4. Permission may be revoked at any time if the photographer or videographer fails to comply with the terms of this policy or other rules and regulations of the Library.

## **Safety and Well Being of Children**

This policy is written for the safety and well-being of children, and to provide for the general welfare of all Library patrons. Parents, whether present or not, are responsible for their children's behavior, including damage to materials, equipment, and furnishings and for injury to themselves and others. The staff is not expected to assume responsibility for the care of unsupervised children.

### **A. Use of the Library by Children**

Parents/guardians and caregivers are encouraged to share the Library with their children. In the interest of maintaining a safe and effective Library environment, children seven (7) years of age and younger may not be left unattended at the Library. Children seven (7) years of age and younger must be accompanied by a parent, guardian, or caregiver who is at least twelve (12) years of age. Caregivers or parents of children four (4) years of age and younger must be in the immediate vicinity of and in visual contact with the child. If the accompanying caregiver is under eighteen (18) years of age, he/she may not be responsible for more than two (2) children. Children ages eight (8) to twelve (12) must have the telephone number of a parent/guardian so that if necessary, they can be contacted. Library staff may take action they deem appropriate and necessary when a child is unattended.

**B. Children's Program Attendance**

Children attending story hours or other children's programs must be accompanied by a parent/guardian or caregiver, and must have immediate contact with that parent/guardian or caregiver.

**C. Children Choosing to Leave the Library**

The Library is not responsible if minors leave the Library for any reason.

**D. Unattended Children at Closing**

If a child is left unattended in the Library when the Library is closing, the staff will attempt to locate his/her parents. Staff members are not permitted to remain after hours with an unattended child or to give him/her a ride home. For the safety of the child, the staff will not leave a child the age of seven (7) or under outside to wait for a ride. The police will be called to escort the child home or keep the child until the parent/guardian can be reached. Two staff members must stay with the child until the police or parent/guardian has arrived.

**Public Relations**

The Library seeks to keep the public informed and to maintain a positive image.

**A. Exhibits, Bulletins, Displays, Handouts, and Announcements**

Though the Library may provide space for a display, handout, announcement or exhibit, this does not mean the Library endorses the activity and/or information. The Library reserves the right to place restrictions upon the use of exhibit case, display area space and the bulletin board. All exhibits and displays are offered to the Library on a voluntary basis free of charge. Final authority for all exhibits and displays rests with the Director or an appointed designee.

**1. Bulletin Board**

The Library encourages the display of brochures, pamphlets, and posters, announcing area civic, educational, and cultural events in the community. However, space for these items is limited. Guidelines for posted materials:

- Posted materials shall be no larger than 8 ½" by 11" and will not be returned.
- The bulletin board and brochure rack is a public forum. Information provided in non-library handouts is for the informational needs of the community and is not endorsed by the Library. The Library is not responsible for the content.
- The Library reserves the right to remove items from the bulletin board and brochure rack at any time. When space is limited, priority is given to announcements for programs and activities sponsored by local area groups and organizations.
- No partisan materials allowed.

## 2. Exhibits and Displays

The exhibit case and all display areas are reserved for educational, artistic, informational, and cultural displays and exhibits. The Library assumes no liability for damage, destruction or theft of a display. A sign stating the sponsorship of the display must be included in all displays.

## 3. Handouts

The Library acts as a distribution point for handout materials for public awareness from non-profit groups, community groups or governmental agencies, as well as handouts prepared by the Library to promote materials and services. Specified areas within the Library are made available for such handouts. Handouts of a commercial nature will not be accepted. The Library may decline to display submitted material.

## **B. Programming**

All programs will be within the scope of the Library mission and will be periodically evaluated. The public use of the Library facility is restricted to events sponsored by the Library or Friends of the Library. For any Library event a minimum of one (1) staff member and one background checked volunteer must be present.

## **C. Website**

The Library's official online presence is its website. As such, the site serves as both a gateway to the Library's resources and services and a public relations tool which presents and promotes the Library in a virtual environment.

### 1. Website URL Address

The URL for the Benzie Shores District Library website is [www.benzieshoreslibrary.org](http://www.benzieshoreslibrary.org). Website hosting services and the domain name and license are contracted. The website is hosted off-site.

### 2. Webmaster

The Webmaster must be a member of the Library staff appointed by the director. Training/education in website design and maintenance is required. The Webmaster creates content and links to other websites based on the selection criteria for electronic resources outlined in the Library's Materials Selection Policy. With the approval of the Library Director, the Webmaster may appoint a backup web technician from the Library staff to assist in maintaining the Library website. Only the Library Webmaster and his/her backup is authorized to make changes to the Library website.

### 3. Website Scope



The Library website provides public and staff access to a variety of educational and informational resources in electronic format, and a dynamic collection of links and content on a variety of subjects for users of all ages and levels of experience. The information will complement and supplement the print and multimedia collections of the Library.

#### 4. Website Access and Content

The Webmaster will make efforts to accommodate a broad range of device capacities and will evaluate all potential website content for appropriateness in accordance with the Library's mission and website scope. Criteria for external links:

- The primary intent of the website is to educate or inform.
- The site is relevant to the community.
- The site's owner or sponsor is easily identifiable, and contact information is provided.
- The site does not charge for access.
- The site does not promote a specific religious, political, or social agenda.

Since website content may change or disappear entirely without notice, the Library cannot be held responsible for the content or accuracy of websites not maintained by the Benzie Shores District Library. The webmaster will make every effort to keep links current, but will encourage website visitors to inform the Library if they find a link that no longer functions or that is inconsistent with the above stated criteria.

#### 5. Website Maintenance

The website will be updated at least once a week. The website is hosted off-site and a back-up is stored on-site.

#### 6. Privacy Policy

The Benzie Shores District Library will collect only the information necessary to measure the number and timing of visitors to different areas of the website.

### **D. Social Media Policy**

The Library uses social media to inform library users about library programs, events (including those co-sponsored with other organizations or neighboring libraries), announcements, and general library and literature-related news and events.

The Library's social media pages are not intended to be traditional public forums for the general exchange of ideas and viewpoints. Courts have recognized that libraries are limited public forums and as such, are only obligated to allow the public to exercise rights that fit with the purposes of the library. All postings related to library programs, events and materials are permitted, except as otherwise stated in this policy.

This policy governs the use of social media in three areas: public use, employee use, and publication of comments on social media. Social media is defined as any forum for online publication and commentary, including blogs, wikis, and social networking sites such as Facebook, Twitter, and YouTube.

#### 1. Public Use

The Library is not responsible for or liable for the content of postings by third parties on any Library sponsored social media site. All third party postings, unless specifically designated otherwise, do not reflect opinions or positions of the Library, its employees, or trustees.

By posting on the Library's social media sites, users give the Library permission to use their name, profile picture, and the content of any postings or comments they make without any compensation to the individual who made the post or liability on the part of the Library.

## 2. Employee Use

Employees who engage in social networking including sites such as Facebook, Twitter, blogs or wikis for personal use must do so on their own time. If an employee is speaking about a Library related issue on his or her personal social networking site, the employee must identify that he or she is speaking as an individual and not on behalf of the Library.

## 3. Comments on Social Media

Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. The Library encourages dialogue with our patrons and followers. The Library also reserves the right to ban or block users who have posted in violation of this policy. This would only be done in good faith to protect our readers from comments that include, but are not limited to, the following:

- Advertisements
- Spam
- Postings which contain obscene matter
- Postings which are disparaging, harassing, abusive, profane or offensive
- Hateful, threatening, or pornographic postings which contain graphic or gratuitous violence
- Potentially libelous or defamatory postings
- Postings which contain privileged, proprietary, or confidential information about any person, business, or entity, including, without limitation, patrons, vendors, the Library or Library partners
- Postings which violate or potentially violate local, state or federal laws, including, without limitation, intellectual property and copyright laws
- Postings which discriminate on the basis of race, color, religion, national origin, sex, handicap, age, sexual orientation, creed or ancestry
- Postings which are sexually harassing including, without limitation, epithets, slurs, negative stereotyping, sexual rumors that show hostility toward individuals based on gender, derogatory comments about individuals' body or appearance, unwelcome sexual compliments, innuendos, suggestions or joke.
- As appropriate, comments will be professionally, respectfully and promptly addressed by the Director.

## **Disposal of Furniture and Equipment**

The Library shall dispose of furniture and equipment in any of the following manners:

- Public sale, with notice published in the newspaper and posted in the Library.
- Sale or donation to other libraries or charitable organizations.
- Inoperative or outdated equipment older than three (3) years may be disposed of as appropriate.

## **Data Security Plan**

Off-site storage of the Library's circulation records and patron data is handled by BSDL's integrated Library system provider. All other Library data is stored on a mirrored hard drive located in the library. The hard drive is backed up to an off-site server and all data is encrypted.

Financial data is backed up daily by the bookkeeper and kept off-site at their place of business. A flash drive containing updated financial information is brought to the Library weekly.

## **Library Hours and Closings**

*Revised 4/12/2023*

### **A. Hours**

1. Library hours are set by the Board. Current Library hours are as follow:

Monday 10 a.m. to 7 p.m.  
Tuesday 10 a.m. to 6 p.m.  
Wednesday 10 a.m. to 6 p.m.  
Thursday 10 a.m. to 6 p.m.  
Friday 10 a.m. to 5 p.m.  
Saturday 10 a.m. to 2 p.m.  
Closed Sundays

2. During the hours the Library is open, two staff members or, when necessary, one staff member and one adult volunteer will be on duty at all times.

### **B. Closings**

1. The Library may close due to weather or other emergencies at the discretion of the Director.
2. The Library will be closed for the following holidays: New Year's Day Memorial Day Independence Day Labor Day Thanksgiving Eve from 5:00 p.m. Thanksgiving Day Christmas Eve Christmas Day New Year's Eve New Year's Day
3. If a holiday falls on a Friday, the Library will also be closed on the following Saturday.
4. If a holiday falls on a Saturday, the Library will be closed on the preceding Friday.
5. If a holiday falls on a Sunday, the Library will be closed on the following Monday.

## **PART TWO: FINANCIAL MANAGEMENT**

### **Formalized Accounting Procedures**

The Library prepares financial reports and budgets on a modified accrual basis. The basis for the preparation of monthly interim statements and budgets is not significantly different from year end statements.

The Library is funded through a district-wide millage, penal fines, state aid, endowment funds, and contributions from the Friends of the Library. The Board will determine the annual millage rates and develop and maintain a budget in compliance with laws and ordinances.

Revenue is recorded as received.

Except for expenditures for the Library's collection, assets costing over \$1,000 with an estimated life over one year are depreciated on a straight line basis over the estimated useful life.

All transactions are booked through the general fund except for infrequent and sizeable non-recurring capital projects.

The Library uses the "Uniform Chart of Accounts," as developed by the State of Michigan.

Audits by an independent certified public accounting firm are performed at least as often as required by the State of Michigan.

In addition to this policy, for the segregation of duties, see the Financial Procedures (Appendix 5).

### **Investments**

The Library's investments shall be restricted to those permitted by statutes of the State of Michigan. Consideration will be given to yields, risk, fees and marketability.

### **Endowment Fund**

It is the policy of the Board to place its endowment under the management of the Grand Traverse Regional Community Foundation. The Advisory Committee of the Endowment Fund is made up of the entire Library Board. When the makeup of the Board changes, the Grand Traverse Regional Community Foundation must be notified of the change in the Holtrey Endowment Fund Advisory Committee in a timely fashion.

The terms of the bequest resulting in the Holtrey Fund with the Grand Traverse Regional Community Foundation permit withdrawals of all income from the fund. Therefore, amounts over the base amount are available for withdrawal. It is the policy of the Library to use withdrawals from the fund for capital improvements and other non-recurring expenses from time to time, but not to use the funds for ongoing expenses.

## **Capitalization**

All assets costing \$1,000 or greater will be capitalized. Capital assets may be acquired through donation, purchase, or may be self-constructed. The asset value for donations will be the fair market value at the time of the donation. The asset value, when purchased, will be the initial cost plus the trade-in value of any old asset given up plus all costs related to placing the asset into operation. The cost of self-constructed assets will include all costs of construction. The Library will keep a current inventory of all Library assets, including items valued at under \$1,000. Individual circulating items (i.e. books, DVDs) will not be capitalized.

Disposition of assets: When capital assets are sold or otherwise disposed of, the inventory should be relieved of the cost of the asset and the associated accumulated depreciation. Assets will be removed on an annual basis in conjunction with the annual update. The appropriate depreciation will be taken for the year of disposal.

The useful life of each asset will be determined by the Director.

## **Financial Operations**

Budget expenses can exceed annual revenue. The expenditure of gift receipts is permissible only for nonrecurring expenses. The board must approve receipt of major gifts.

Payment of bills will be authorized by the Director; checks will be prepared by the Library's accounting service and signed by an authorized Board member whose signature has been provided to the bank. Checking account statements will be reviewed by the Director and one other person who is independent of all checking account activity.

Bills in amounts over \$1,000 must be approved by the Board or the Bill Authorization Committee prior to payment, except customary, recurring bills.

The Bill Authorization Committee is an ad hoc committee consisting of three Board members including at least one officer. This Committee meets only when the Director deems it necessary to obtain authorization to make a timely payment prior to the next Board meeting.

The Library credit card has a spending limit of \$1,000. The Director is the only person authorized to use the Library credit card. Payment of the credit card bills will be timely and follow the same procedures as other bills.

The Director is authorized to have corporate, tax exempt accounts when necessary for accomplishing Library business.

It takes two Board members to purchase or redeem certificates of deposit. Only the treasurer accompanied by one other officer is authorized to purchase or redeem certificates of deposit without prior authorization of the Board. If necessary, two Board members will be authorized by the Board to purchase or redeem certificates of deposit. Renewals are automatic and require no Board action. The funds are deposited in the Library checking account.

The treasurer and one other Board member reconcile the actual certificates of deposit with the records annually. The reconciliation must be complete prior to the audit.

The treasurer and Director will be responsible for providing monthly financial reports and for procuring adequate insurance coverage. They will review insurance coverage with the Board annually. An internal procedure determined by the Director will be used for petty cash and the amount of petty cash will not exceed \$100.

Disbursements will be reviewed monthly at the Board meeting in the following month. All disbursements must follow the approved Financial Procedures (Appendix 5) and comply with the Library's Internal Controls. Electronic Transfers: (See Appendix 5: Financial Procedures.)

## **Internal Controls**

The Library has adopted the following four internal control objectives from the Library of Michigan's Financial Management Reference Guide:

1. Safeguard assets
2. Accuracy and reliability of financial reporting and supporting information
3. Operational efficiency and effectiveness
4. Adherence with applicable laws and regulations

The policies of the Library ensure that all financial processes are divided into steps so that no one person has control of all financial operations. Any authorized Board member may sign checks. The bookkeeper, the Library Director or staff are NOT authorized to sign checks or have access to the Library's bank accounts. The treasurer has access to the Library bank accounts but cannot write checks or make withdrawals. Board members have access to the safe deposit box. Only the treasurer accompanied by one other Board member is authorized to purchase or redeem certificates of deposit without prior authorization of the Board. If necessary, two Board members will be authorized by the Board to purchase or redeem certificates of deposit. Renewals are automatic and require no Board action. The funds are deposited in the Library checking account.

Only the bookkeeper has access to Quickbooks. The Board, staff and general public have access to the monthly financial reports. Disbursements are reviewed weekly by the treasurer (or designated Board member) when checks are signed.

Disbursements are reviewed and approved by the Board at the regular monthly meeting of the Board. See Appendix 5 for the Board approved Financial Procedures.

## **Financial Retention and Disposal**

The Library Financial Retention and Disposal Schedule is in compliance with the State of Michigan Records Retention and Disposal Schedule for public libraries approved by the State of Michigan. (See Appendix 6: Records Retention and Disposal Schedule.)

## **PART THREE: APPENDICES**

### Appendix 1: Friends of the Library Operating Agreement

The following constitutes an operating agreement between the Board of the Friends of the Benzie Shores District Library (Friends) and the Benzie Shores District Library (Library). It will stand until and unless it is modified by mutual agreement of the Friends' Executive Board and the Library Board. The Mission of The Friends of the Benzie Shores District Library is to support the Library, its services and programs through advocacy, fundraising, and volunteers. The Friends are dedicated to the goal of making our library the best through community awareness and involvement. As a nonprofit 501(c)(3) organization, however, it is a legally distinct entity and is not a part of the Library.

1. The Library agrees to include the Friends in the long-term planning process to ensure that the Friends are aware of the goals and direction of the Library.
2. The Library agrees to share with the Friends the Library's strategic initiatives at the beginning of each fiscal year and discuss with the Friends how their resources and support might help advance these initiatives.
3. The Library agrees to supply the Friends with an annual request in the spring for the Library's upcoming fiscal year that indicates the Library's anticipated financial needs for the upcoming fiscal year.
4. The Library agrees to provide public space for Friends' membership brochures and promotional materials.
5. The Library agrees to provide the Friends with limited storage space in the Library for Friends' materials such as book sale equipment and program supplies.
6. The Friends agree to publicly support the Library and its policies.
7. The Friends agree to include a member from the Library's administration as a non-voting attendee at all Friends' meetings and to allow room on the Board's meeting agendas for a Library report.

8. The Friends agree that any and all monies raised, net of Friends' operating expenses, will be spent for Library programs, services, and other Library-defined needs.
9. The Friends agree that the Library administration has the final say in accepting or declining any and all Friends' gifts made to the Library.
10. The Friends agree to engage in advocacy efforts on behalf of the Library under the guidance of the Library, in accordance with the Library's mission statement and in compliance with the Friends 501©3 status.
11. The Friends agree that if they can no longer comply with Article II of their Constitution they will meet and by an affirmative vote on a motion to cease operation will implement Article VIII of the Constitution covering Dissolution.



## **Appendix 2: Freedom of Information Act Request Form**

Please fill out the form and submit it to the Benzie Shores District Library by email, mail, or in person. The Library will respond within 5 business days. There is no charge for this service. Describe the public record(s) requested as specifically as possible.

*Insert Form*

## Benzie Shores District Library Freedom of Information Act Policy

Benzie Shores District Library  
P.O. Box 631  
630 Main St.  
Frankfort, MI 49635  
[www.benzieshoreslibrary.org](http://www.benzieshoreslibrary.org)  
[bsd1@benzieshoreslibrary.org](mailto:bsd1@benzieshoreslibrary.org)  
phone 231-352-4671

While the vast majority of public information does not require a Freedom of Information Act request, under Michigan Law a person has a right to file a FOIA request for public information and to appeal a negative decision to the Library Board. In responding to a request the library may consult legal counsel. There is no charge for processing a FOIA Request. The library will respond within five (5) business days.

### FREEDOM OF INFORMATION ACT REQUEST FORM

Please fill out the form and submit it to the Benzie Shores District library by email, mail or in person. The library will respond within 5 business days. There is no charge for this service.

Name/Organization (Request from):	Phone:
Mailing Address:	Email:
City/State:	Zip

Describe the public record(s) requested as specifically as possible.

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

### Appendix 3: Citizen's Request for Reconsideration of Library Resources

#### Our Mission

Our mission is to provide educational, informational, intellectual and recreational library resources to our communities and visitors.

#### Our Vision

The Benzie Shores District Library envisions itself as our community's vital source for a diversity of cultural and intellectual opportunities which sustain life-long learning, fulfillment and enjoyment.

The Library Board of Directors has delegated the responsibility for selection and evaluation of collection materials to the Library Director and has established reconsideration procedures to address concerns about those resources.

Completion of this form is the first step in those procedures. If you wish to request reconsideration of library materials, please return a completed form c/o the Library Director, Benzie Shores District Library, P.O. Box 631, Frankfort MI, 49635. All decisions of the Board are final.

Only forms that are 100% completed will be accepted. The Library Director has up to sixty (60) days to complete the reconsideration process for each form. The material being reconsidered must be read in full by the applicant.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Are you a BSDL cardholder or do you live, work, own property, or attend school in our service area?

Yes \_\_\_\_\_ No \_\_\_\_\_

Who do you represent? Self \_\_\_\_\_ Organization \_\_\_\_\_

If organization, please provide the name: \_\_\_\_\_

Title: \_\_\_\_\_

Author: \_\_\_\_\_ Type of Material: \_\_\_\_\_

(Artist, Performer, etc.)

(Book, DVD, Program, etc.)

Did you read, view, or listen to the entire work? Yes \_\_\_\_\_ No \_\_\_\_\_

Have you read any professional reviews of this work? Yes \_\_\_\_\_ No \_\_\_\_\_

If yes, please list publication(s) here: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

What do you believe is the major theme or intent of this work? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What is your objection to this work? Please be specific. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What do you feel might be the result of reading, viewing, or listening to this work? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What action do you wish to be taken? \_\_\_\_\_

\_\_\_\_\_

Please explain how such an action would improve the Library's service to the community: \_\_\_\_\_

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In its place, what work of equal literary quality would you recommend the Library purchase that would cover the same subject or content?

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\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

Completed forms should be delivered to:

Benzie Shores District Library  
Attn: Library Director  
P.O. Box 631  
630 Main St.  
Frankfort, MI 49635

#### Appendix 4: Photograph Release Form

Benzie Shores District Library ("Library") occasionally uses photographs of patrons and events in its publications, advertising, press releases and on the Internet, including but not limited to, its website. Please sign this Release to grant the Library permission to use your and/or your child's image.

I hereby grant permission to the Library to use my image on the Internet, including but not limited to, its website, advertising, press releases or in other publications without further consideration, and I acknowledge the Library's right to crop or treat the photographs at its discretion. I also acknowledge that the Library may choose not to use my photograph at this time, but may do so at its own discretion at a later date.

I also understand that once my image is posted on the Internet, the image can be downloaded. By signing this Release, I acknowledge that I hereby release and forever discharge the Library and the trustees, officers, agents, and employees of the Library from and against any and all claims, damages or suits which may arise from the use of photographs by the Library in publications, press releases, advertising or on the Internet, including but not limited to, its website. I acknowledge that the Library need not receive any further permission, approval, or authorization from me in order to use my image.

The Library reserves the right to discontinue use of any photograph without notice. By signing this Release, I represent that I am eighteen years of age or older and have voluntarily chosen to grant these rights to the Library. The rights and obligations under this Release shall be binding upon my heirs and successors in interest.

I may terminate this Release by providing written notice to the Library of such termination. The Library may continue to use any materials prepared or photographs taken before receipt of my termination.

NAME: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

E-MAIL: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

## Appendix 5: Financial Procedures

### A. Bills/Invoices

1. Bills are opened by the Library Director.
2. The invoices are placed in the "Bills to Pay" file.
3. Invoices are approved on Fridays, marked "okay to pay," assigned a payables account, signed by the Director and put in the designated envelope for the bookkeeper.
4. The bookkeeper picks up the approved invoices and deposit documentation on Mondays, writes checks and delivers them to the Library on Tuesdays.
5. The treasurer or one of the authorized Board members signs the checks.
6. The Director stamps the invoices 'paid' and mails the checks.
7. Checks may not be signed in advance.
8. Checks may not be drawn to "cash" or "bearer." Petty cash checks say "petty cash" and the Director's name.
9. If there are any discrepancies in invoices or bills, the Director investigates.
10. Bills in amounts over \$1,000 except customary, recurring bills must be approved by the Board or the Bill Authorization Committee prior to payment.
11. The Bill Authorization Committee is an ad hoc committee consisting of three Board members including at least one officer. The Bill Authorization Committee meets only when the Director deems it necessary to obtain authorization to make a timely payment prior to the next Board meeting.

### B. Petty Cash

1. Petty cash is \$100.00 and is kept in the backroom in a cash box. One staff member is responsible for petty cash and keeps all receipts and records.
2. Petty cash purchases are approved by the Director.
3. Petty cash is kept separate from all other Library monies. Miscellaneous, small expenditures are paid from petty cash. They are never paid from the cash drawer at the circulation desk which is for Library income such as charges for copies and replacement costs.

### C. Bank Statements and Financial Reports

1. Bank Statements are opened by the Director.
2. The statements are verified by the Director.
3. They are then verified, separately, by either the Youth Services or Tech Services Librarian.
4. The bank statements are given to the bookkeeper.
5. The bank statements are reconciled by the bookkeeper.
6. The monthly financial reports are then prepared by the bookkeeper for the Board including the income/expense report, profit and loss monthly report, balance sheet and disbursements.
7. The monthly financial reports are checked by both the treasurer and Director.
8. Financial reports are distributed to the Board members as soon as they are available.
9. The treasurer presents the financial reports at the monthly Board meeting.
10. Board approval of monthly financial reports is required.
11. Financial journal entries are kept by the bookkeeper and given to the auditor during the audit.

### D. Electronic transfers

1. Electronic transfers shall be used only as necessary and must have the written approval of the treasurer with the exception of required federal and state electronic transfers. Electronic payments are reported in the monthly financial reports.

### E. Millage Income

1. Checks arrive from district library member municipalities. (Frankfort in the summer, and the townships of Lake, Crystal Lake, Blaine and Gilmore in the winter.)
2. Mail is opened by the Director and copies are made of all checks.

3. All checks for the Library are deposited as soon as possible, but should be deposited within 14 days of receipt and stamped "For Deposit Only."
4. Deposit slips and documentation are given to the bookkeeper for entry into Quickbooks and the monthly reports.
5. Monthly financial reports are created by the bookkeeper and checked by the treasurer and Director.

#### F. Circulation Desk Cash Drawer Income

1. Cash or checks that come into the Library are for replacements, damaged books and copies.
2. Money and checks are collected by whichever staff person is on duty. Receipts are given upon request.
3. The income for replacements or damaged books, is recorded on the individual patron's account. These amounts are automatically entered into the "Fines/Fees Transaction Register" in the VERSO circulation system.
4. Twice a month (15th and 30th, if possible), the Director compiles a short report to the bookkeeper summarizing the amount and justification for the deposits and makes all bank deposits to Library's account at State Savings Bank. The reports and deposit slips are given to the bookkeeper. (Reports are accessed through the "Fines/Fees Transaction Register" in the VERSO circulation system circ.)
5. The amount collected for computer printing and photocopies is entered into the Library circulation system at the end of the day and is automatically entered into the VERSO circulation system.
6. Staff makes the copies for patrons for a charge of \$0.15/per page.
7. The bookkeeper records information and produces the monthly financial reports for the Board, which are then checked by the treasurer and Director, distributed to the Board for consideration at the Library Board meetings.

#### G. Donations and Bequests Income

1. Donations are routinely directed to the Friends of the Library
2. In the case of a bequest made directly to the Library, the Board must adopt a resolution to accept the bequest.

#### H. Writing and Signing Checks

1. After the Director approves the invoices for payment, the bookkeeper writes the checks, attaches the invoices to the checks and prepares a weekly disbursement report.
2. All checks are pre-numbered.
3. The Treasurer, or designated Board member, signs the checks, verifies and signs the disbursements report.
4. The Director dates and stamps the invoices "paid" and mails the checks.
5. Blank checks are kept off-site.
6. All voided checks are stamped "voided" and are kept.

#### I. Paychecks

1. Monthly work schedules are set before the first of every month. Weekly schedules are emailed to each staff member the Wednesday before the Monday schedule begins.
2. At the end of each week, the Director approves the hours worked, verifies the hours worked, and turns them into the bookkeeper for paychecks to be written.
3. Paychecks are signed by the treasurer or designated Board member.
4. Staff is paid every Tuesday.

#### J. Accessing Financial Records

1. The only person with access to Quickbooks is the bookkeeper. Any information in Quickbooks is available to the treasurer and/or Director upon request.
2. The Board and public have access to the monthly financial records.
3. The bank statements are checked by two staff members who are not authorized to sign checks.
4. The bookkeeper is not authorized to sign checks.



#### K. Financial Data Back-up

1. Financial data is backed up daily and kept off-site.
2. A flash drive containing updated financial information is brought to the Library weekly.
3. If the bookkeeper is incapacitated, a designated replacement who works at a separate location has the password information for Quickbooks.
4. Bank signature cards are kept up-to-date when Board members change. The signature cards include: West Shore Bank safe deposit box, West Shore Bank account, State Savings Bank accounts, certificate of deposit access.
5. The safe deposit keys are kept in the Board file in the Library workroom.

#### L. Financial Data Retention and Disposal

1. The Library's Financial Retention and Disposal Schedule (Appendix 6) is in compliance with the State of Michigan Records Retention and Disposal Schedule for public libraries approved by the State of Michigan.
2. Filing is done weekly by the bookkeeper and checked monthly by a staff member.
3. All past financial records are kept in the Library attic.

#### M. Credit Cards and Corporate Accounts

1. The Library credit card has a limit of \$1,000.
2. The Director is the only person authorized to use the Library credit card.
3. Payment of the credit card bills will be timely and follow the same procedures as other bills.
4. The Director is authorized to have corporate, tax exempt accounts when necessary for accomplishing Library business. Accounts include, but are not limited to Amazon and Staples.

#### N. Vendor authorization

1. Vendors are authorized by the Director.

#### O. Purchase authorization

1. Staff: No purchases may be made without the approval of the Director.
2. Director: The Director is authorized to make non-recurring purchases of up to \$1,000. Special expenditures of more than \$1,000 require prior approval by the Board or the Bill Authorization Committee.
3. Purchase orders are not required.

#### P. Investments

1. The Library has a Board approved investment policy (see page 25).

#### Q. Certificates of Deposit

1. It takes two Board members to purchase or redeem certificates of deposit. Only the treasurer accompanied by one other officer is authorized to purchase or redeem certificates of deposit without prior authorization of the Board. If necessary, two Board members will be authorized by the Board to purchase or redeem certificates of deposit. Renewals are automatic and require no Board action.
2. The treasurer and one other Board member reconcile the actual certificates of deposit with the records annually. The reconciliation must be complete prior to the audit.

#### R. Grand Traverse Regional Community Foundation

1. Library Board and GTRCF policies govern Library funds at the Foundation.

2. The Board members constitute the Fund Advisory Committee for the Holtrey Fund at the GTRCF. The GTRCF should be notified of any changes in the membership of the Library's Advisory Committee (the Library Board).

#### S. Budget Process

1. The treasurer and the Director work on the budget in April.
2. The proposed budget for the upcoming fiscal year is presented to the Board at the regular monthly Board meeting in May.
3. The proposed budget is then available to the public at no charge.
4. The budget hearing is set, posted, and advertised (by the Board secretary) for two (2) weeks in the Benzie County Record Patriot.
5. A special meeting to approve the proposed budget, set the millage rate and determine the out-of-district card fee is posted and takes place immediately following the budget hearing.

#### T. Reconciliation of Budget

1. Prior to the end of the fiscal year, the budget is reconciled by the treasurer and presented to the Board for approval.

#### U. Insurance

1. The treasurer and Director are responsible for acquiring adequate insurance coverage. It is reviewed annually.

#### V. Internal Control Procedures

1. Internal controls consist of the following steps
  - All financial processes are divided into steps so that one person does not have control of all financial operations.
  - The bookkeeper is not authorized to sign checks or have access to the Library's bank accounts.
  - The Director is not authorized to sign checks or have access to the Library's bank accounts.
  - The Library's Quickbook account is password protected and the access is limited to the bookkeeper.
  - Disbursements are reviewed weekly by the board member who signs the checks.
  - Disbursements are reviewed and approved monthly by the Board.

#### W. Audit Process

1. The Library has audits as required by law.
2. The treasurer, bookkeeper and Director prepare for the audit using the checklist provided by the auditor.

## Appendix 6: Records Retention and Disposal Schedule

KEY: ACT=Active, CR=Creation, EXP=Expiration, FY=Fiscal Year, SUP=Superseded, EVT=Event, DISP=Immediate Disposal

Document Description	Total Retention	Notes
Bylaws	Permanent	
Policies, Procedures, and Directive	Permanent	
Annual Reports	Permanent	
Year End Budget	CR+10	
Meeting Records – Open Sessions	Permanent	
Meeting Records-Closed Sessions	1 year, plus 1 day from the date that the meeting minutes are approved	
Administration-General Correspondence	CR+2	
Director/Assistant Director's Reports	CR+7	
Administrative Subject Files	ACT+5 Included in Board Report	
Meeting Records-Internal Staff		Staff meetings are not policy meetings and minutes are not kept.
Planners/Calendars	CR+2	
Donor File-Monetary Donations	CR+7	
Donor File-Property	ACT	
Friends of the Library Files	ACT	They determine how long they keep their past records. Their donor files are kept permanently.
Annual Report to the Library of Michigan	Permanent	
Grant Files	ACT	These provide some historical info.
Millage Records	CR+6	Our millages are in perpetuity. Rates are set annually.
Accident Reports/Claims	CR+7	
Patron Disciplinary Files	CR+5	
Strategic Planning and Development Documentation	SUP	

Strategic Planning-Final Approved Plan	PERM	
FOIA Records	CR+1	
Final Annual Budget	CR+10	
Budget Documentation	CR+5	
Annual Report/Audit	CR+10	
Monthly Financial Reports	FY+7	
Accounts Payable/Receivable	FY+7	
Journal Entries/General Ledger	FY+7	
Balance Sheet	FY+7	
Deposit Slips and Cancelled Checks	FY+7	
Invoices	FY+7	
Purchase/Order Records		NA for us
Sale Records		NA for us
Cash Receipts	FY+6 Included in financial reports	
Petty Cash Vouchers	FY+7 Included in financial reports	
Bank Statements and Reconciliations	FY+6	
Contracts	EXP+6	
Leases	EXP+6	
Legal Opinions	PERM	
Litigation Files	ACT+5	
Annual Inventory and Depreciation Schedule	FY+7	
State Tax Returns		NA
Payroll Deduction/Liability Records	FY+7	
Insurance	EXP+6	
Bids Not Awarded	CR+7	
W-2 Forms	FY+6	
Employer Contributions to Retirement Accounts	FY+7	

Payroll Summaries	FY+7	
Blueprints/Building Plans	PERM	
Licenses and Permits	EXP+1	
Inspection Reports	ACT	
Hazardous Material Safety Data Sheets	ACT +30	
Security Log	CR+3	We require Incident Reports to be completed.
Payroll Records	ACT+40	
Personnel Files-Retirement, Leave, and Life Insurance Records	ACT+40	
Personnel Files-Application, Hiring, Salary and Position	ACT+7	
Personnel Files-Withholding Forms	SUP+7	
Personnel Files-Health Plans	SUP+7	
Staff Work Schedule	ACT+2	
Time and Attendance	CR+7	
Vacation and Sick Leave Report	FY+7 Included in salary reports	
Time Off Vacation Requests	FY+7 NA	
Employee Injury Records/Exposure	ACT+30	
Employee Injury Records/Non-exposure	ACT+7	
Grievances	ACT+7	
Job Applications	CR-2	Unsolicited resumes are returned to sender.
Workers Disability Compensation Files	ACT+10	
Job Descriptions	SUP	
Volunteer Files	ACT	
Continuing Education	ACT	
User Accounts	ACT	
Electronic Equipment Inventory	ACT	
Network Drop Map/Schematic	ACT	
Integrated Library System	SUP	

Back-Up Tapes	SUP	
Software Guides	SUP	
Web Server and Router	SUP	
Library Website	ACT	
Order Records	CR+7	Invoices only
Magazine Order Records	ACT	
Memorials	ACT	Mostly Friends
Shelf List	ACT	
Bibliographic Records	ACT	
Item Level Record	ACT	
Authority Files	ACT	
Patron Registration Forms	ACT	
Patron Database	ACT	
Computer Use Schedule	EVT	End of business day
Overdue Notices	ACT	
Overdue/Fine Records	ACT	
Interlibrary Loan Records	ACT	
Monthly Circulation Reports	CR+5	
Reference Stats	ACT	
Publicity, Design and Production Requests	CR-1	
Mailing Lists	ACT	
Photographs	ACT	
Exhibit Files		
Friends		
Library Newsletters	PERM	
Press Releases	ACT	
Donor Files	PERM	
Accession Records	PERM	
Processing Files	PERM	

Plan of Service	PERM	from MMLL
Monthly ILL Transactions-requests	CR+1	ILL only, MeLCat in system
Monthly ILL Transactions borrowing stats	CR+1	ILL only, MeLCat in system
Monthly ILL Transactions-Lent	CR+5	
Training and Workshop Records	ACT+3	With monthly reports
Workshop Calendars and Flyer	SUP	
Workshop Authorizations and Registrations	ACT	