



Library Operations Manual

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Mission Statement:

The Reed City Area District Library actively connects people of all ages and backgrounds in the Crossroads community to the world. We provide books, technology, programs and other resources for lifelong learning, professional development, recreation and leisure.

We offer excellent service in a welcoming and pleasant environment.

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I. BOARD

A. Meetings

1. Regular meetings of the Library Board are held monthly on the last Monday of each month in the Library's Community Room. In the event regular meeting dates conflict with a holiday or major holiday week, the meeting will be held on an earlier Monday of the month, to be determined by the Board and posted at the Library.
2. Board attendance by board members and township representatives is encouraged at every meeting. If unable to attend, an excused absence with cause may be obtained by calling either the Board President or Library Director. Up to three absences per calendar year with cause will be acceptable. Extenuating circumstances for longer absences will be considered on a case-by-case basis by the Board.
3. Board attendance by the Director is required. The Director shall attend all regular and special meetings of the Board of Trustees whenever Library is to be discussed, unless excused by the Board President. Ex-officio board members have the right to attend all meetings and speak upon matters under discussion but shall not have the right to vote. The Library Director shall be considered the executive officer of the Board and shall have sole charge of the administration of the Library under the direction and review of the Library Board.
4. Additional Library Board meetings may be called by the Board President as deemed necessary to conduct Library business.
5. All employees are invited to attend all regular and special meetings of the Library Board.
6. Public is invited to attend all Library meetings, save those which it must or may, under applicable law, consider in closed session. Persons in attendance shall be permitted to address the Library Board during Public Comments.
7. All meetings shall be governed by Robert's Rules of Order, revised in all cases not otherwise herein provided.

B. Trustees

1. Election of officers shall occur annually at the regular January board meeting.

2. Officers shall consist of a president, vice-president, secretary, treasurer, and such other officers as may be necessary for carrying out the duties of the Board.
3. Method of election: The offices of the president, vice-president, secretary and any other necessary positions shall be filled by open and public voting following nominations.
4. Quorum: Four members of the Library Board shall constitute a quorum for the transaction of business.

II. COLLECTION DEVELOPMENT POLICY

A. **The Collection Development Policy has four purposes:**

1. To state the principles of selection upon which staff choose materials.
2. To state the principles by which staff choose materials for de-selection.
3. To guide staff in acquiring a useful balanced collection based on community needs.
4. To set guidelines for dealing with challenges to collection materials from the public.

B. **Community Profile**

The Reed City Area District Library is a district library supported through penal fines and a district library millage at the rate of not less than 0.95 mill approved by the electors of the Reed City Area District Library District. In addition to the City of Reed City, Richmond Township and Lincoln Township; the Library contracts services for the following townships: Cedar and Green Charter Townships. Its patrons are primarily rural residents holding high school diplomas or higher.

C. **Collection Goals and Selection Criteria**

1. The Library's first priority is to build a customer-centered collection that responds to the current needs and interests of our community, rather than building historical and rare material collections — except for the acquisition of materials of both past and current significance to the Reed City area. It must be acknowledged that collection development at the Reed City Area District Library faces two constraints, those of budget and space. For these reasons, RCADL must strive to get the maximum usage out of a minimum number of materials and that all acquisitions must be considered in the light of these concerns.

2. The following guidelines apply to most selection decisions. Other factors may be taken into consideration and will be outlined further in this document. The importance or weight of a particular guideline will vary from one acquisition to another.
 - a) Community needs, interests and demands
 - b) Is in support of the Library's Mission Statement
 - c) Reputation and qualifications of the creator(s), publisher(s) or producer(s)
 - d) Literary, artistic and technical values
 - e) Significance of the author's work to the Reed City area
 - f) Availability for purchase
 - g) Availability through other sources such as area libraries and the Michigan Electronic Library
 - h) Format (appropriateness and durability)
 - i) Recommendations of reviews
 - j) Price
 - k) Suitability for intended users
 - l) Number and nature of requests from library patrons
3. The Reed City Area District Library values the input of its patrons. Any patron may suggest an item he or she would like to see added to the collection by submitting a *Patron Purchase Recommendation Form* (Appendix # 1). They may make suggestions for any genre or format. The Director will evaluate each suggestion using the guidelines in the collection development policy to decide whether or not the item will be added to the collection. The patron will be informed of that decision if they provide their name and contact information on the request form. Additionally, if their recommendation is accepted the Patron will be offered first rights to check-out the item.
4. Specific collection concerns and priorities will be addressed by section.

D. Adult Fiction

1. Usage statistics show that adult fiction is used primarily for recreational reading and should reflect the tastes and desires of patrons. An attempt is made to purchase books representing virtually all categories of fiction. Particular attention is paid to keeping up to date on the recently published works of popular authors. This list will be evaluated and revised once a year. Because of the abundance of available fiction titles, the library uses various criteria including

popular measures, published reviews, literary merit and author reputation for selecting titles.

2. The Library will work to complete fiction series as much as is possible within budget constraints. This means that if the first two books in a series are purchased and meet with popular approval as reflected in circulation statistics, the library promises to purchase the following volumes as well or remove the first two items from the collection.
3. The Library recognizes its role as a center for cultural life and as a supplement to the local public schools and colleges; therefore, an effort will be made to maintain classic works of literature as valuable pieces of our cultural heritage. Michigan and local authors will be given special consideration as well to help encourage the art of writing and to promote Michigan.
4. The Library also serves a large senior population and a certain portion of the monthly adult fiction budget will be allocated to the purchase of large-print items to ensure a steady supply of new items in this format.
5. Due to space and budgetary constraints, multiple copies of items will only be purchased when the demand prior to the publication of a certain item is particularly high.
6. Items that can be expected to have especially high or consistently high circulation over the course of their inclusion in the collection will be purchased as hard covers whenever possible. Items with popularity that is currently high, but not projected to remain so, will be purchased as paperbacks in anticipation of their short life in the collection. Buying less expensive paperbacks of certain items allows the library to buy a greater number of popular materials. Items will also occasionally be purchased in paperback when they are not available otherwise or when filling older gaps in fiction series.

E. Adult Non-Fiction

1. The Library recognizes its role in providing vital information to its patron population, as well as the need to supplement the collections of local schools. As such the library resolves to provide balanced and quality information about a broad range of topics to fulfill the information needs of its patrons. In this case, balanced will be defined as supplying items that represent the opinions of all sides of a subject. Quality information is defined by the extent and scientific nature of the research that supports it and/or the common acceptance of the

theories contained within those items by acknowledged experts. Non-fiction items will also be evaluated for their clarity and readability. The purchase of expensive and highly specialized materials is to be avoided. The Library may attempt to borrow such materials via interlibrary loan if so requested by a patron.

2. The Library will place special emphasis on providing up-to-date information about health, medical conditions and job skills, as well as Michigan law as it relates to everyday lives. These books often offer information of dire importance in the lives of our patrons. The Library will also strive to acquire materials on Reed City area history while providing materials about Michigan history and culture to give local materials context. Recognizing the popularity of cookbooks and craft books (as well as the reputation of the Library as a repository for a variety of cookbooks) the Library will continue to offer quality and up-to-date items on these subjects. The Library acknowledges the importance of continued professional development for library staff, individuals who home school and area teachers, and will attempt to purchase materials to further this goal as well.

F. Periodicals

1. Recognizing the availability of quality scholarly journals through the Michigan Electronic Library the Library purchases periodicals primarily for entertainment value or those that offer information for the average person. Periodicals chosen for their entertainment value will be selected on the quality of the format, writing and their popularity. Periodicals chosen to provide information will be selected by the quality of the format, writing, reliability of information and the demand for the subject matter. Due to space constraints, backlogs of magazines will not be kept past twelve (12) months except in the case of *Consumer Reports*.
2. Because so much state, national and international news is available online as well as through television and other formats, the Reed City Area District Library purchases subscriptions to local newspapers to meet patron demands that cannot be filled by other means. Newspapers are chosen by their coverage of local events and relevance to the Reed City area. While the Library would like to keep backlogs of local newspapers, due to space constraints it is unable to store papers or afford the equipment and human resources required to convert them to other formats. Copies of *The Pioneer* are available through the Big Rapids Library. Other newspapers may be accessed online or through other libraries.

G. Reference

1. Due to budget constraints and the availability of free, quality databases through the Michigan Electronic Library, the Reed City Area District Library maintains a minimal reference collection including dictionaries, thesauri, atlases, various reference volumes, and two sets of the *World Book Encyclopedia*. Volumes from the older set of encyclopedia are available for check out. The other, newer set is to remain in the Library so that any patron may consult it during library hours.
2. Special emphasis is placed on purchasing reference volumes designed to aid in test preparation for both educational and trade services tests such as General Educational Development and the Real Estate License exam.

H. Children's Collection

1. Juvenile Easy (JE)

- a) The Library recognizes the vital importance of encouraging early literary skills for success in later life and takes care to select children's materials of the highest quality. Picture books will be chosen for the quality of the writing and illustrations, the reputation of the author/illustrator, the value of the message, appeal to children and the relationship of the text to illustration. Chapter books serve an important bridge between picture books and more advanced reading. They will be selected using similar criteria as picture books. Because of the hard use and wear that is inevitable in any children's collection, JE items will be purchased as hard covers or other sturdier bindings whenever possible.
- b) High priority for purchase is given to books of use and value to parents, teachers and other people working with children. The Library pledges to purchase a copy of the Caldecott Medal Winner and Newberry Medal Winner books each year. Copies of the Caldecott and Newberry Honor Books will be purchased whenever they meet collection development standards and the budget allows.

2. Juvenile (J)

- a) J Fiction is evaluated with the aid of published reviews and the consideration of a number of factors including

receipt of literary awards, literary quality, author reputation, theme and popular appeal. Every effort will be made to purchase titles in a variety of genres. The Library is very much aware of the importance of popular series to serve as a lure for reluctant readers and will often purchase fiction titles that are not notable for their literary quality or artistic merit, but have substantial popular appeal.

- b) Some items may be included that might not be considered appropriate by all adults for all children. While some books are too mature for one child, other children may be ready for them. Only each child and his or her parents can decide what material is suitable for that child to read.

3. Young Adult (YA)

- a) A Young Adult collection has been developed for the purpose of meeting the recreational reading and informational needs of the middle school and high school age population. Materials are chosen from published reviews, book lists from established sources and from the recommendations of young people and parents. The collection consists primarily of YA fiction from many genres. Some adult titles of special interest to young adults are also included. As with adult and other children's series, every effort is made to complete YA series once the library has committed to them.
- b) The young adult user of the Library has access to the entire collection. Limitations on the reading materials of young adults are left to the discretion of their parents.

4. Non-Fiction

- a) Elementary and high school libraries serve the curriculum needs of the students, but are under increasing strain. While not attempting to follow all the changes in curriculum, the Reed City Area District Library does recognize the need to provide a wide variety of cultural and recreational reading matter that can aid students seeking to complete their assignments

outside school hours and to aid home schooled students.

- b) Non-fiction resources will be chosen for the quality of information presented and the clarity of that presentation. Hardcover and other durable formats are to be preferred.

I. Audio/Visual

The Reed City Area District Library maintains a collection of recorded books both on tape and CD and recorded film in both VHS and DVD formats. The Library does not yet have a collection of recorded music. The primary purpose of these collections is to provide entertainment to our patrons.

J. Movies

1. Considering the vast array of genres and the wide variety of tastes in movies today, the Library cannot meet the needs of every patron and so the Library attempts to purchase quality items that are harder to find or in the greatest demand in three main categories:
 - a) Quality family films for entertainment
 - b) Documentaries for educational purposes
 - c) Appealing classic works
2. Quality, appeal and educational worthiness will be evaluated through the use of reviews taken from a variety of sources including those published for professionals and for consumers online.
3. As VHS tapes are falling out of use as a format, the Library will no longer purchase VHS items, instead focusing its efforts on purchasing quality DVD materials.

K. Books on Tape or CD

1. Recorded books are a relatively expensive format and for this reason the utmost care is taken to purchase materials of the highest standards at the most economical price. Criteria used to evaluate recorded materials include literary quality, appeal and the skill of the narration. Professional reviews and consumer reviews available online will be used to help determine these qualities. In the past, the majority of items purchased were for adults, but the Library has responded to the increasing popularity of the audio format with children and young adults by purchasing more items for these age groups.

2. Popular titles in printed materials are often purchased as recorded books on the premise that they have already proven their worth and will continue to circulate well in the different format. The majority of recorded books purchased are fiction works, although non-fiction works of great popularity or appeal may be added.
3. Purchasing through pre-selection plans from major vendors is helpful in providing quality, up-to-date items at a more economical cost. The Library may use such plans for these reasons despite the narrower choices available through pre-select plans. Those ordered through selection plans are books on CD.

L. Selection Responsibility

The Library recognizes the value of input from library employees who have firsthand contact with patrons. While final responsibility for the purchase of materials resides with the Director, the input of staff members is encouraged and sought to help defray the burden of the selection of the entire collection and to help provide a more balanced collection to patrons. This means that staff members may be asked to consult professional reviews and make recommendations for collection acquisitions.

M. Acquisitions

The Library welcomes gift books in good condition. Once accepted, the donated materials will be checked to see if they meet the Library's standards of selection. If donated items are not added to the Library's collection, the Library reserves the right to sell them at library book sales or to otherwise dispose of them. Arrangements can also be made to reimburse the Library for materials purchased and added on request. These titles are also subject to the same selection criteria as any other item. (Also see: Donations)

N. Collection Evaluation and Assessment

1. A responsive library collection is one that is regularly assessed by library staff so they may deal with changing usage patterns. This is done so that weaknesses — that is holes in the collection as well as areas with many underused items — may be located and resources allocated to deal with these issues.

2. The Reed City Area District Library assesses its collections using data from three categories:
 - a) AGE AND TIMELINESS OF MATERIALS:
 - (1) The median age of the materials in a particular collection or within non-fiction, the median age of materials on a particular topic
 - (2) The range of publication dates in a particular collection or within a subject matter
 - (3) Comparison of materials to those currently available
 - b) USE:

Circulation numbers in a particular collection or within a subject matter, including total number of check-outs and renewals, most recent check-out date, hold requests and interlibrary loan requests.
 - c) PERCENT OF STANDARD TITLES OR ITEMS:

This area is measured by consulting “best” lists and comparing them to titles in our collection. Different lists will be used for various areas.

O. Weeding

1. In a small library the constant evaluation of the collection is a necessity. As the Library continues to collect new items, our space needs will continue to be challenged. The most cost-effective way to stretch shelf space is through the removal of underused and outdated materials; leaving rarely used materials on the shelves decreases rather than increases patron satisfaction. Removing obsolete titles and materials in poor physical condition makes it easier for patrons to choose from the titles that remain. The staff continuously evaluates materials, replacing or repairing those that are worn or damaged and withdrawing items no longer current or in demand. The final decision for de-selection resides with the Director.
2. At least once a year, each area of the collection will be singled out so the materials contained within can be evaluated thoroughly and any items missed in day-to-day weeding can be removed. Depending upon condition, materials withdrawn from the collections as part of the evaluation process may be offered for sale in the book sale.

3. Items considered for removal will be judged on the following criteria:
 - a) Popularity/usage of the item
 - b) Coverage of the topic within the collection
 - c) Quality of the information
 - d) Availability of the item for replacement
 - e) Cost or rarity of the item
 - f) Availability of newer materials on the topic

P. Reconsideration of Library Materials

1. The Reed City Area District Library is a public institution serving a range of individuals of differing backgrounds and beliefs. As such it is committed to retaining a similarly broad array of materials to serve our patrons. We support the *Library Bill of Rights* (Appendix # 2) as presented by the American Library Association (ALA) and the freedom of choice of all people.
2. We recognize, however, that some materials may be considered objectionable to some individuals. If a patron of our library or another community member has a concern about a material, they will be referred to the Library Director.
3. The Library Director will:
 - a) Provide a copy of the official Reed City Area District Library Collection Development Policy (Heading II of this document) and *Citizen's Request for Reconsideration of Library Material* form (Appendix # 3) to the concerned party.
 - b) Explain the process of the reconsideration of a library material as related in the Collection Development Policy.
 - c) Answer any questions relating to the policy or process.
 - d) Fill out a *Statement of Concern regarding Library Material* (Appendix # 4) and file this in the appropriate place.
4. If after the Collection Development Policy has been explained, the concerned party wishes to proceed with the reconsideration process, the concerned party will be asked to fill out and return the *Citizen's Request for Reconsideration of Library Material* form (Appendix # 3). The purpose of this form is to record the necessary information relating to the concerned party's objection, including contact

information and specific information about the nature of the objection. *Until this form has been completed and submitted to the Director the challenge process cannot proceed.* While an item is being reviewed it will remain on the shelf.

5. When the form has been completed and returned to the Library Director, he or she will take the written concerns into consideration and evaluate the item in relation to the Collection Development Policy. Is the inclusion of the item in line with the Library's Collection Development Policy? The Library Director will inform the concerned party of the decision, in writing, within one month of the submission of the *Citizen's Request for Reconsideration of Library Material* form. The Library Director will also inform the Reed City Area District Library Board and the American Library Association Office of Intellectual Freedom of the request for reconsideration.
6. If the concerned party is still not satisfied, he or she may request *in writing* a hearing for the Reconsideration of a Library Material. The hearing will be open to the public and will include the input of the Library Board of Trustees, the Director and the concerned party. The concerned party may relate their objections, the Library Director will respond, then any member of the public may speak, after which the Library Board of Trustees will debate the inclusion of the item in terms of the Collection Development Policy. Minutes will be taken throughout the hearing for public record. The final decision will be submitted in writing to the concerned party.
7. This process shall be documented by the Library Director and all written materials, including the *Statement of Concern*, the *Citizen's Request for Reconsideration of Library Material* form, a copy of the letter detailing the Director's decision, a copy of the hearing minutes, a copy of the final decision, and any other written material relating to the initial concern shall be retained in the Library's files.

III. COLLECTION LOAN POLICY

A. Checkout Period

1. Books and audio materials may be checked out for two (2) weeks plus one (1) week of grace before overdue fines are charged.
2. Videos are limited to two (2) per account for seven (7) days plus two (2) days of grace before overdue fines are charged.

3. Magazines may be checked out for one (1) week plus two (2) days of grace before overdue fines are charged.
4. Extended loan periods may be granted to a patron for a special need or to cover times they will be out of town. The Library will determine which books or materials it will lend for these periods.
5. Reference books do not circulate out of the Library, except at the discretion of the Director.
6. New items are not renewable. New items may be distinguished by a red dot on the spine of the item.

B. Fines

1. All overdue books, audiobooks and magazines are assessed fees of \$0.20 per item per day. All overdue videos are assessed fees of \$0.50 per item per day.
2. All Fines are computer generated and all fees are applied toward operations. When patrons reach a total of \$ 2.50 in fines, they may no longer check out library materials.
3. The Library sets a limit of \$ 4.00 on any item. If an item is lost/damaged and paid for by the patron, any fine that has accumulated on the item will be waived.
4. The Library sets an account limit of \$ 30.00 on overdue fees owed.

C. Replacement

1. It is the responsibility of the patron to return materials in good condition. If an item is lost the patron must pay the replacement cost for the item. The replacement cost will be the actual cost of the item as indicated in the Library's computer database. The Library will also accept an exact duplicate copy of the item that has been billed for replacement in lieu of payment when approved by the Director first. A receipt will be issued to each patron when payment for a replacement is received.
2. A patron who pays for a lost item may have the cost of the item refunded if the item is returned within 30 days and is in good condition. The proof of payment must accompany the material.
3. If an item is damaged to the extent that it can no longer circulate in the Collection, the patron is responsible to pay the replacement cost for the item. If there is minor damage to an item and it can still

circulate (i.e. ink marks, torn pages, missing barcode, etc.), a fee will be assessed at the discretion of the Director not to exceed half of the actual replacement cost of the item.

4. As a means to retrieve overdue materials, the Library may issue overdue notice(s) and a bill for replacement for library materials in compliance with the Michigan Library Privacy Act. The Library may take legal action to retrieve long over-due materials or lost items.
5. When a patron claims an item has been returned, a search will follow. It is expected that the patron will continue to look for the book while the Library searches for it as well. Patrons will be allowed two (2) renewal periods to find lost items. At the discretion of the Director, patrons can be billed for lost items.

IV. COMMUNITY ROOM

A. Availability

1. The Community Room of the Library will be available for meetings of organizations, groups and individuals residing within the service area of the Library. These groups must be presenting programs, which are educational or cultural in nature. A meeting in which an organization, group or individual seeks commercial benefit or applies associated fees is likewise not allowed. Meetings must be open to the general public. Library patrons not participating in the meeting should not be solicited into attendance or in any other manner. Though a group, organization or individual may be permitted to utilize the Library's Community Room for meeting space; it does not constitute the Library's endorsement of policies, practices or beliefs of that group, organization or individual.

B. Guidelines

1. A *Community Room Consent Form* (Appendix # 5) is required to be completed prior to use of the community room.
2. The room has the capacity for 30 people. If the meeting is primarily for minors, there must be at least one adult present to supervise each seven (7) minors.
3. The Library Board and staff will not be responsible for the policies of the group or individual scheduling a meeting in the Community Room.
4. The meeting must be completed and the room returned to its normal condition during the hours in which the Library is normally open.

5. Food and drink should be restricted to light refreshments such as coffee and cookies. The kitchenette will be available for this purpose. There are no supplies or equipment available.
6. Alcoholic beverages are not allowed.
7. Smoking is prohibited.
8. The cost of any extra cleaning which may be necessary will be billed to the person who signed the *Community Room Consent Form*.
9. The Library will not be responsible for any items such as equipment, supplies, clothing, etc. which are brought to the meeting by the group or individual.
10. The Library Board and staff will assume no personal liability for the group or persons attending a meeting in the Library.
11. There is no fee charged for the use of the room. However, donations will be accepted. The library reserves the right to bill patrons for damage to the community room while in their use.
12. Organizations, groups or individuals may utilize the Community Room for meeting space up to five times in a month.

V. CONFIDENTIALITY

A. Patron Records

1. Library patron records are privileged and confidential information. Disclosure of these records containing names, addresses, license numbers, telephone numbers and any other information provided on the patron's registration form would constitute an invasion of privacy, pursuant to the Freedom of Information Act MLC 15.243 (1)(a). Therefore, under this policy, persons requesting such information will be denied access to library records. This does not include representatives of the law who provide a court issued subpoena or search warrant and/or under the provisions of the USA Patriot Act. The Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act (USA PATRIOT Act) became law on Oct. 26, 2001. Under provisions of the act, the Federal Bureau of Investigation (FBI) and law enforcement officials may seek court orders for library records for investigations relevant to national security or terrorism. Libraries or librarians served with these search warrants may not disclose, under penalty of law, the existence of the warrants or the fact that records were produced as a

result of the warrants. Patrons cannot be told their records were given to law enforcement agencies or that they were the subjects of FBI investigations.

2. Records are protected by the Michigan Library Privacy Act (PA 455 of 1982) which provides that Library records may not be disclosed to third parties unless the library has received written permission from the patron or a properly obtained court order (MCL 397.603). A 'library record' is defined in the statute as 'a document, record, or other method of sorting information retained by a library that identifies a person as having requested or obtained specific materials from a library'. 'Library record' does not include non-identifying material such as circulation statistics.
3. Library cards are available to children under 16 if a parent or guardian signs for them, agreeing to take financial responsibility for any items lost or damaged. This means that Michigan law allows us to divulge the circulation records (that is items checked out, when they were checked out, and the fines owed for them) to that parent or guardian.
4. A child (that is someone under 18) is allowed an adult card, if they are 16 and have a driver's license. The signature of a parent is not required to receive a card.
5. Patrons may authorize third party access to their records by presenting their library card or ID to library staff and requesting a dated and staff initialed annotation on their account stating desired permissions.
6. Non-identifying statistical data may be released without written permission.
7. We do not give out information from the City Directory over the phone. It is our policy not to give out published or unpublished information on private individuals.
8. If information is legally requested (through subpoena or search warrant), staff should respond in the following manner:
 - a) Staff approached by a law enforcement officer or agent with a request or court order to examine or obtain records of any library patron will ask for identification and direct the officer or agent to the Library Director or other designated person in charge. The Library Director or other designated person in charge will review the request and an attorney may be consulted.

- b) Search warrants signed by the court are immediately enforceable. Staff will request identification, a copy of the warrant and may request the agent or officer direct the inquiry to the Library Director or other designated staff in charge. The Library Director or designated staff in charge may request time to fax the warrant to an attorney for verification. If the officer or agent wishes to immediately enforce the search warrant, staff should not interfere, but proceed to notify the Library Director or designated person in charge of the search.

B. Library Records (FOIA)

1. Freedom of Information Act (FOIA) Procedures and Guidelines

The Library will follow the Freedom of Information Act Requests in accordance with Michigan Legislative Public Act 442 of 1976, MCL 15.231 et seq (FOIA), effective July 1, 2015, and this policy. A summary of this policy can be found in *FOIA Summary* (Appendix # 6).

a) APPOINTMENT OF A FOIA COORDINATOR

Keeping with Section 6 of the FOIA, MCL 15.236, RCADL has appointed a FOIA Coordinator as well as an alternate FOIA Coordinator. The names of the FOIA Coordinator and alternate FOIA Coordinator are available from the Library Director's Office.

The FOIA Coordinator will report action taken on FOIA requests at the next scheduled meeting of the RCADL Library Board.

a) SUBMISSION OF FOIA REQUEST

FOIA requests to the RCADL can be sent by e-mail or mail to:

E-mail: director@reedcitylibrary.org
FOIA Coordinator/Library Director
Reed City Area District Library
410 W. Upton Ave.
Reed City, MI 49677

Requests should include a name, phone and mailing address.

b) IMMEDIATELY FORWARD FOIA REQUEST

Any Library employee who receives a written request for a public record must immediately forward it to the FOIA Coordinator at RCADL. If a Library employee receives a written request for a public record that is delivered to a spam or junk mail folder, the employee must record the date and time the written request is delivered to the spam or junk mail folder and the date and time the employee first becomes aware of the written request, which

must be forwarded to the FOIA Coordinator with the written request.

c) REQUEST RESPONSE TIME

RCADL must respond to the FOIA request within five (5) business days after receipt of the request. RCADL may extend the time for responding by an additional ten (10) business days by notifying the requesting person in writing of the reason for the extension and the new due date. MCL 15.235(2)(d) and (6). Written requests made by facsimile, electronic mail or other electronic transmission are not received by the FOIA Coordinator until one (1) business day after the electronic transmission is made.

d) RESPONSE TO A FOIA REQUEST

Only the Library's FOIA Coordinator or Alternate FOIA Coordinator will respond to FOIA requests. RCADL will provide copies of these procedures and guidelines and a summary of these guidelines with each written response or provide a link to an online version of these documents. If a request is denied, in full or part, RCADL will provide the requestor with an explanation of the basis of the denial under the FOIA, and give notice to the requestor of his or her remedial rights. MCL 15.235(4).

e) ASSESSMENT OF FEES FOR A FOIA REQUEST

The FOIA permits the Library to charge a fee for the search, retrieval, examination, review, and separation and deletion of exempt from nonexempt material, but only if the failure to charge a fee would result in unreasonably high costs to the Library because of the nature of the request in a particular instance, and the Library specifically identifies the nature of these unreasonably high costs. MCL 15.234(1) and (3).

The following fee guidelines for calculating labor and material costs incurred in Processing FOIA requests are established pursuant to MCL 15.234(3).

- (1) Fees will be uniform and not dependent upon the identity of the requesting person.
- (2) Fees will be itemized using the attached detailed *FOIA Itemization of Fees Form* (Appendix # 7) and will include:
 - (a) Labor costs for the search, location and examination of public records will be calculated using the hourly wage of the Library's lowest paid employee capable of conducting the search, location and examination, whether or not they are available or actually perform the labor. Such labor cost shall be estimated and charged in increments of fifteen (15) minutes with partial increments rounded down. The hourly wage will be based on the Library's payroll records for the present fiscal year. Labor costs shall also include up to 50% of the hourly wage to partially cover the cost of fringe benefits, not to exceed the actual cost of fringe benefits.
 - (b) Labor costs for the review of public records and separation and deletion of exempt from nonexempt material will be calculated using the hourly wage of RCADL's lowest paid employee capable of conducting that work, whether or not they are available or actually perform the labor. This labor shall be estimated and charged in increments of fifteen (15) minutes with partial increments rounded down. The hourly wage will be based on the Library's payroll records for the present fiscal year. Labor costs shall also include up to 50% of the hourly wage to partially cover the cost of fringe benefits, not to exceed the actual cost of fringe benefits.
 - (c) Non-paper physical media costs will be calculated using the actual and most economical cost of computer discs, computer tapes and other digital and similar media provided by RCADL.
 - (d) Duplication and publication costs will be calculated using the actual total incremental cost of necessary duplication or publication of a public record, not including labor. The actual cost and incremental cost, calculated per sheet, shall be charged and will not exceed 10 cents per sheet of paper for letter or legal size paper. RCADL shall use the most economical means available for making copies,

including the use of double-sided printing. RCADL will not charge a fee for duplication costs of less than \$ 1.00.

- (e) Labor costs for the duplication or publication of public records, including making paper copies, making digital copies, or transferring digital public records to be produced on non-paper physical media or through electronic means, will be calculated using the hourly wage of RCADL's lowest paid employee capable of duplicating or publishing the public records, whether they are available or actually perform the labor. This labor shall be estimated and charged in increments of fifteen (15) minutes with partial increments rounded down. The hourly wage will be based on the Library's payroll records for the present fiscal year. Labor costs shall also include up to 50% of the hourly wage to partially cover the cost of fringe benefits, not to exceed the actual cost of fringe benefits.
 - (f) Actual costs of mailing using a reasonably economical and justifiable manner.
- (3) No RCADL employee shall work overtime or include overtime wages in the labor costs.
 - (4) If a requestor submits an affidavit of indigency, the first \$ 20.00 of a fee will be waived. A requesting person must include a statement that the request is not being made in conjunction with outside parties in exchange for payment or other remuneration. In cases other than indigency, no employee shall waive a fee or part of a fee without authorization from the FOIA Coordinator.
 - (5) Labor costs for monitoring and inspection of original records will be calculated using the hourly wage of RCADL's lowest paid employee capable of monitoring the inspection. Labor costs for monitoring and inspection will not be charged for the first hour. The hourly wage will be based on RCADL's payroll records for the present fiscal year.
 - (6) If a statute authorizes the sale or production of public records to the public for a specified fee or if a fee for production of public records is otherwise set by statute, RCADL will charge the statutory fee in lieu of a fee calculated using the guidelines set forth above.

(7) RCADL will not charge a fee for the search, retrieval, examination, review and separation and deletion of exempt from nonexempt material that will take less than one hour. If the search, retrieval, examination, review, and separation and deletion of the exempt from the nonexempt material will take more than one hour, a fee will be charged in accordance with this procedure pursuant to Section 4 of the FOIA, MCL 15.234. The hourly wage will be based on RCADL's payroll records for the present fiscal year.

(8) If the FOIA Coordinator knows or has reason to know that all or part of the requested information is available on RCADL's website, RCADL shall notify the requestor in its written response and shall include the website in the response. The FOIA Coordinator shall separate the requested public records available on the website from those that are not available, and shall inform the requestor of the additional charge to receive copies of what is available on the website.

f) DEPOSIT REQUIREMENTS

If RCADL estimates a fee to process a FOIA request greater than \$ 50.00, RCADL will require a good faith deposit from the requestor before providing the public records to the requestor. The deposit shall not exceed $\frac{1}{2}$ of the total estimated fee. Any written notice containing a notice of deposit shall also contain a best efforts estimate by RCADL regarding the timeframe after a deposit is received that it will take RCADL to provide the public records to the requestor. The timeframe estimate is not binding upon the RCADL, but RCADL shall provide the estimate in good faith and strive to be reasonably accurate and to provide the public records in a manner based on this State's public policy under section 1 of the FOIA, MCL 15.231, and the nature of the request in the particular instance.

g) APPEALS OF FEES AND DISCLOSURE OF DETERMINATIONS

If RCADL charges what the requestor believes to be an excessive fee or denies all or part of a request, the request may submit to the RCADL Board, as the governing body, a written appeal that specifically states the word "appeal" and identifies the basis for which the fee should be reduced or the nondisclosure determination should be reversed. The Board shall designate the FOIA Coordinator to receive the written appeal and immediately notify the Board President of its receipt.

h) REVIEW OF FEES AND DISCLOSURE DETERMINATIONS

Under section 10(3) of the FOIA, MCL 15.240(3), the RCADL Board is not considered to have received a written appeal until the first regularly scheduled meeting of the Board following submission of the written appeal. Should the Board decide to consult with legal counsel on the appeal, it must comply with time periods set forth in the FOIA for written responses as well as the provisions of the Michigan Open Meetings Act, 1976 PA 267, MCL 15.261 et. seq.

i) FURTHER APPEALS CONCERNING FEE REDUCTIONS OR DISCLOSURE DETERMINATIONS

A requestor may, within 180 days after the Library's final determination to deny a request, commence a civil action in the circuit court to compel disclosure under Section 10(4) of the FOIA, MCL 15.240(4), the "circuit court of the county in which the public record or an office of the public body is located has venue over the action." Actions involving fee reductions must be filed within 45 days after receiving the notice of a required fee or the determination of an appeal to the RCADL Board.

VI. DONATIONS

A. Gifts

1. The Library will encourage and accept gifts with the understanding that gifts of materials will be added to the collection if they meet the same standards as purchased materials. Gift materials not meeting these standards, those that are out-of-date, unneeded duplicates of items already owned, or those in a format not suitable for library use, may be given to other organizations, sold at a book sale, or otherwise disposed of as the Library deems appropriate.
2. Gift items may be marked with an appropriate bookplate.
3. A statement for tax purposes may be given to the donor if requested at the time the donation is made, acknowledging the receipt of the gift on a *Donation Receipt Form* (Appendix # 8). The Library will not determine a dollar amount for books or other in-kind donations. A certified appraiser must be contacted by the patron to determine the book value if the book is an antique.

B. Monetary (see *FINANCIAL; Money Handling; Other Deposits*)

C. Naming Rights

1. Objective

To establish the policy and guidelines for official naming of the building, rooms furnishings and/or equipment in the Reed City Area District Library building located at 829 S. Chestnut, Reed City.

2. Policy and Priorities

The Reed City Area District Library (RCADL) Board may receive applications for the naming of the facilities (building, rooms, furnishings and/or equipment) related to the Reed City Area District Library as forwarded by the Library Director. The final decision on naming any property or the building will be made by the RCADL Board and is subject to availability.

3. Guidelines

Library rooms, furnishings, equipment or the building owned by the RCADL may be named for individuals, groups or businesses that have made a significant monetary donation or an equivalent donation in professional services.

- a) An individual or group (family, non-profit, etc.) that donates a significant amount of money or equivalent donation in professional services may be eligible for naming rights for the facilities (as previously defined).
- b) When a building is named in recognition of a donor, that name will be in effect for the useful life of the building.
- c) When the noted building is named in honor of a group or individual, the complete name of that individual or group will be used unless a request for alternative naming is indicated in the *Naming Rights Application* (Appendix # 9). The final decision on naming any facility will be made by the RCADL Board.
- d) The RCADL Board will observe naming requirements set forth by applicable municipalities when making naming decisions and may modify naming of buildings to comply with future requirements.

4. Renaming

- a) Renaming of a building or building room may occur when the building that has been named in honor of a group or individual and has reached the end of its useful life and will be replaced or substantially renovated.

- b) The named furnishing or equipment may be renamed or discarded when it has been designated for another use or reached the end of its useful life.
- c) Appropriate recognition of earlier honorees may be made at the RCADL Board discretion.

5. Naming Requests

- d) Those groups or individuals interested in applying for naming rights shall be given a *Naming Rights Application* and a copy of the *Naming Rights Policy* for the RCADL building located at 829 S. Chestnut, Reed City. A current version of a Naming Rights Options document may be provided, additionally.
- e) Requests for naming rights will be made by submitting a *Naming Rights Application* (Appendix # 9) to the Library Director.
- f) The RCADL Board will review the *Naming Rights Application* as part of a regular RCADL Board meeting. Written notice of the decision will be sent to the applicant by the Library Board President and/or Secretary.

D. Online/Internet (see FINANCIAL)

VII. DRUGS/ALCOHOL

The possession, consumption, or sale of any illegal/recreational drugs, alcoholic beverages, or legal drugs not prescribed for you while on Library grounds is strictly prohibited. The possession or consumption of over-the-counter medications for personal use, as directed, is permitted on Library grounds.

VIII. E-READER POLICY

A. Lending Guidelines:

1. E-Readers are available to the residents of the City of Reed City or a contracting township, 18 years of age, in possession of a valid Library Card in good standing (no overdue items and a fine balance under \$2.50). Patrons ages 13 through 17 years of age, may check out E-Readers with a parent or legal guardian Co-signer. Both patron and co-signer need to have accounts in good standing and the E-Reader will be checked out on the co-signer's account.
2. Patrons must present a valid photo ID (Michigan Driver's License or Michigan ID) when checking out an E-Reader.

3. A patron may only complete a registration to have one E-reader at a time per family.
4. E-Readers may be borrowed for 14 days and are not renewable.
5. E-Readers must be picked up and returned to a staff person at the Library's circulation desk only. There are no drop box returns allowed or to an unattended circulation desk.
6. The patron is responsible for any damages to the E-Reader and accessories.
7. Patron's must complete an *E-Reader Borrower's Agreement* (Appendix # 10), beginning the form at least a half hour prior to Library closing.
8. Patrons may add their name to a waiting list for an E-Reader if they are all checked out.

B. Check Out Procedure

Library staff checking out E-Readers will complete the following steps:

1. Verify all information on a patron's account is correct, there are no overdue items and fines do not exceed \$ 2.50.
2. Complete the *E-Reader Borrower Agreement* (Appendix # 10) form with the patron, recording the patron and/or co-signer's driver's license/ID number and reviewing user guidelines with the patrons.
3. Verify and confirm condition of the E-Reader and circulating components.
4. Confirm that the unit is functional.
5. Make sure the parental controls are on.
6. Give the patron a basic orientation and/or assistance with using the E-Reader as needed.
7. Check the E-Reader out on the patron or applicable Co-signer's account.

C. Check In Procedure

Library staff checking out E-Readers will complete the following steps:

1. Confirm that the E-Reader is operational with the patron present.

2. If the E-Reader does not function properly or appears damaged, report the matter to the director as soon as possible, so fees may be assessed as appropriate.
3. Verify that both the E-Reader and components are accounted for before checking in a unit. If all components are accounted for and in working order, the check in will be completed.
4. Staff will charge the E-Reader.

D. Fines and Liabilities

1. Overdue fines will be assessed in the amount of \$ 5.00 per day.
2. Any E-Readers and/or components returned in a Library book drop or unattended circulation desk will incur a \$ 25.00 fee.
3. Damage will be assessed at the sole discretion of Library staff. If damage is assessed, the patron may be charged a replacement fee corresponding to the actual cost of the E-Reader or applicable component.

IX. EMERGENCY PROCEDURES

A. Responsibility

1. The Library is a public service institution, and every effort is made to maintain regular hours for the public. The Library will be closed only when weather conditions deteriorate to the point where emergency situations prevail, when vital equipment in the building fails (e.g. furnace malfunction, no water, no electricity, etc.) or when there is a general emergency within the City of Reed City.
2. The Director is ultimately responsible for the decision to close or not to close the Library. If the Director is not present and unreachable, the decision to close falls to the most senior staff member on duty at the library *in consultation with a board member*, preferably the board president.

B. Closing in adverse weather or other emergency:

1. Once the decision has been made, follow usual closing procedures, including check-in and recording daily tallies (books may be left on carts to shelve the next day).
2. Post a sign on the front door noting the library closure.
3. Notify the appropriate radio stations.

4. Post a notice on the Library website and all social media in which the Library has a presence.
5. In the case of tornado watches, business will proceed as usual. If a tornado warning is issued, the Library will close until an all-clear signal is received. Patrons in the building will be allowed to remain in the library until the all-clear signal is sounded. Unattended minors will be asked to stay until a guardian picks them up or until the all-clear signal is given.

C. Closing in event of power outage/vital equipment failure or major mechanicals:

1. If the Director is unavailable, call board president. If the board president is unavailable, contact the next board member down the list to inform them that you are implementing the Emergency Closing Procedures.
2. Lock the front door and post a sign stating the appropriate reason for closure.
3. Politely inform patrons of the problem and ask them to conclude their business bringing any items up to the front desk for check-out. Write down the items and patron information if the circulation system is unavailable.
4. Lock the gate and wait for 30 minutes.
5. If problem persists after 30 minutes, finish remaining closing procedures including shut-down of all computers, copy/fax machines, air conditioners, lights and cash registers.
6. If/when power returns, reboot all the machines.

X. FINANCIAL

A. ACH and Electronic Transactions

1. Purpose

The purpose of this ACH and Electronic Transactions Policy is to establish rules and procedures for the issuing, using, and accounting for the use of electronic transactions on behalf of the Reed City Area District Library. The District Library Board may authorize the issuance and use of electronic transactions in accordance with Michigan Legislative Public Act 738 of 2002, effective December 2002, and approval of this Policy.

2. Guidelines

- a) The issuance and the use of electronic transactions shall comply with the following:
 - (1) The Treasurer or ETO (Electronic Transfers Officer) is responsible for establishing electronic transactions, accounting for and monitoring the use of them, and enforcing the requirements established by this Policy.
 - (2) Upon receipt of an invoice for payment for accounts paid by ACH (Authorized Clearing Houses), the Treasurer or ETO shall list the payment on the subsequent month's vouchers for approval by the Library Board. Accounts payable by this method may include utility and recurring payments. These payments shall be included on the report of payments to the Library Board. All other invoices approved by the Library Board and payable by ACH may be paid in this manner if deemed in the best interest of the Library to avoid a late fee.
 - (3) For payment of State and Federal payroll taxes, the Treasurer or ETO shall initiate payment to the proper authority upon receipt of the information from the payroll using the established EFTPS (Electronic Federal Tax Payment System) and state program.
 - (4) For deposits from state, county and/or federal authorities, and from third-party payment processors, e.g., banks, vendors, the Treasurer or ETO shall obtain the amount of the deposit and send an advisory to the person responsible for accounting records.
 - (5) All invoices shall be held by the Bookkeeper or the Library along with copies of the payment documentation.
 - (6) The system of internal accounting control established by this Policy shall be adhered to at all times.

B. Authorized Payments Prior To Approval

- 1. All disbursements must be approved by the Reed City Area District Library prior to disbursement of funds except those items falling under the following categories:
- 2. In order to avoid finance or late charges and to pay appropriated amounts and payroll (including related payroll taxes and withholdings), the Reed City Area District Library approves the

following disbursements be made for the Reed City Area District Library by an appropriate fiscal agent (see Money Handling; Check Writing) and presented for approval at the next regular meeting.

3. The items authorized under this policy for prior payment include:
 - a) **Utility bills** – Water, internet, gas, electric, telephone.
 - b) **Employee Benefit Plans** – In lieu of hospitalization reimbursement.
 - c) **Payroll** – Bi-weekly payments to employees of the Reed City Area District Library provided they are at rates previously approved by the Reed City Area District Library and are within appropriated budgetary amounts.
 - d) **Payroll taxes and employee withholdings/deductions** – Federal and state income tax withholdings, state or federal unemployment taxes, any court or government ordered garnishments or assessments to employees and employee and employer FICA payments.
 - e) **Employee Travel Reimbursements** – Payments to employees for travels, meals or lodging expenses they incurred while on Library business, provide that 1) The Library Director has authorized said travel, 2) That the employee has completed the required documentation to correspond to the expense per the Operations Manual, and 3) that the expense does not exceed \$ 100.
 - f) **Credit Card payments** – Payments on the Reed City Area District Library's credit card or on the City of Reed City's credit card for expenses incurred on the District Library's behalf as approved by the Library Director, provided charges were made according to the Library's credit card policy all documentation is complete and only if the payment is due prior to a regularly scheduled Board meeting.
4. A list of items paid will be submitted to the Reed City Area District Library Board at the next regular board meeting and a Board member will review all items prior to approval.

C. Capital Asset

1. Purpose

This policy is being established to establish criteria for the capitalization of various types of fixed or tangible assets to meet the provisions of Governmental Accounting Standards Board No. 34 (GASB 34).

2. Definitions

Capitalized items are defined as any equipment, or assets, which when purchased had a value, or price, in excess of five hundred dollars (\$500.00), and if said assets have a life expectancy of ten (10) year(s) or more. Capitalized items will also include any improvements, property betterments and additions in excess of one thousand dollars (\$1000.00).

Non - capitalized equipment is defined as equipment or assets, purchased or acquired, with a value of less than five hundred dollars (\$500.00). Non-capital items are expenses such as office supplies, folders, envelopes, stamps, paper, pencils, tape, staplers and similar items.

Assets are defined as any items of value acquired by the Library. This could include land, buildings, art works, historical materials, or anything else of significant monetary value. It could include the value of the collection, an aggregate listing of the computers, an aggregate of similar chairs, furniture in a given room, etc.

Tangible assets are defined as anything which can be perceived by one or more of the senses.

3. Policies

The Library will establish an accounting or record - keeping system that identifies all assets subject to GASB 34. The records will be updated annually and made available to the auditors.

Depreciation will be calculated based on the useful life of the capitalized item. All capitalized assets will be listed with their description, date of acquisition, acquisition cost, useful life, residual, or salvage value.

In cases where no purchase price can be obtained (historical treasures, works of art, and other similar valuables), a value and useful life will be assigned by the Library Director or director's designee. This value shall be the estimated fair market value. Every attempt, within reason, will be made to determine the actual value of the item in question, before the value is recorded.

D. Credit Card

1. The purpose of the Credit Card Policy of the Reed City Area District Library is to facilitate purchases for the Library in an organized fashion.

2. The Library Director will be responsible for the issuance. Along with the Library Director the Financial Manager would also be responsible for account monitoring and generally overseeing compliance with the Credit Card Policy. A credit card will only be issued to the Library Director. The card has an authorized maximum spending limit of \$3,000. Purchases made via the credit card must comply with the District Library's financial policy and purchasing guidelines.
3. All credit card transactions can be performed in person, over the phone, through the mail or via the Internet. When the credit card is used the merchant should be informed that the transaction is a non-taxable purchase. Tax exempt status should be established by presenting the EIN number to the merchant. All receipts and credit card slips must be retained. The Library Director, Board Treasurer or authorized staff shall be allowed to utilize the card for Library purchases.
4. The credit card may be used for travel expenses, conference registration fees, Library materials, equipment, supplies, contracted services and operating expenses. The credit card may not be used for personal or non-library use. Typically prior Board approval is required for these purchases, however, operating expenses are harder to predict and may be made at the Library Directors discretion by authority given in section 7.2 of the Reed City Area District Library Bylaws.
5. Any benefits derived from the use of the credit card will be the property of the District Library.
6. *A Credit Card Receipt Submission Form* (Appendix # 11) must be submitted showing an itemized list of goods or services purchased with the card, the cost of purchase, date of purchase and official business for which the goods or services were purchased. The original sales receipt and charge receipt must be attached to the form.
7. The balance dues shall be paid on or prior to the due date. All purchases will be presented for review with bills presented for approval at the regular Library Board meetings. The approved individuals (see Money Handling; Check Writing) shall have the authority to issue payment on or prior to the credit card due date even if the balance comes due prior to Library Board review of purchases.

8. Only credit cards that have no annual or monthly fees will be used and preference will be given to those with a 'cash back' reward system.
9. The credit card must be kept in a secure location within the District Library. The District Treasurer will keep a permanent record of the card number, issuing company's customer service emergency phone number, credit limit established, date issued, expiration date, and in the event the credit card is to be used by an authorized user off of District Library property the date released to the authorized user and the date returned to the Library Director. The Library Director is responsible for knowing the location of the credit card at all times and should share the in-house secure location with the District Library Board Treasurer and President.
10. If the credit card is lost or stolen, the District Treasurer is to be immediately notified.
11. Unauthorized use of the District Library credit card by any employee shall be cause for disciplinary action up to and including dismissal and prosecution. The offender will be held responsible for the payment of unauthorized purchases.
12. The credit card must be surrendered immediately upon termination.

E. Fraud Risk Management

1. Organizational Code of Conduct

The Reed City Area District Library, its employees, Board of Trustees and volunteers must, at all times, comply with all applicable laws and regulations. The Library will not condone activities which achieve results based on unethical business practices, or through violation of the law. The Library does not permit any activity that fails to stand the closest possible public scrutiny. Accordingly, employees, trustees and volunteers must ensure that their actions cannot be interpreted as being in any way, in breach of the laws and regulations governing the Library's operation.

Employees and volunteers uncertain about the application or interpretation of any legal requirements should refer the matter to the Library Director, who, if necessary, should seek the advice of the Board of Trustees or the Library's attorney.

2. General Conduct

The Reed City Area District Library expects its employees, trustees and volunteers to conduct themselves in a professional and businesslike manner.

3. Conflicts of Interest

Employees and trustees will perform their duties conscientiously, honestly, and in accordance with the best interests of the Library. Neither employees nor trustees may use their position or the knowledge gained as a result of their position for private or personal advantage or to obtain financial gain.

Specifically, in the event that a trustee recognizes an actual or potential conflict of interest, the trustee is expected to disclose to the board any financial or personal beneficial interest, direct or indirect, and abstain voluntarily from discussion or voting on any issue that raises such conflict of interest. If any member of the board perceives a possible conflict of interest position for any other trustee, the possible conflict should be brought to the attention of the board and the board as a whole should determine whether the issue represents a conflict of interest.

4. Outside Activities, Employment, and Directorships

All employees and trustees share a serious responsibility for the Library's good public relations, especially at the community level. Their readiness to help with religious, charitable, educational, and civic activities brings credit to the Library and is encouraged. However, employees and trustees must avoid acquiring any business interest or participating in any activity outside the Library that would, or would appear to:

- Create an excessive demand upon their time and attention, thus depriving the Library of their best efforts on the job.
- Create a conflict of interest an obligation, interest, or distraction that may interfere with the independent exercise of judgment in the Library's best interest.
- Employees are authorized for outside employment within the expressed parameters (see also Personnel Policy; Employment; In Other Organizations).

5. Relationships with Clients and Suppliers

Employees and trustees should avoid investing in or acquiring a financial interest for their private accounts in any business organization that has a contractual relationship with the Library or that provides goods, services, or both to the Library, if such investments or interest could influence or create the impression of

influencing their decisions in the performance of their duties on behalf of the Library.

6. Gifts, Entertainment, and Favors

Employees and trustees must not accept entertainment, gifts or personal favors that could, in any way, influence, or appear to influence, business decisions in favor of any person, business, or organization with whom or with which the Library has, or is likely to have, business dealings.

7. Kickbacks and Secret Commissions

With regard to the Library's business activities, employees and trustees may not receive payment or compensation of any kind. In particular, the Library strictly prohibits the acceptance of kickbacks and secret commissions from suppliers or others. Any breach of this rule will result in immediate termination and prosecution to the fullest extent of the law.

8. The Library Funds and Assets

Employees and trustees who have access to the Library funds in any form or amount must follow the prescribed procedures for recording, handling, and protecting the money. The Library imposes strict standards to prevent fraud, theft, or dishonesty.

If an individual becomes aware of any evidence of fraud or theft, a *Fraud, Theft and Corruption Disclosure Form* (Appendix # 12) should be filed so that the Library can promptly investigate the matter.

When an employee or trustee position requires expending Library funds or incurring reimbursable personal expenses, that individual must use good judgment on the Library's behalf to ensure that good value is received for the expenditure.

The Library funds and assets are for Library purposes only.

9. Records and Communications

Accurate and reliable records of many kinds are necessary to meet the Library's legal and financial obligations and to manage the affairs of the Library. The Library's books and records must reflect all business transactions in an accurate and timely manner. Employees and trustees responsible for accounting and recordkeeping must fully disclose and record all assets and liabilities, and must exercise diligence in enforcing these requirements. Employees and trustees

must not make or engage in any false record or communication of any kind, whether internal or external, including but not limited to:

- False expense, attendance, production, financial, or similar reports and statements.
- False advertising, deceptive marketing practices, or other misleading representations.

10. Dealing with Outside People and Organizations

Employees and trustees must take care to separate their personal roles from their Library positions when communicating on matters not involving Library business. Employees and trustees must not use Library identification, stationery, supplies, and equipment for personal or political matters.

Trustees or other employees must not presume to speak for the Library, unless specifically authorized to do so, and should refer all communication matters to the Director. When dealing with anyone outside the Library, including public officials, employees and trustees must take care not to compromise the integrity or damage the reputation of the Library, or any outside individual, business, or governmental body. Trustees must remember that all authority is vested in the full board and not with individual board members. All board members are expected to support the majority decision of the board, regardless of how they personally voted on the matter.

11. Prompt Communications

In all matters relevant to patrons, suppliers, government officials, the public and others within the Library, employees and trustees must make every effort to achieve complete, accurate and timely communications responding promptly and courteously to all proper requests for information and to all complaints.

12. Privacy and Confidentiality

When handling financial and personal information about patrons or others with whom the Library has dealings, employees and trustees should observe the following principles:

- Collect, use, and retain only the personal information necessary for Library business.
- Protect the physical security of this information at all times, and retain information only for as long as necessary or as required by law.
- Limit internal access to personal information to those with a legitimate business or legal reason for seeking that information,

and only use personal information for the purposes for which it was originally intended.

F. Fund Balance

1. Purpose

The following policy has been adopted by the Reed City Area District Library Board in order to address the implications of Governmental Accounting Standards Board ("GASB") Statement No. 54, Fund Balance Reporting and Governmental Fund Definitions. The policy is created in consideration of unanticipated events that could adversely affect the financial condition of the Library and jeopardize the continuation of necessary public services. This policy will ensure that the Library maintains adequate fund balances and reserves in order to:

- a) Provide sufficient cash flow for daily financial needs,
- b) Secure and maintain investment grade bond ratings,
- c) Offset significant economic downturns or revenue shortfalls, and
- d) Provide funds for unforeseen expenditures related to emergencies.

This policy and the procedures promulgated under it supersede all previous regulations regarding the Library's fund balance and reserve policies.

2. Fund type definitions

The following definitions will be used in reporting activity in governmental funds across the District Library. The Library may or may not report all fund types in any given reporting period, based on actual circumstances and activity.

- a) The GENERAL FUND is used to account for all financial resources not accounted for and reported in another fund.
- b) SPECIAL REVENUE FUNDS are used to account and report the proceeds of specific revenue sources that are restricted or committed to expenditure for specific purposes other than debt service or capital projects.
- c) DEBT SERVICE FUNDS are used to account for all financial resources restricted, committed or assigned to expenditure for principal and interest.

- d) CAPITAL PROJECTS FUNDS are used to account for all financial resources restricted, committed or assigned to expenditure for the acquisition or construction of capital assets.
- e) PERMANENT FUNDS are used to account for resources restricted to the extent that only earnings, and not principal, may be used for purposes that support the Library's purposes.

3. Fund balance reporting in governmental funds

Fund balance will be reported in governmental funds under the following categories using the definitions provided by GASB Statement No. 54:

a) NON-SPENDABLE FUND BALANCE

Definition - includes amounts that cannot be spent because they are either (a) not in spendable form or (b) legally or contractually required to be maintained in-tact.

Classification – Non-spendable amounts will be determined before all other classifications and consist of the following items (as applicable in any given fiscal year):

- (1) The Library will maintain a fund balance equal to the balance of any long-term outstanding balances due from others.
- (2) The Library will maintain a fund balance equal to the value of inventory balances and prepaid items (to the extent that such balances are not offset with liabilities and actually result in fund balance).
- (3) The Library will maintain a fund balance equal to the corpus (principal) of any permanent funds that are legally or contractually required to be maintained in-tact.
- (4) The Library will maintain a fund balance equal to the balance of any land or other nonfinancial assets held for sale.

b) RESTRICTED FUND BALANCE

Definition - includes amounts that can be spent only for the specific purposes stipulated by the constitution, external resource providers, or through enabling legislation.

c) COMMITTED FUND BALANCE

Definition - includes amounts that can be used only for the specific purposes determined by a formal action of the Library's highest level of decision-making authority (i.e., the Library Board).

Authority to Commit-Commitments will only be used for specific purposes pursuant to a formal action of the Library Board. A

majority vote is required to approve a commitment and a two-thirds majority vote is required to remove a commitment.

d) **ASSIGNED FUND BALANCE**

Definition - includes amounts intended to be used by the Library for specific purposes but do not meet the criteria to be classified as restricted or committed. In governmental funds other than the general fund, assigned fund balance represents the remaining amount that is not restricted or committed.

Authority to Assign - The Reed City Area District Library Board delegates to the Library Director or director's designee the authority to assign amounts to be used for specific purposes. Such assignments cannot exceed the available (spendable, unrestricted, uncommitted) fund balance in any particular fund.

e) **UNASSIGNED FUND BALANCE**

Definition - includes the residual classification for the Library's general fund and includes all spendable amounts not contained in the other classifications. In other funds, the unassigned classification should be used only to report a deficit balance from overspending for specific purposes for which amounts had been restricted, committed, or assigned.

4. Operational guidelines

The following guidelines address the classification and use of fund balance in governmental funds:

a) **CLASSIFYING FUND BALANCE AMOUNTS**

Fund balance classifications depict the nature of the net resources that are reported in a governmental fund. An individual governmental fund may include non-spendable resources and amounts that are restricted, committed, or assigned, or any combination of those classifications. The general fund may also include an unassigned amount.

b) **ENCUMBRANCE REPORTING**

Encumbering amounts for specific purposes for which resources have already been restricted, committed, or assigned should not result in separate display of encumbered amounts. Encumbered amounts for specific purposes for which amounts have not been previously restricted, committed or assigned, will be classified as committed or assigned, as appropriate, based on the definitions and criteria set forth in GASB Statement No. 54.

c) PRIORITIZATION OF FUND BALANCE USE

When an expenditure is incurred for purposes for which both restricted and unrestricted (committed, assigned, or unassigned) amounts are available, it shall be the policy of the Library to consider restricted amounts to have been reduced first. When an expenditure is incurred for purposes for which amounts in any of the unrestricted fund balance classifications could be used, it shall be the policy of the Library that committed amounts would be reduced first, followed by assigned amounts and then unassigned amounts.

d) MINIMUM UNASSIGNED FUND BALANCE

The Library will maintain a minimum unassigned fund balance in its General Fund ranging from [15] percent to [50] percent of [the subsequent year's budgeted expenditures and outgoing transfers]. This minimum fund balance is to protect against cash flow shortfalls related to timing of projected revenue receipts and to maintain a budget stabilization commitment.

e) REPLENISHING DEFICIENCIES

When fund balance falls below the minimum [15] percent range, the Library will replenish shortages/deficiencies using the budget strategies and timeframes described below.

(1) The following budgetary strategies shall be utilized by the Library to replenish funding deficiencies:

- (a) The Library will reduce recurring expenditures to eliminate any structural deficit or,
- (b) The Library will increase revenues or pursue other funding sources, or,
- (c) Some combination of the two options above.

(2) Minimum fund balance deficiencies shall be replenished within the following time periods:

- Deficiency resulting in a minimum fund balance between [12.5] percent and [15] percent shall be replenished over a period not to exceed one year.
- Deficiency resulting in a minimum fund balance between [10] percent and [12.5] percent shall be replenished over a period not to exceed three years.
- Deficiency resulting in a minimum fund balance of less than [10] percent shall be replenished over a period not to exceed five years.

5. Implementation and review

Upon adoption of this policy the Reed City Area District Library Board authorizes the Library Director or Financial Manager to establish any standards and procedures which may be necessary for its implementation. The Budget and Finance Committee shall review this policy at least annually and make any recommendations for changes to the Reed City Area District Library Board.

G. Investment

1. It is the policy of the Reed City Area District Library to invest its funds in a manner that will provide the highest investment return with the maximum security, while meeting the daily cash flow needs of the Library, and complying with all state statutes governing the investment of public funds.
2. This investment policy applies to all financial assets of the Reed City Area District Library. These funds are accounted for in an annual financial report and include all funds unless specifically exempted by the Board of Directors.
3. The objectives of the District Library investment policy are a) safety, b) liquidity, c) rate of return. Safety is the highest priority since the District Library wishes to safeguard against the loss of principal of all public funds. Liquidity must be considered due to the cyclical nature of tax revenues and irregular spending patterns common in a library setting. Maximizing return within the constraints of safety, liquidity and risk-free investments is a major objective. Idle funds should be invested as they become available to maximize the return.
4. The District Library Board (the "Board") shall designate the depository or depositories for Library funds.
5. The District Library Board Treasurer (the "Treasurer") and/or Financial Manager will be responsible, under the guidance of the Library Board, to decide which investments to purchase. The Library Director will report investment activities to the Board as statements of investments are received. The Library Director will establish internal controls for depositing Library monies and carrying out investment decisions and activities consistent with this policy. No person may engage in investment transactions except as provided under the terms of this policy.
6. The Reed City Area District Library is permitted to invest funds in instruments allowed by the State of Michigan Statutes and that meet

the criteria of this policy. Examples of such investments, assuming they are fully secured, are:

- a) Interest-bearing savings and checking accounts
- b) Negotiable certificates of deposit
- c) Non-negotiable certificates of deposit
- d) Repurchase agreements
- e) U.S. Treasury bills
- f) Federal agency instruments

7. All security transactions, including collateral for repurchase agreements and financial institution deposits, entered into by Reed City Area District Library shall be on a cash basis. Securities may be held by a third party custodian designed by the Treasurer and/or Financial Manager and evidenced by safekeeping receipts as determined by the Board.
8. The standard of prudence to be applied by the Treasurer and/or Financial Manager shall be the "prudent person rule." Investments shall be made with judgment and care, considering prevailing circumstances, which persons of prudence, discretion, and intelligence exercise in the management of their own investments, weighing the probable safety of capital as well as the probable revenue to be derived.
9. The Treasurer and all other persons involved in investment activities of the Reed City Area District Library shall refrain from personal business activity that could conflict with the investment program, or could impair their ability to make impartial investment decisions. These persons will disclose to the Board any material financial interests in financial institutions that could be related to performance of the Library's portfolio.
10. The Library Director will have investments reviewed annually by the Library's designated audit firm. This review will check for appropriate internal controls, compliance with policies and procedures and prevent any loss of public funds due to fraud, error, misrepresentation or illegal action. The results of the audit will be reported to the Board for appropriate corrective and filing action.
11. The Library Director, Treasurer and/or Financial Manager will complete an *Investment Report* (Appendix # 13) for reporting to the District Board when there are changes as to the type, rate and terms of the investments, total interest received, annual rate of returns,

bank ratings, Federal Deposit Insurance Corporation (FDIC) limits and other related information which enables the governing body to monitor and mean the success of the investment portfolio.

H. Loan Funds

1. Purpose

The purpose of the policy is to establish controls and procedure for the acquisition of loan funds for the purpose of completing large capital projects in a timely fashion without jeopardizing the stability of library operations.

2. Reason for Policy

Although it is the practice of the Reed City Area District Library to seek donations, grants and save a portion of funds in reserve for larger capital improvement projects, as owners of a building and property, the Library may find it necessary to acquire loan funds to complete capital improvement or renovation projects to protect their investment or remain a viable library operation.

3. Regulation

The acquisition and repayment of this loan shall be regulated on behalf and direction of the Board. The Board shall take steps necessary to ensure that a Fundraising Committee is working to acquire funds sufficient for loan repayment payments. However, because of the undependability of fundraising as a method of loan repayment, the Board will also ensure that the repayment payment amount does not exceed budgetary funds designated for this purpose as a borrower and guarantor of the loan.

4. Procedure

The Library Director or other Board designated person shall follow the following steps in acquiring information about a loan for the Board's action:

- a) Prepare a Request for Proposal letter with a goal of gathering information to obtain the best possible loan terms for the Board's review.
- b) The Request for Proposal letter should include:
 - (1) Library name, address, phone, e-mail, logo, website address
 - (2) "Request for Proposal"
 - (3) Reason for request
 - (4) Date of request
 - (5) Contact's name, address, phone, e-mail

- (6) Date and time proposal submission is due
- (7) Method proposal is to be submitted
- (8) Guidelines or Scope of project as related to the request
- c) The Board will do what it feels is best for the Library and will review for:
 - (1) Lowest interest rate and related fees
 - (2) Shortest feasible term length
 - (3) No early repayment fee
 - (4) Other such items as deemed necessary by the Board
- d) Provide area financial institutions, via mail, e-mail or other acceptable method, with a copy of the Board approved signed Request for Proposal letter.
- e) Gather the responses received in a timely fashion and forward copies to the Board; via mail, e-mail or other acceptable method; with sufficient time for review prior to the Board meeting that this matter will be discussed.
- f) Confirm the matter to be discussed is on the posted agenda for the meeting in compliance with the Open Meeting Act, PA 267 of 1976 as amended and PA 528 of 2012 excerpts in *Open Meeting Act Summary* (Appendix # 14).

5. Control

Once transferred to the Library Building Account, the funds from this Loan will be dispersed in a manner consistent with the Board's duties as defined in 'Articles II' of the '*Reed City Area District Library Board of Trustees Bylaws*' and by the control granted through Legislation from the State of Michigan in section '397.283 Powers of board' of the '*DISTRICT LIBRARY FINANCING ACT; Act 265 of 1988*' (Appendix # 15).

I. Money Handling

1. Cash Register

- a) The RCADL shall maintain a cash register fund of \$ 55.00 to exchange currency in order to make change for a cash transaction.

- b) The cash drawer shall be balanced daily by performing the following tasks:
 - (1) The cash drawer will be counted to the beginning balance of \$ 55.00.
 - (2) The totals on the cash register daily reading tape shall be written on the *Register Report* (Appendix # 16).
 - (3) After comparing the cash to the total sales, the amount over or short shall be written on the report along with the total deposit. The cash register tape will be attached to the weekly report.
 - (4) If a bank deposit is made that day, a deposit memo reflecting appropriate revenue lines will be filled out. After receiving a bank deposit receipt, it is to be attached to the deposit memo, which will then be attached to the weekly report.
 - (5) The weekly report is to be filed for the Director and/or Treasurer to review and record.

2. Check Writing

a) POLICY STATEMENT

For purposes of this policy; "account" refers to any bank account opened by the Library to receive and make payments; "Library" refers to the Reed City Area District Library; "Bank" refers to the financial institution where the account is located.

b) PURPOSE

The purpose of this policy is to meet documentation requirements established by the Local Audit Division of the Michigan Department of Treasury and establish adequate control procedures over Library operational funds and other special accounts, such as a construction fund account or other such accounts as the need arises. These accounts are established for the facilitation of all Reed City Area District Library accounts for the benefit and support of the general operating expenses, equipping and/or capital improvements of the Reed City Area District Library in such manner as the majority vote of the Board determines to be most appropriate to assist in carrying out its duties as defined in 'Article II' of the '*Reed City Area District Library Board of Trustees Bylaws*' (Appendix # 17).

c) REGULATION

This Account shall be regulated on behalf and direction of the Board. The Board Officers all shall be signers on the signature card. Checks will be drafted by the Board Treasurer and signed by the Board Secretary. In the event the Treasurer is unable or

unavailable to perform this duty the Board Vice President will write the drafts. In the event the Secretary is unable or unavailable to perform this duty the Board President will sign the drafts into checks. These accounts shall be used as determined by the Board or in the case of a Grant the grant requirements and with Board approval. The Board may appoint a responsible party, such as the Library Director to facilitate all grant transactions and all necessary documentation and/or paperwork to effectuate the grant agreement satisfying grant provider documentation requirements.

d) **CONTROL**

The funds from bank account(s) will be dispersed in a manner consistent with the Grant requirements, if applicable, and the Board's duties as defined in 'Articles II' of the 'Reed City Area District Library Board of Trustees Bylaws' (Appendix # 17) and by the control granted through Legislation from the State of Michigan in section '397.283 Powers of board' of the '*DISTRICT LIBRARY FINANCING ACT; Act 265 of 1988*' (Appendix # 15).

3. Fundraisers (see Other Deposits)

4. Mail

The RCADL Director or Assistant Director shall open mail delivered to the Library. If money is received, the Director will date stamp the correspondence and prepare a weekly deposit memo to be recorded by the Director or Treasurer.

5. Other Deposits

- a) If check(s) are received in the mail or cash or check(s) donations are presented at the RCADL, they will remain locked until a weekly deposit can be made by the Director or Assistant Director.
- b) A deposit memo reflecting appropriate revenue lines will be completed. After receiving a bank deposit receipt, it is to be attached to the deposit memo, which will be recorded by the Director and/or Treasurer.
- c) Any volunteer, board member or staff other than the Assistant Director or Director who has collected donations on behalf of the Library, will present the Director or Assistant Director with funds to be deposited. Deposits will be completed as previously noted.

6. Petty Cash

- a) The RCADL shall maintain a petty cash fund of \$ 200.00 to provide for immediate small operational purchases and starting cash in the cash register of \$ 55.00 (Total petty cash equals \$255.00).
- b) A receipt for all purchases shall be submitted with the amount of purchase and item purchased.
- c) A *Petty Cash Reimbursement Form* (Appendix # 18) shall be submitted to the Treasurer at least once per month to replenish the fund and record.
- d) The Board Treasurer is preauthorized to approve a Petty Cash Reimbursement form and disbursement prior to the next regularly scheduled board meeting, if needed (see applicable Check Writing policy). The form will be submitted for Board review at the next regular Board meeting.
- e) Loans, cash advances, making change and personal check cashing are prohibited.

J. Monthly Expenses Paying

1. The RCADL Director or Treasurer shall compile monthly bills to be submitted for Board approval.
2. Each bill received shall be stamped with the date of receipt, account number and expenditure line number.
3. If the Director compiles the monthly bills and makes a written report for Board approval, the Treasurer then shall review amounts, account numbers and totals. The Treasurer shall initial all bills and reports.
4. All bills submitted to the Board shall have prewritten checks attached so that upon approval, they may be co-signed at the Board Meeting (see Check Writing policy). The next day the Director or Assistant Director shall mail checks.
5. In the event that an employee spends personal funds for library materials or goods, that employee should submit an *Employee Reimbursement Form* (Appendix # 19) with a receipt for the purchases, which will then be submitted with monthly bills.

K. Online/Internet Donations

1. **Policy Statement**

For purposes of this policy; "account" refers to any supplemental bank account opened by or for the Library to receive electronic payments including but not limited to donations through Internet sources such as the Library's web site; "Library" refers to the Reed City Area District Library; "Bank" refers to the financial institution where the account is located; and "Board" refers to the Reed City Area District Library Board of Trustees.

2. Reasons For The Policy

The purpose of this policy is to establish adequate control procedures over Library assets and minimize the Library's risk of financial loss particularly with respect to connecting an account to an electronic donation opportunity such as receiving donations from Internet sources including but not limited to a secure donate button on the Library's web site. This account is established for the benefit and support of the general operating expenses and capital improvements of the Reed City Area District Library in such manner as the majority vote of the Board determines to be most appropriate to assist in carrying out its duties as defined in 'Article II' of the *'Reed City Area District Library Board of Trustees Bylaws'* (Appendix # 17).

3. Regulation

- a) This Account shall be regulated on behalf and direction of the Board. The Board Officers all shall be signers on the signature card. Checks will be drafted by the Board Treasurer and signed by the Board Secretary. In the event the Treasurer is unable or unavailable to perform this duty the Board Vice President will write the drafts. In the event the Secretary is unable or unavailable to perform this duty the Board President will sign the drafts into checks. This account will retain a minimum balance as required per bank policy to avoid bank charges and funds shall be transferred to the Library Building Bank Account monthly or when this account reaches a minimum of one thousand dollars (\$1,000.00) above the required minimum balance, not to exceed six (6) withdrawal transfers a month, and shall be used to pay for expenses incurred for the new Library project at 829 South Chestnut Street, Reed City, Michigan 49677 through the existing primary District Library Fund with the City as District Library contracted financial administrators.
- b) Upon completion of construction, renovation and the addition at 829 South Chestnut Street, Reed City, Michigan 49677 these funds

will be used for the benefit and support of the general operating expenses and capital improvements of the Reed City Area District Library in such manner as the majority vote of the Board determines to be most appropriate to assist in carrying out its duties as defined in 'Article II' of the 'Reed City Area District Library Board of Trustees Bylaws'.

- c) As per Library policy the Financial Manager shall receive a copy of quarterly paper statements the Library receives from the bank holding this account; the Board President; Board Treasurer or Board appointed responsible party, such as the Treasurer of a Board appointed special committee; will be allowed access to more frequent updates either electronically or via a print out from the local branch of the banking institution. Signatories listed for check writing will be required to withdraw funds from this account with the intent to transfer the money to the more secure existing District Library Fund account with the City as District Library contracted financial administrators, unless an automatic electronic transfer can be established.

4. Control

Once transferred to the regular Library Account, the funds from this Account will be dispersed in a manner consistent with the Board's duties as defined in 'Articles II' of the 'Reed City Area District Library Board of Trustees Bylaws' and by the control granted through Legislation from the State of Michigan in section '397.283 Powers of board' of the 'DISTRICT LIBRARY FINANCING ACT; Act 265 of 1988' (Appendix # 15).

L. Unclaimed Property

1. Purpose

This policy is being established to comply with the *State of Michigan, Department of Treasury, Unclaimed Property Division* rules regarding unclaimed property.

2. Definition

Unclaimed property is tangible or intangible property that is unclaimed by its rightful owner. The most common form of unclaimed property is un-cashed checks. Michigan's Unclaimed Property program is governed by the Michigan Uniform Unclaimed Property Act (Public Act 29 of 1995, as amended). Every library holding unclaimed property belonging to someone whose last known address is in Michigan must report. Each item needs to go through a "dormancy period" before it is considered unclaimed. The dormancy

period for most property types is now three years, except wages and commissions which is one year. For example, unclaimed property reaching the end of its dormancy period as of March 31, 2015 must be reported and remitted to the State on or before March 31, 2015.

3. Procedure

In the event of an occurrence of unclaimed property the Library will follow the guidelines established by the State of Michigan using the 'Manual for Reporting Unclaimed Property' issued by the *State of Michigan, Department of Treasury, Unclaimed Property Division* located on the state website. Address February 2015:
www.michigan.gov/documents/2013i_2598_7.pdf

M. USDA RD Account

1. Policy Statement

For purposes of this policy; "Account" refers to any supplemental bank account opened by or for the Library to receive electronic or other payments; "USDA" or "USDA RD" refers to the United States Department of Agriculture Rural Development; "Grant" or "Grants" refers to grants and/or loans requiring special handling; "Library" refers to the Reed City Area District Library; "Bank" refers to the financial institution where the account is located; "Board" refers to the Reed City Area District Library Board of Trustees; and "City" refers to the City of Reed City; "Lincoln" refers to Lincoln Township; "Richmond" refers to Richmond Township; and "PM" refers to the Participating Municipalities as defined in section I.B. of the *Reed City Area District Library Agreement*.

2. Reasons for the Policy

The purpose of this policy is to meet documentation requirements established by the USDA RD or other funding institution, as applicable, and establish adequate control procedures over Library match funds, where applicable, and USDA RD grant or other Institution fund(s) assets. This account is established for the facilitation of all USDA RD or other institution grants awarded to the Reed City Area District Library for the benefit and support of the general operating expenses, equipping and/or capital improvements of the Reed City Area District Library in such manner as required by the USDA RD grant for which the majority vote of the Board determines to be most appropriate to assist in carrying out its duties as defined in 'Article II' of the *'Reed City Area District Library Board of Trustees Bylaws'* (Appendix # 17).

3. Regulation

- a) This Account shall be regulated on behalf and direction of the Board. The Board Officers all shall be signers on the signature card. This account shall be used as determined by the grant requirements and with Board approval. The Board may appoint a responsible party, such as the Library Director to facilitate all grant transactions and all necessary documentation and/or paperwork to effectuate the grant agreement satisfying USDA RD or other institution's documentation requirements.
- b) Upon completion of expenditure and related documentation of USDA RD grant funds this account may remain open or closed as the majority vote of the Board determines to be most appropriate to assist in carrying out its duties as defined in 'Article II' of the *'Reed City Area District Library Board of Trustees Bylaws'*.
- c) The Financial Manager shall receive a paper copy of the statements the Library receives from the bank holding this account; the Board President; Board Treasurer or Board appointed responsible party, such as the Treasurer of a Board appointed special committee; will be allowed access to more frequent updates either electronically or via a print out from the local branch of the banking institution; Signatories listed for check writing will be required to withdraw funds from or issue checks on this account with the intent to satisfy the debt required to fulfill USDA RD or other institution grant requirements.

4. Control

The funds from this Account will be dispersed in a manner consistent with the USDA RD or other institution grant requirements and the Board's duties as defined in 'Articles II' of the *'Reed City Area District Library Board of Trustees Bylaws'* (Appendix # 17) and by the control granted through Legislation from the State of Michigan in section '397.283 Powers of board' of the *'DISTRICT LIBRARY FINANCING ACT; Act 265 of 1988'* (Appendix # 15).

N. Whistleblower

1. Description

The Library is committed to the highest standards of openness, honesty, and accountability. In consideration of that commitment, the Library expects employees and others with serious concerns about any aspect of the Library's ongoing operations to come forward and voice those concerns. This Whistle-Blowing Policy is intended to

encourage and enable employees to raise serious concerns within the Library, without fear of retaliation.

Employees are often the first to realize that there may be something seriously wrong within the Library. However, they may refrain from expressing their concerns because they feel speaking up would be disloyal to their colleagues. They may also fear harassment or victimization.

2. Scope

- a) This policy aims to:
 - (1) Provide avenues for employees to raise concerns and receive feedback on any action taken.
 - (2) Reassure employees that they will be protected from retaliation or victimization for providing information in good faith.
 - (3) Inform employees how to take the matter further, if they are dissatisfied with the response.
- b) This Whistle-Blowing Policy is intended to cover concerns of any employee or of any individual closely involved in the operations of the Library. These concerns may be about something that:
 - (1) Is unlawful.
 - (2) Violates the Library's stated policies.
 - (3) Falls below established standards of practice.
 - (4) Represents improper conduct.

3. Safeguards

- a) The Library recognizes that the decision to report a concern can be a difficult one to make, possibly because of the fear of retaliation from those responsible for the misconduct.
- b) The Library will not tolerate harassment or victimization and will take action to protect those who raise a concern in good faith.
- c) Every effort will be made to protect an individual's identity if they report a concern and do not want their name disclosed. The investigation process, however, may reveal the source of the information, and/or a statement by the individual may be required as part of the evidence.
- d) Individuals are encouraged to put their names to allegations. Concerns expressed anonymously are much less powerful, but

they may be considered at the discretion of the Library. In exercising this discretion, the factors to be considered include:

- (1) The seriousness of the issues raised.
- (2) The credibility of the concern.
- (3) The likelihood of confirming the allegations from attributable sources.

- e) If an allegation is made in good faith, but is not corroborated by the investigation, no action will be taken against the originator of the allegation. If individuals make malicious allegations, disciplinary action may be considered against that individual.

4. Raising a Concern

For less serious issues, employees should normally raise concerns with the Library Director. In general, however, the Whistle-Blowing Policy should be applied for potentially more serious and sensitive issues. The first step is to approach the Library Director. If the subject of the allegation happens to be the Library Director, then the Executive Committee of the Board of Trustees should be contacted. In all cases, an initial investigation will determine whether or not a full investigation is required.

Concerns should be reported in writing using the *Fraud, Theft and Corruption Disclosure Form* (Appendix # 12). These forms can be obtained, confidentially, from the Library Director or any member of the Board of Trustees. The background and history of the issue, together with pertinent dates, should be included on the form. Include as much detail as possible, including the reason why the individual suspects fraud, theft, or corruption. The earlier the concern is reported, the easier it is to investigate and take action. Although employees are not expected to prove the truth of an allegation, they will need to demonstrate that there are sufficient grounds for concern.

5. How the Complaint Will Be Handled

- a) The action taken by the Library will depend on the nature of the concern. The matters raised may be investigated internally and/or reported to the police.
- b) The amount of contact between the investigator and the originator of the complaint will depend on the nature of the issues raised, the potential difficulties involved, and the clarity of the information provided. The Library will take steps to minimize

any difficulties that the originator of the complaint may experience as a result of their concern.

- c) Allegations will be addressed as follows depending on the nature of the allegation:
 - (1) An internal investigation by the Library Director, the Executive Committee of the Board of Trustees, or an external auditor.
 - (2) Referral of criminal matters to the police.
- d) The complainant will receive, within ten (10) working days of a concern being received, written communication:
 - (1) Acknowledging that the concern has been received.
 - (2) Indicating how the matter will be handled.
 - (3) Giving an estimate of how long it will take to provide a final response.
 - (4) Telling them the status of the initial investigation.
 - (5) Telling them if any further investigation will take place, and if not, why.
- e) The investigation will be planned with consideration to the following:
 - (1) Resources required to investigate the allegation.
 - (2) Legal status of the allegation (e.g., theft or breach of procedure).
 - (3) Internal disciplinary procedures.
 - (4) Level of evidence required.
 - (5) Protection of data and documents required.
 - (6) Minimization of the effect on employees and others.
 - (7) Recovery of lost funds and minimizing the potential for further loss.
 - (8) Review of any improvements required to prevent re-occurrence.
- f) The Library appreciates that individuals who report the alleged fraud, theft, or corruption need to be assured that the matter has been properly addressed. Thus, where appropriate, and subject to legal constraints, they will receive information about the outcome of any investigation.
- g) If the allegation of fraud, theft, or corruption directly impacts another organization, the highest ranking officer at that organization will be informed.

SECTION XI: EMERGENCY CLOSURES AND HOLIDAYS

I. Emergency Closures

A. Unhealthy or Unsafe Conditions

The Executive Director is empowered to close the Library due to unhealthy conditions, unsafe conditions, or other emergency conditions that pose a safety concern for patrons and staff.

B. Weather Conditions

The Executive Director is empowered to close the library due to inclement weather conditions. The Library will close when RCAPS (Reed City Area Public Schools) closes due to hazardous weather. The Executive Director is responsible for:

1. Notifying Staff and the Board President
2. Posting Closure notices on the Library's doors and all social media accounts

II. Holidays

A. The Library will be closed during the following holidays:

- Labor Day
- Thanksgiving Day
- The Day after Thanksgiving Day
- Christmas Eve and Day (with the day after Christmas determined based on practices at other libraries)
- President's Day (closure determined based on practices at other libraries)
- Independence Day (if it falls on a Thursday, the Library will also close Friday; otherwise, the Library will reopen the following day)
- Good Friday (3 day weekend)
- Memorial Day
- New Year's Eve and Day

B. Newly Recognized or Irregularly Scheduled Holidays

Newly recognized federal holidays or holidays that fall irregularly on weekends (e.g., Independence Day) will be addressed by the Executive Director.

- The Executive Director has **three floating holiday days** to use for irregularly scheduled or newly recognized holidays.
- The Executive Director must report these holiday closures in advance within the Board packet of the preceding month.
- Decisions regarding closures will reference practices of other local libraries (Leroy, Evart, Big Rapids) and the Library of Michigan's holiday calendar.

XI. HOURS

A. Operation

Public service hours will be reviewed and set by the Library Board as needed. Currently public service hours are as follows:

Labor Day through Friday Prior to Memorial Day (Winter hours):

Monday	11:00 a.m. – 5:00 p.m.
Tuesday	11:00 a.m. – 7:00 p.m.
Wednesday	11:00 a.m. – 5:00 p.m.
Thursday	11:00 a.m. – 7:00 p.m.
Friday	11:00 a.m. – 5:00 p.m.
Saturday	11:00 a.m. – 2:00 p.m.

Memorial Day to Labor Day (Summer hours):

Summer hours will be the same as winter hours Monday through Friday. The Library will be closed on Saturdays except for special programs during the summer months, if it is within the budget constraints allowed and at the discretion of the Library Director.

B. Holiday

1. The Library will be closed on the day and evening preceding Christmas and New Year's, as well as the day of Christmas and New Year's.
2. The Library will be closed during the following holidays and/or when the City offices are closed.

Labor Day	Martin Luther King, Jr. Day
Thanksgiving Day/Weekend	(All) President's Day
Christmas Eve and Day	Good Friday/Easter (3 day weekend)
Independence Day	Memorial Day

3. The Library will follow this closing policy: when a holiday falls on a Saturday, the Library will be closed the Friday before; when a holiday falls on a Sunday, the Library will be closed the Monday after.

XII. INTERLOAN

In an attempt to resource share and to offer library patrons maximum access to materials, RCADL will provide interlibrary loan service. The Michigan eLibrary Catalog (MeLCat) interlibrary loan system will be provided to RCADL patrons at no cost. While the staff is available to assist with MeLCat requests, patrons are encouraged to make unmediated, patron-initiated requests.

A. Requests

1. Books, audiobooks and videos may be requested via the MeLCat System.
2. Patron borrowing privileges through MeLCat may be blocked consistent with other RCADL circulation and lending policy or abuse of the MeLCat system as determined by and at the discretion of the Library Director.
3. Before placing any MeLCat request, a patron should check RCADL's catalog for local availability.
4. A patron must pick up an available requested item from the library within ten (10) days.

B. Visiting Patrons

1. RCADL participates in the MeLCat visiting patron service.
1. You may use your RCADL library card to check out items in person at another participating library.
2. You may return materials checked out as a visiting patron to either RCADL or the library you checked them out from.

C. Loan Period

1. A regular loan period for a MeLCat item is three (3) weeks.
2. An optional loan period for a MeLCat item is seven (7) days and can only be designated for videos or music audio formats.

D. Renewals

1. Renewals of MeLCat items cannot be guaranteed and should not be requested before seven (7) days of the due date.
2. A renewal for an item with a regular loan period will be three (3) weeks from the date renewed.
3. A renewal for an item with an optional loan period may not be permitted.

E. Associated costs

1. There are no fees associated with utilizing the MeLCat service.
2. Fines may be applied in keeping with other RCADL circulation at the discretion of the Library Director.
3. Patrons are responsible for returning an item on or before the designated due date as well as the condition of the item upon return, as well as paying for late, damage or replacement fees keeping with other RCADL circulation and lending policy and at the discretion of the Library Director.

XIII: COMPUTER AND INTERNET USE POLICY

I. General Statements Regarding Internet.

- A. Internet Access. The Reed City Area District Library ("Library") provides access to a broad range of information resources, including those available through the Internet. Access to the Internet enables the Library to expand its information services significantly. This Policy applies to both the Library owned computers and wireless access available at the Library.
- B. Validity of Information. The Internet offers access to a wealth of information and Internet sites including useful ideas, information, and opinions from around the world. However, not all sources on the Internet provide information that is accurate, complete, or legal. Internet Users will need to evaluate for themselves the validity of the information found.
- C. Library Does Not Endorse Information on the Internet. The Library provides a home site on its public computers pointing to a variety of quality Internet sites. However, because the Internet is a vast and unregulated information network, it also enables access to information, ideas and commentary beyond the confines of the Library's mission, selection criteria and collection development policies. The provision of access does not mean or imply that the Library endorses or sanctions the content or point of view of any of the information or commentary that may be found on the Internet.
- D. View Internet at Own Risk. The Internet may contain information that is controversial, sexually explicit, or offensive. Users are cautioned that ideas, points of view and images can be found on the Internet that are controversial, divergent and/or inflammatory. Because of this and the fact that access points on the Internet can and do change often, rapidly and unpredictably, the Library cannot protect individuals from information and images which they might find offensive, disturbing or inaccurate. Library patrons use the Internet at their own risk. Parents or guardians of minor children are responsible for their child's use of the Internet through the Library's connection as stated more fully below.
- E. No Liability. The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet. Users shall use Library computer hardware and software at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the User's disks, data or electronic transactions of any type. The Library is not responsible for the loss of any portable media.

II. Nature of the Public Library Setting.

- A. Respect Others. Because Library patrons are of all ages, backgrounds and sensibilities are using the computers, Library Internet Users are asked to be sensitive to other's values and beliefs when accessing potentially controversial information and images
- B. Use with Caution of Risks. Users are cautioned that, because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files, accounts, and communications are vulnerable to unauthorized access and use. Users should be cautious about using the public computers or public Internet Access for sensitive, private or valuable information or transactions because safety from unauthorized access and use cannot be guaranteed. The Library is not responsible for any damages or loss that results from unauthorized access or use of User's files, accounts, communications or similar documents.

III. Internet Filtering; Children Under 18

A. Internet Filtering – General.

- 1. *Filtered Access.* To comply with the requirements of the Children's Internet Protection Act ("CIPA") and Michigan's Public Act 212 of 2000 ("PA 212"), all computer terminals are filtered. Further, the Library's wireless access is also filtered. Filtered access means the computer or wireless system has a program installed that is designed to restrict minors¹ from receiving obscene materials or sexually explicit materials that is harmful to minors as defined by PA 212 and visual depictions that are obscene, child pornography or harmful to minors as defined by CIPA. This filtering method is designed to prevent access by minors to inappropriate matter on the Internet. Children under the age of 18 shall only use the Library computers designated and posted for use by minors.
- 2. *Internet Access.* Patrons wishing to access the Library's terminals must go to the circulation desk and give the desk attendant a first name. All patrons should be able to show proof of identification if requested by a staff member.

B. Internet Filtering – Patrons 18 Years of Age or Older.

¹ Under Michigan Law, "adults" are 18 years of age or older. CIPA defines an adult as 17 years of age or older. As required by CIPA, 17 year olds may have the filter disabled, but only as specifically described in Section C.3 below.

1. *Disable Filters.* Patrons 18 years of age or older may request to have the filters disabled for bona fide research or other lawful purposes. The Library's wireless access cannot be disabled, so any patron who desires to have the filters disabled must use the Library's computers.
2. *Unblock Sites.* Individuals 18 years of age or older who believe an Internet site has been improperly blocked can request that the site be "unblocked." A request to unblock should be in writing to the Director and signed by the person making the request. A decision on the site's status will be made by the Director, who will prepare a written reply to the individual submitting the form.

C. Internet Filtering – Patrons Under 18 years of Age.

1. *Responsibility of Parents and Legal Guardians.* As with other materials in the Library's collection, it is the Library's Policy that parents or legal guardians are responsible for deciding which library resources are appropriate for their children. The Library urges parents and guardians to discuss Internet use with their children and to monitor their use of this educational tool.
2. *Check-In.* Patrons under 18 years of age wishing to access the Library's terminals or wireless access must check in with the circulation desk.
3. *Unfiltering Terminal for 17 Year Olds.* Minors who are 17 years old may only have the filters (filters used to filter visual depictions of obscenity, child pornography and materials that is deemed harmful to minors as prohibited by CIPA) disabled on a computer used by that patron for (1) bona fide research or other lawful purposes and (2) only if a parent or legal guardian has accompanied them to the Library and is sitting at the computer station or terminal at all times. Patrons under the age of 17 may not ask for the terminal to be unfiltered pursuant to the requirements of CIPA.
4. *Unblocking Websites.* Patrons under the age of 18 may request in writing that a particular site be unblocked, but only if the site does not include obscene or sexually explicit materials deemed harmful to minors or other materials prohibited by law. The Executive Director shall make that determination.
5. *Safety of Minors Regarding E-Mail, Chat Rooms and other Direct Communications.* Chat rooms are prohibited. Because children often need access to email for homework and other purposes, the Library does not prohibit the use of email. To the extent that the filters do not block

email, it is the responsibility of the parent or guardian to educate the minor on safety and security and monitor the use of these communications. The Library will provide educational material regarding the safety and security of minors when using email, chat rooms and other forms of direct electronic communication.

IV. Procedure for Use.

A. Reservation/Time Limits.

1. If a User wishes to use the Internet station they must first check-in at the Circulation Desk.
2. Patrons only need their first name when checking in.
3. Minors may use the Internet station for a set time period as designated by library staff. Use of the Internet stations are available on a first come, first served basis. If no one is waiting, the User may request an extension by submitting a verbal request to the Circulation Desk staff.
4. A waiting list will be created at the Circulation Desk of patrons requesting a terminal in the event every computer is taken.
5. Users must sign out of everything when finished at the terminal. Computers are reset daily for security purposes.

B. Availability. The public computers are only available for use by Users if they are not being used for Library purposes, such as classes, staff training or special programs. The Library reserves the right to have first priority of use for Library uses, sponsored events or co-sponsored events. Library patrons should be aware that there are some computers that are limited to only the online public access catalog and are clearly marked. The online public access computers are available on a first come, first served basis.

C. AWE Early Literacy Center

Access to the computing resources for the AWE Early Literacy Center is intended for users ages 2-8 with their parents/guardians. Preference will be given to those users. Computer volume must be kept at a reasonable level.

D. Closing. All computers and printers are shut down ten (10) minutes before the Library closes.

V. Acceptable Use.

All Users of the Library's Internet connection and terminals are expected to use this resource in a responsible and courteous manner, and to follow all rules and procedures as established in this Policy.

- A. Lawful Use. The Library Internet connection and terminals shall be used in a lawful manner. The Library's Internet and terminals cannot be used for any fraudulent or unlawful purpose prohibited under any applicable federal, state or local law, including, but not limited to, (1) accessing materials that can be classified as obscene or child pornography; (2) gaining unauthorized access to or use of patron information or accounts; (3) engaging in identity theft; (4) engaging in civil rights violations; or (5) monitoring or capturing information regarding individuals and their use of the computers or Internet illegally, such as by using a keylogger.
- B. Intellectual Property. Users must respect intellectual property rights and obey the copyright laws of the United States and all other intellectual property rights. Responsibility for any consequences of copyright infringement or violations of other laws or agreements lies with the User. The Library expressly disclaims any liability or responsibility resulting from such use.
- C. Use Must Not be Harmful to Minors. Michigan law prohibits Users from allowing minors access to sexually explicit materials harmful to minors. Internet Users shall also not permit any minor to view sexually explicit materials or any other materials deemed harmful to minors.
- D. Compliance with Code of Behavior. The same rules apply to the use of the Internet as with the use of any other Library materials. The Library has adopted a Patron Behavior Policy. All Internet Users must comply with the Library's Patron Behavior Policy, which shall be posted in the Library.
- E. Privacy; Unauthorized Access. Users must respect the privacy of others by not misrepresenting oneself as another User; by not attempting to modify or gain access to files, passwords or data belonging to others; and by not hacking or seeking disallowed access to any computer system via the Internet.
- F. Time Limit. Failure to leave a computer terminal upon the expiration of the allotted time is a violation of this Policy.
- G. Payment for Printing. Users must reimburse the Library for printing costs.
- H. Personal Software Prohibited. Users shall refrain from use of personal software, the attachment of equipment to the Library's computers or networks or the

modification of any operating system or network configuration. Users shall also refrain from downloading/uploading unapproved programs to/from the Library's computers.

- I. System Modifications. Users are not permitted to change the security setup, operating systems, the network configuration, or any other configuration of any Library computer terminal without authorization.
- J. Damage. The User shall be responsible for repayment of any costs to the Library for damage to the computer terminals or system.
- K. Terminal Use. No more than two (2) Users may sit at a terminal. No person may stand behind another person while using a terminal. Upon request, a Library staff member may approve or allow additional Users at a terminal.
- L. Personal Information; Unauthorized Release. No patron, including minors, may engage in the unauthorized disclosure, use and dissemination of personal information of any person, including minors.
- M. Saving Files and Documents. Patrons who wish to have a permanent record of their work need to save files and documents on their own portable media. Library computers do not allow Users to permanently save documents or personal files to the hard drive.
- N. Purposes; Prohibited Uses. The Library's Internet resources should be used for educational, informational, and recreational purposes only. The Library's Internet Access shall not be used for personal profit or commercial activities, including the sale of goods and services or fund raising. The Library Internet is intended for information gathering only.

VI. Violations of Internet Use Policy.

The Executive Director or his/her designee may restrict access to Library facilities by (1) terminating or limiting access to computers, the internet, or Library facilities; (2) immediately dismissing the patron from the premises; or by (3) suspending the patron's access to Library facilities for a set period of time. Any patron may appeal to the Reed City Area District Library Board of Trustees in respect to any action taken under the Internet Use Policy and Code of Conduct. Actions that violate local, state, or federal law will be prosecuted.

VII. Staff Assistance.

Staff may assist Library Users in getting started on the Internet. However, the Library cannot guarantee that Internet-trained staff will be available to assist Users at all times the Library is open. Because of the many different applications available on the Internet, staff may not be

able to provide specialized or technical knowledge about a particular application. Staff can help direct users to the correct programs or websites but staff cannot do tasks, fill out forms or type documents for Users. Users who need training on Library software or digital collections should request an appointment.

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XIV. PATRON

A. Code of Conduct

1. Purpose

One goal of the Reed City Area District Library is to provide a pleasant setting and appropriate atmosphere for the use of educational, reference and popular library materials—in essence, to read, study, do research, use the library equipment or attend library programs.

2. Responsibility

- a) It is a patron's responsibility to maintain necessary and proper behavior standards in order to protect his/her individual rights and the rights and privileges of other patrons. In order to provide a positive experience at the library for all persons, the Library's Board of Trustees has adopted the following rules and regulations:
- (1) Patrons shall respect the rights of other patrons and of library employees.
 - (2) Patrons shall not harass or annoy others through any activity.
 - (3) Patrons shall not interfere with the use of the library by other patrons or interfere with library employees as they perform their duties (illegal or recreational).
 - (4) Patrons shall not damage or deface library property.
 - (5) Patrons shall not possess or be under the influence of alcohol or drugs.
 - (6) Patrons may not use tobacco products anywhere in the building.
 - (7) Patrons shall enter the library appropriately attired, including shirt and footwear. Face coverings are required for entry while state guidance requires.
 - (8) Patrons may not use the public restrooms for personal bathing.
 - (9) Patrons must be sure that all library materials removed from the library are checked out on a valid card.
 - (10) Patrons shall be responsible for any of their fees or other charges in accordance with the Library's standard schedules. Failure to pay these fees may result in the suspension of borrowing privileges.
 - (11) Patrons shall take responsibility for their own belongings. The Library is not responsible for patrons' personal property.
 - (12) Patrons shall not run or disturb others by such activities as loud behavior, talk or music. With the exception of patrons using adaptive technology devices, patrons shall use head

phones with all audio equipment and at a volume which cannot ordinarily be overheard by others.

- (13) Patrons may use cell phones only at the discretion of library staff.
- (14) Patrons shall not make any solicitations in the library or at the library's entrance.
- (15) Patrons may not use skateboards, scooters or rollerblades in the library or anywhere on library grounds.
- (16) Except for service animals, patrons shall not bring pets or animals into the Library, without prior authorization by the Library Director, or at the request of the Library Director or the Library's Board of Trustees.
- (17) Patrons may not have body odor, fragrance or hygiene so offensive as to disturb other patrons or interfere with other patrons' use of library facilities.
- (18) Patrons may not sleep in the Library.

3. Enforcement

- a) If patrons (including minors) violate these rules, the following steps will be taken in this successive order if the preceding step is not followed by the violator(s):
 - (1) The patron will be asked to comply.
 - (2) The patron will be asked to leave.
 - (3) Parents will be notified if minors.
 - (4) The Reed City police will be called.
 - (5) Incident will be documented in the *Incident Report* (Appendix # 20).
- b) These rules are enforced by library staff and the Reed City Police Department. Patron identification, including name, address, and telephone number may be requested for the purpose of documenting the incident. Any patron not abiding by these or other rules and regulations of the Library may be required to leave the Library premises and may forfeit their library privileges. Any patron may appeal to the Reed City Area District Library Board of Trustees in respect to any action taken under this Code of Conduct. Actions that violate local, state, or federal law will be prosecuted.

B. Eligibility for Borrowing Privileges

1. Non-Resident

A yearly non-residency fee of \$25.00 per household will be charged for all patrons outside the Library's designated service area of the City of Reed City, Richmond and Lincoln Townships and contracted townships of Cedar, Hersey Township/Village of Hersey and Green Charter.

2. Library Cards

- a) Patrons entitled to free Library cards are permanent and part-time residents of the City of Reed, Richmond and Lincoln Townships and contracted townships of Cedar, Hersey Township/Village of Hersey and Green Charter. In addition, teachers employed by the Reed City Public Schools and Reed City area private and parochial schools are eligible when materials are for classroom use. In addition to residency, applicants for adult cards must also provide a valid government-issued picture I.D. such as a driver's license or passport; or non-valid government-issued picture I.D. with a utility bill, lease or home title with the applicant's current name and address; and will be required to show such card when they wish to check-out materials if they do not have their library card with them.
- b) Replacement library cards are available for \$1.00.
- c) Families who share one card will be asked that the primary card-holder (that is the person whose name is on the card) inform library staff of the names of those who are authorized to use that card so a note can be made on their account.
- d) Patrons become eligible for a Juvenile Library Card when they turn eight (8) years old. Application for a child's card requires that the child reside within the service area of the Reed City Area District Library or attend Reed City Area Public Schools or Reed City area private or parochial schools, and the signature of that child's parent or guardian. Before the age of eight, children may borrow materials by using the card of their parent or guardian with that adults' permission.

XV. PHOTOCOPY / FAX MACHINE

A. Regulation

1. All photocopier machines in the Library will have a warning label as required by the copyright law.
2. Violations of copyright are the responsibility of the copy machine user.
3. The Library is not responsible for the quality of copies and will refund money only in the event of severe malfunction of the machine.

B. Users

1. Users will find photocopying and faxing fees posted in a prominent place near the machine or circulation desk.
2. Employees and Board Members are allowed to use the office copier, fax or printer at ½ (half) the cost to the public.
3. Library staff are not responsible for content that library patrons generate or send on library premises or utilizing library equipment and such material should not be considered endorsed by the library or library staff

C. Fees

1. Fees for the photocopier are \$.40 per side per page for color copies and \$0.20 per side per page for black and white copies.
2. Fees for outgoing faxes only are \$.50 per page.
3. Fees for computer printouts are \$.25 per page.

XVI. SPECIAL SERVICES/ADA

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

The Library will make every effort to provide assistance to individuals with disabilities upon request.

XVII. SPECIAL STATUS WORKERS

A. Volunteers

1. Purpose and Scope

The Reed City Area District Library (RCADL) is pleased to provide volunteer options to individuals wishing to share their talents and abilities in support of library services. However, they will not replace nor perform the regular duties of paid staff. Volunteers, by definition, work without pay, benefits or guarantee of hours. The number of volunteers and designated volunteer tasks selected will be at the discretion of the Library Director and based on current library need and the availability of appropriate supervision.

Examples of volunteer opportunities:

- Dusting/cleaning books, shelves and computer equipment
- Shelf read
- Assist with programs (**only under the close, direct oversight of library staff**)
- Assist with decorations/displays
- Assist with book sales
- Other duties as designated

2. Categories of Volunteers

a) OCCASIONAL VOLUNTEERS

Occasionally, special projects of the Library require additional workers. These volunteer options are short in duration and provide options for casual volunteers. No application or orientation process is necessary. Volunteers report to the Library Director or the "Volunteer Coordinator", a Director designated Library staff or board member, to receive their assignments and begin working. Community service workers or students should know the documentation requirements needed to complete their service hours and accurately communicate them to the Library Director.

b) REGULAR VOLUNTEERS

Regular volunteers are those who wish to commit to long term (or ongoing) projects lasting four or more weeks. To be eligible for opportunities, a *Volunteer Application* (Appendix # 22), which will require emergency contact information, general contact information and the commitment to a predetermined schedule developed in consultation with the Library Director. Volunteer applications will be retained for a period of one year and reviewed as opportunities are available. Volunteers age

seventeen (17) and under will be required to present a parent/legal guardian's written permission as incorporated into the Volunteer Application. Regular volunteers shall be age twelve (12) or older. Regular volunteers will be required to read through the RCADL Operations Manual and agree to all tenants therein.

3. Expectations and Guidelines

a) *SUPERVISION*

It is expected after an initial assignment of tasks, that the volunteer is able to work independently with periodic questions and/or guidance from the Library Director or Volunteer Coordinator.

b) *ATTENDANCE*

It is expected that volunteers work their scheduled times. Volunteers who know they will be late or absent must notify the Library Director or Volunteer Coordinator.

c) *APPEARANCE*

Volunteers need to present a positive image to the public. It is expected that the volunteers will dress and groom neatly in keeping with their work assignments.

d) *PATRON SERVICE*

It is important that volunteers maintain a professional, friendly demeanor at all times. All patron questions, other than directional, are to be referred to library staff.

e) *PROFESSIONALISM*

Volunteers are expected to meet the same standards of professionalism as required of library staff.

f) *NAMETAGS*

Some volunteer options may require wearing a nametag and will be at the discretion of the Director or Volunteer Coordinator.

g) *TELEPHONE AND EQUIPMENT USE*

The Library is professional work place. Personal calls are prohibited except as authorized by the Library Director or Volunteer Coordinator. Personal use of library equipment is not authorized.

h) *HEALTH AND SAFETY*

Safety is the responsibility of every worker, paid or unpaid. In the event of injury, the Library Director or Volunteer Coordinator

should be notified. Additionally, if an assignment is causing physical discomfort, the Library Director or Volunteer Coordinator should be notified, so that alternative tasks may be considered.

i) **TERMS OF VOLUNTEER WORK**

The volunteer will be retained insofar as library need and supervisor availability and may be discharged at the Library Director's discretion. The volunteer may also be discharged if not adhering to tenants of the Volunteer Policy and/or at the discretion of the Director.